



# BALTIMORE CONVENTION CENTER

  

## SERVICE MANUAL

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## BUILDING INFORMATION

### CANDLES AND DÉCOR

The Center's lobbies are designed to accommodate show-related decorations. The Center management must approve the method and location of installations for special decorations in advance. The areas approved for use will be determined in consideration of other building tenants and show management needs simultaneously using the space. Permanent installations in common spaces, such as telephone banks, information kiosks, and ATM machines may not be blocked. The Center's Visitors and Information Kiosks and ship displays are permanent and cannot be moved. **GLITTER and CONFETTI** are not allowed in carpeted areas within the Center.

**BALLOONS:** Helium-filled balloons add to the festive atmosphere of exhibits; however, when released are difficult to retrieve and require the use of our aerial lift for removal. Show management will be charged for the cost incurred to remove the balloons at the end of the event.

The use of Mylar balloons is prohibited in the facility. Certain areas of the facility have sensitive fire detectors. If balloons are used in these areas, you may be required to hire a fire warden. Please communicate your needs to your Account Executive well in advance of your event.

**CANDLES:** Open Flames are not allowed in the Center. Only votive candles as identified by a candle fully surrounded by glass and whose light fills up 50% of the candle jar will be allowed in the Center.

### CEILING HEIGHTS

Due to the unique design of the Center, ceiling heights vary in certain areas.

#### LOBBIES:

Pratt Street Lobby	40 feet
Sharp Street Lobby	14 feet
Otterbein Lobby	16 feet
Charles Street Lobby	40 feet
Ballroom Foyer	13 feet

#### EXHIBIT HALLS (A-G):

Maximum ceiling height	30 feet
Minimum ceiling height Hall A-D	16' feet 2"
Minimum ceiling height Hall E	11 feet

#### BALLROOM

28 feet

#### MEETING ROOMS

Meeting Rooms 304-306; 311-313	9 feet
Meeting Rooms 301-303; 314-326; 333-336	12 feet
Meeting Rooms 307-310; 347-350	14 feet
Meeting Room 327-332; 337-346	16 feet

## **CLEAN UP AND TRASH REMOVAL**

Trash removal service is provided during show hours and immediately after daily show closing in the following areas: exhibit hall aisles (excluding exhibit booths), corridors, public space and areas used for meetings. Janitorial services are provided in restrooms throughout show hours.

Areas inside exhibitor booths, as well as carpeted aisles, and registration are to be maintained by the customer's service contractors.

Show management is responsible for removal of all trash, in all exhibit areas including but not limited to, bulk trash, crates, pallets, packing materials, lumber, oil and other liquids prior to show opening and following move-out. Show management and/or their designated service contractor are responsible for removing tape and tape residue remaining on the exhibit floor after the event. The Center will bill show management for any trash removal and cleaning services at prevailing rates to remove tape or tape residue after the designated service contractor vacates the premises at the end of the lease period.

Special handling is required for the proper disposal of hazardous material or substances, and may need to be coordinated with the Center. Show management, exhibitors, or the designated service contractors must request in writing permission to bring any such materials or substances into the Center, and furnish the Account Executive with the required and appropriate Material Safety Data sheets for each request.

## **CRATE STORAGE**

The designated service contractor is responsible for all event crate storage. The Center does not allow "Boneyards" on the premise. "Limited Boneyards" will be allowed in assigned loading dock bays as long as Fire Extinguishers are provided by the service contractor and placed in visible dock areas. Exhibitors and exhibitor-appointed contractors may arrange for storage with the designated service contractor. All crates must be stored inside trailers. Trailers may be stored in the loading dock(s) as assigned. Storage of flammable or combustible materials, mixtures, liquids, gases, hazardous waste, or medical waste is not permitted inside the Center. Any fuel storage containers must be approved certified containers.

## **ELEVATORS**

There are seven passenger elevators, four freight elevators, and one service elevator in the Center. The passenger elevators are conveniently located in each lobby, serving all four levels. The freight and service elevators are located on the south side of the facility and service all four levels.

Public passenger elevators may not be used to transport equipment or exhibit materials. All show freight and equipment will be transported on the freight elevators.

### **ELEVATOR DIMENSIONS**

#### **Large Freight East Side:**

Door Clearance	9'x 9'
Clearance Width	9' x 8"
Clearance Depth	12' 9"
Weight Load	8,000 lbs.

## **ELEVATORS (Continued)**

### **Service East Side:**

Door Clearance	8 feet
Clearance Width	4 feet
Clearance Depth	8 feet
Weight Load - Passenger	4,000 lbs.

### **Large Freight West Side**

Door Clearance	9' 11" high
Clearance Width	9' 11" wide
Clearance Depth	21' 8" long
Weight Load	13,000 lbs.

### **(2) Small Freight West Side**

Door Clearance	7 1/2 feet x 5 feet
Clearance Width	7' 11" high x 4' 11" wide
Clearance Depth	8' 5"
Weight Load	9,000 lbs.

## **FLOOR LOADS**

The load limits of the Exhibit Hall floors are 350 pounds per square foot.

The load for the Charles Street, Otterbein, Pratt Street, Camden and Sharp Street Lobbies, the 200 level, 300 level and 400 level is 100 pounds per square foot.

The load limits for the outside terraces is 50 pounds per square foot.  
All of the above limits are strictly enforced.

## **FREIGHT HANDLING AND SHIPMENT OF MATERIALS**

The Center reserves the right to limit the number of trucks loading or unloading in the exhibit hall if the freight handling operation present clear or apparent safety concerns. Such concerns include, but are not limited to: The total number of vehicles in the hall and the overload of vehicle exhaust.

The Center cannot accept unload or store any shipment of show freight, materials, or equipment. Any advance shipments will be refused.

Registration materials, handout literature, or event related rental equipment must be consigned to show management.

Drivers hauling freight that is directly shipped to the Center may be required to report to the designated service contractor's truck marshalling facility for check-in. The designated service contractor may occasionally operate driver check-in at the Center.

Equipment may only be delivered or removed through the loading dock area.

## **LIGHTING LEVELS**

### **Exhibit Hall**

Overhead lighting in the exhibits halls consists of 250 watts metal halide lamps. Metal halide lamps require a 10 minute start-up period and cannot be turned off and on again without a cooling period. Maximum intensity of light at 30 feet above floor is 100-foot candlepower.

Hall A contains approximately 500 15-watts incandescent lamps with dimmer controls. Quartz lighting is also available in Halls A, E, F, G & Swing Space with dimming capability.

### **Meeting Rooms**

Lighting for meeting rooms on the 300 level consists of fluorescent lamps augmented by 100-watt incandescent lamps with dimming capabilities.

### **Public Areas**

The Sharp Street, Charles Street, Otterbein and Camden Lobbies and corridor lighting consist of 100-watt metal halide lamps. The Pratt Street Lobby has 250-watt metal halide lamps.

At no time will the Convention Center lower lighting levels to total darkness.

## **SIGNS/BANNER HANGING/FLAGS/DECALS**

Signs, banners and similar materials may not be taped, nailed, stapled, hung or attached to ceilings, walls windows and other surfaces. Banners and other decorative signs must be approved a minimum of two weeks prior to installation. All signs must be professionally produced. The installation method, locations and materials used are subject to approval by an authorized representative of the Center. Show management is requested to submit detailed sign placement plans a minimum of two weeks prior to the event, listing the location, number and dimensions of all signs and banners to be hung. The Center's review and approval of these plans will take into consideration the needs of other building tenants and show managers simultaneously using Center facilities.

The Ballroom and Exhibit Halls A, B, C & D feature strategically located tracks which are set into the ceiling for the suspension of graphics such as banners, placards, and directional signage. The track area has the capacity to support various loads from the ceiling structure. Exhibit Halls E, F, G & Swing Space are equipped with hanging points at 10' x 15' centers. (THESE POINTS HANDLE VERTICALLY HUNG LOADS ONLY.) All hangings are subject to approval of the Baltimore Convention Center. Please contact your Center Account Executive for information concerning the use of the tracks and hang points.

Nothing may be rigged, suspended from, or attached to any Center mechanical system. This includes ducts, electrical conduit or raceways, plumbing, acoustical baffles, or sprinkler pipes. Rigging may only be attached to structural members.

The use of Velcro, stick-on decals and badges or similar items is strictly prohibited in the facility.

The use of tape on any vertical surface, including but not limited to painted walls and portable walls within the facility is strictly prohibited.

Any necessary cleaning or repair that is directly related to signs, banners, decals or materials provided by customer, will be assessed a clean-up and/or repair fee and will be charged accordingly on invoice.

## **STAGING**

The Center has self-contained mobile folding units, which lock down at their placement sites. The stage is constructed of 14-gauge steel, with a vinyl tile decking and a black finish. Some meeting room staging is reversible to a carpeted side.

### General Information

- It is sufficient for loading of 100 pounds per square foot.
- Point loading can be figured at 300 to 400 pounds.
- The staging system has four models of steps in various heights and 4-foot guardrails.
- Skirting is available to mask the front and sides of the staging.
- All stages above 18" in height will be set-up with a guardrail unless the stage is placed against a wall.
- For safety reasons, the stacking of stages is not permitted. Rear guard rails are required for staging.
- Staging and ramps will be available based upon inventory availability.
- It is mandatory that railings be placed around three (3) sides of the stage, at all times.

## **TRUCK DOORS AND LOADING DOCKS**

The Center is equipped with 27 covered loading docks. Seven (7) docks are equipped with dock levelers and nine (9) with truck levelers. There are two loading areas for movement of freight to the exhibit halls and the 200, 300 and 400 levels.

Trucks can be driven directly onto the exhibit floor. The dimensions of the doorways are as follows:

- East Side Loading Dock (Doors 1-9) 9' wide x 8' 10" high
- Hall A (Charles Street Roll-up Ramp) 23' ½" wide x 14' high
- Hall A (Roll Up Door/Charles Lobby) 17' 11" wide x 12' 5" high
- Hall B (Portable Wall @ Loading Dock) 42' wide x 17' 10" high
- Hall D (Inner Roll Up Door/East Side) 26' 8" wide x 15' 8" high
- Hall D (Outer Roll Up Door/West Side) 9' 7" wide x 14' 11" high
- Hall E (Inner Roll Up Door) 17' 9" wide x 14' 7" high
- Hall E (Outer Door Roll Up Door) 17' 9" wide x 14' 3" high
- Hall F (Inner Roll Up Door) 15' 11" wide x 14' 8" high
- Hall F (Outer Roll Up Door) 15' 11" wide x 14' 9" high
- Hall G (Inner Roll Up Door) 19' 10" wide x 14' 5" high
- Hall G (Outer Roll Up Door) 19' 9" wide x 13' 10" high
- Dock #1 Ramp Outer Roll Up Door 14' 11" wide x 17' high
- West Tunnel Roll Up (Conway St.) 15' 2" wide x 15' 6" high
- Lower Pratt Lobby Roll Up 17' 2" wide x 8' 4" high

## **UTILITY SERVICES**

The Center handles are utility services including electrical, air and water needed for events. There are a variety of services available throughout the building as follows:

Electrical 100 and 400 Levels – A wide range of electrical power is available both in 120/208 volts and 277/480 volts up to 400 amps per drop.

On the 200 and 300 Levels, the availability is approximately the same as listed above, with the exception of the 277V/480V power. Also, the 120V/208V of any amperage or phase configuration is slightly limited compared to the 100 Level. Higher amperages are available but must be run from distribution panels to the exhibits on all levels of the facility.

COMPRESSED AIR - Available on the 100 Level Exhibit Halls only at approximately 100 pounds of pressure. See the enclosed Utility Service Order Form for specifics and costs. Exhibitors must provide their own adapters and regulators.

WATER/DRAINAGE – Available on the 100 Level Exhibit Halls only. See the enclosed Utility Service Order Form for specifics and costs. Exhibitors must provide their own adapters and regulators.

All electrical equipment must be approved by Underwriters Laboratories or by the Center's Director of Building Services. Extension cords and other electrical supplies must be of the SJ. or S.O. type and the wire size no smaller than #12 AWG.

Charges may be assessed to the responsible customer for additional labor and material associated with on-site cancellation of utility service.

Damages resulting from improper installation or defective equipment not approved or installed by authorized Center engineers will be charged directly to the user.

Utilities panels and mechanical equipment rooms may not be blocked under any circumstances.

The Center will provide a total of four (4) 20 amp circuits at no additional charge to show management.

## **GENERAL INFORMATION**

### **AMERICANS WITH DISABILITIES ACT**

The Center provides access for our guests with disabilities in the following ways:

- Sidewalk curb cuts provide easy access for wheelchair users to main lobby areas.
- Wheelchair ramp located in the Charles Street Lobby.
- Thresholds are level with door entrances.
- Meeting room audio enhancements.
- Exterior automatic sliding doors are located at each public lobby entrance - Pratt Street, Sharp Street, Charles Street, and the Mezzanine Level, Main Terrace.
- Emergency systems for the visually and hearing impaired. TDD and TDY-equipped telephones are located throughout the public areas of the facility.
- There is amplified telephone handsets located in each of the permanent public telephone banks located throughout the Center.
- TDD and TDY-equipped telephones are located throughout the public areas of the facility.

## **AMERICAN WITH DISABILITIES ACT (CONTINUED)**

- Telephones in each telephone bank are installed at a height, which will accommodate persons in wheelchairs.
- Elevators are located near escalators on each level, and are equipped with Braille indicators, chimes, and raised letters, providing mobility for visually impaired guests. In addition, meeting room signs are equipped with Braille indicators.
- All restrooms are accessible to standard wheelchairs.
- The elevator phones provide information on the location of the phone and instruction on using the instruments.
- Visual line indicators (flashers) and amplified handsets are available to exhibitors and show management through the Center's Telecommunications Department.

## **ANIMALS**

No animals, except those licensed to assist the physically challenged, are permitted inside the Center as part of any exhibit, activity or performance, without prior written approval from the Center. Approval will be based upon permits provided to Center within reasonable time for review and signature.

## **AUTHORIZATION FOR REMOVAL OF PROPERTY**

It is the policy of the Baltimore Convention Center to have the Licensee authorize any event-related items to be removed from the facility by their contractors. Items left behind by exhibitors or show management can't be removed by the contractors or any employee of the Center without proper authorization. If any items are purchased during the event, a receipt for the purchase will be required.

## **AUTHORIZED SIGNATURE**

To eliminate unauthorized charges, we have included a form to be completed and returned to your assigned Account Executive prior to the event. Individuals within your organization who have the authority to order services should be listed on this form.

## **DAMAGES**

Any type of damage to the Center must be reported immediately. Center representatives, show management and the designated service contractor will inspect leased areas of the building prior to move-in and during move-out to determine existing conditions of the spaces. The inspections will be coordinated by and conducted with appropriate Center personnel.

The use of tape on any vertical surface, including but not limited to painted walls and portable walls within the facility is strictly prohibited.

Should you need to place tape on any carpeted area in the facility you must use SHURTAPE 665, which will not leave a residue on the carpet. The following companies in the Baltimore area supply SHURTAPE 665 Tape:

- Edgerton-Becker - (410) 337-0171
- Harrison Brothers - (800) 327-4414
- Hart Industries - (410) 581-1900

## **ENTRANCES AND EXITS OF EVENT PERSONNEL (including Show Management)**

The Center will open the lobby entrances listed in your license agreement based on the event hours for registration or event days. During move-in and move-out, all event personnel, such as show and service contractor staff, exhibitor-appointed contractor staff, temporary help, exhibitors, and other workers affiliated with an event shall enter and leave the Center through the Public Safety Office entrance on Charles Street.

### **HOTEL WALKWAY CONNECTIONS TO THE CENTER**

During move-in, move-out and dark days, the entrances into the Center from the Hotel walkways are closed. Entrance and exits will be through Public Safety. It is the policy of the Center to only allow badged registrants and/or people attending events in the Center, into the building. The Center is not to be considered a walkway through to the Inner Harbor or other areas of the City.

## **EXHIBIT BOOTHS**

Five copies of the exhibit plans must be submitted to the Center not later than ninety (90) days prior to installation. These plans will be reviewed by the Baltimore City Fire Department's Public Assembly Officer for approval.

Exhibit booths must be installed so that they neither interfere with access to emergency exits nor restrict visibility of required emergency exit signs or equipment.

It is the exhibitor's responsibility to ensure safe exhibit booth construction. Drapes, signs, banners, acoustical materials, decorating materials, plastic cloth and similar materials must be flame retardant or fabricated from inherently fireproof materials. The exhibitor should have a certificate of flame retardant available for review by the Baltimore City Fire Department's Public Assembly Officer (BCFD-PAO). The Public Assembly Officer may at his or her sole discretion perform a flame test of exhibit materials. The use of any material that cannot be made flame retardant is prohibited.

Exhibitors, service contractors, and all other event personnel shall comply with all federal and municipal fire codes, which apply to places of public assembly.

Each enclosed or covered area must be protected by an audible smoke detector. This includes storage closets built into the exhibit.

Each enclosed or covered area must display a charged and approved fire extinguisher

The maximum occupancy of the load-bearing area(s) in a multi-story exhibit is limited to one person per fifteen net square feet of floor space, not to exceed a total of twenty-five persons. This maximum occupancy must be posted.

Exhibit booths that are multi-story, contain covered assembly areas, such as conference areas or theatres, or extend beyond 300 feet, must meet the following minimum life safety requirements. This type of booth requires a separately approved floor plan by the BCPD/PAO and documentation of load capabilities for the second level must be provided.

There should not be less than two means of egress from each load bearing area(s) in excess of 200 square feet in a multi-story exhibit, or from each covered assembly area in excess of 200 square feet.

An "automatic extinguishing system" must protect single level booths greater than 300 square feet and covered with a ceiling.

A single exhibit or group of exhibits with ceilings that DO NOT require sprinklers must be separated by a minimum of 10 feet where the aggregate ceiling exceeds 300 square feet.

For booth and aisle marking on the exhibit floor only, VINYL TYPE TAPE or CHALK is approved for use. Shoe polish is strictly prohibited.

## **FLOOR PLAN APPROVAL**

Five copies of the event floor plans must be submitted to the Center review and approval at least 90 days prior to the first show day. The plans should be no smaller than 11" x 17" in size, and should clearly show adjacent lobbies and exit ways.

After Center management review and approval, the Center will forward plans to the Baltimore City Fire Department's Public Assembly Officer (BCFD-PAO) for review and approval of aisles and exits. After the Baltimore City Fire Department's Public Assembly Officer's review and approval, the event Account Executive will return a stamped and approved set of plans to show management and to the designated service contractor.

Floor plans are not considered approved without signed and stamped approval from both Center management and the Fire Prevention Division, and should not be published without stamped approval. The Baltimore City Fire Department's Public Assembly Officer's will not review or approve plans for events at the Center that are not forwarded through the Sales and Marketing Department and that have not been approved by Center management.) The Baltimore City Fire Department's Public Assembly Officer will not meet with show management or service contractor representatives unless the conference is arranged by Center representatives.

If the final floor plan is different from the initially approved floor plan, the revised plan must be approved at least seven working days before the first day of move-in.

All floor plans should clearly show the following:

1. Name and date of the event
2. Name of the area in use (e.g., Hall A)
3. Designated service contractor
4. Date of initial drawing
5. Date and number of all revisions
6. Labeled location of all exits
7. All points of entrance and egress should have a minimum of 10 feet clear space on all sides. Specific clearances are established for each major entrance and exit, and may be confirmed with the event Account Executive.

## **MOTORIZED VEHICLES**

The Center has developed guidelines for exhibitors or contractors while operating motorized vehicles. These are as follows:

- Vehicles which drip oil or other staining solutions must have drip pans or dry absorption powder under the parked vehicles and engines. Show management will be charged for cleaning and replacement costs for permanent stains or damage to the Center.
- Only gas and electric motorized vehicles are allowed in the Center. Propane is prohibited.
- Trained and certified personnel must operate all forklifts or material handling devices. The contractor operating this equipment must immediately report to the Center's Public Safety Department any damages caused by the operation of the equipment.
- No vehicle operator shall leave operating motor vehicles unattended.

- Forklifts and motorized carts are prohibited from any carpeted area. Only electrically operated lifts are allowed in carpeted areas. Carpet protection must be provided at all times.
- Scooters and Segways are allowed in the Center. The Center at its own discretion, may limit access based on high foot traffic within building.

## **PAYMENT TERMS**

The deposit and signed License Agreement must be returned to the Center by the specified due date. The remaining balance of the rent and other sums are due within 30 days of invoice date.

Additional charges may include, but are not limited to:

- electrical service, telecommunications service, function space set-up and changeover labor, audio equipment and dedicated labor, air, water and drainage service, trash hauling, damages to the Center's physical plant and equipment, building rental on lobby and meeting room space (resold) to exhibitors, function space water service, equipment rental, exhibit hall cleaning, banner hanging by Center personnel, on-site reproduction and fax services, replacement or duplication of meeting room keys, special inspections of temporary rigging installations, dedicated security personnel or police officers arranged through the Center.

Show management may order and provide payment for individual exhibitor services. In order to record this transaction, show management must sign a service order form on behalf of the exhibitor.

## **SMOKING POLICY**

Baltimore City Ordinance #227 prohibits smoking in any and all areas inside of the Center. Ash urns have been provided at the main entrances of the facility. Employees and contracted staff are allowed to smoke outside on the loading dock and outside the Public Safety office.

## **TIPS AND GRATUITIES**

It is the goal of every employee of the Center and its affiliates to provide you with efficient and courteous service. It is our policy that all Center employees are prohibited from accepting tips or gratuities.

## **VEHICLE DEMONSTRATION OR EXHIBITIONS**

Vehicles may be allowed in the building for display purposes provided they meet the following requirements:

- Fueling or fuel removal is PROHIBITED.
- Vehicles are prohibited from being moved during an event without prior approval.
- Natural gas powered vehicles must have the tank purged before entering the building.
- Exhibitors demonstrating or exhibiting a mechanized or motorized part powered by either propellant or electrical system must have prior written approval of the Baltimore City Fire Department's Public Assembly Officer. Approval must be secured through the event Account Executive not less than thirty days prior to decorator move-in.
- Exhibitors requesting demonstration of, or exhibiting a moving vehicle must provide the event Account Executive with full written details of the proposed demonstration not less than thirty days prior to decorator move-in. After review by Center management, the request will be forwarded to the Baltimore City Fire Department's Public Assembly Officer for review and approval. The event Account Executive will provide the exhibitor with the decision of Center management and the Baltimore City Fire Department's Public Assembly Officer.

- Gasoline powered vehicles on display must have fuel maintained at 1/4 tank or 5 gallons, whichever is less. Fuel tank caps must be locked or taped shut. Battery cables must be disconnected, and the connecting leads wrapped with electrical tape. Gasoline and diesel fueled material handling equipment may not be stored overnight in exhibit halls.

## **PUBLIC SAFETY/EVENT SECURITY**

### **PUBLIC SAFETY**

The Center provides 24-hour internal patrols of all areas of the facility and the building perimeter.

All Center employees have Center identification badges. Show management may refuse access to employees without showing proper Center identification.

Center employees are strictly prohibited from using Center identification badges to enter events for personal or other reasons not related to their assigned duties.

All event personnel are subject to inspection of cartons, packages or containers brought into or taken out of the Center. All event personnel must wear an identification badge issued by their employer, by show management, or by the designated service contractor.

### **EMERGENCY FEATURES**

The Center is equipped with illuminated exit signs. An emergency power generator supports these signs, as well as other vital electrical needs. In addition to the exit signs, flashing "strobe" fire indicators are located throughout the facility to provide visual warning for those guests with impaired hearing.

There is also a zoned "Automatic Voice Alarm" system designed to direct emergency evacuation of the entire building, or any particular section, in a swift, safe and orderly fashion. The Center's communication system contains several integrated features that facilitate early detection of hazardous or emergency situations. Among these are:

- A multi-channel radio system, housed in the Public Safety office.
- Closed-circuit television cameras located throughout the facility.
- Emergency telephones located in all elevators.
- Smoke Detectors and a sprinkler system cover all areas of the Center, including meeting rooms, exhibit halls and public corridors.

### **EVENT SECURITY-CONTRACTED BY LICENSEE**

All contracted security personnel must wear uniforms while on duty at the Center. All security agencies must be licensed and bonded in the State of Maryland. Firearms are prohibited.

To utilize the services of off-duty Baltimore City Police Officers, you may contact the Baltimore City Police Department Overtime Unit at (410) 396- 2141 or coordinate scheduling of off duty officers through our Public Safety Department.

A final event security deployment plan is due to the Baltimore Convention Center; to include guard positions and the hours that the positions will be filled. Show management shall use their best efforts to insure that the contracted security firm facilitates safe crowd control and adequately staffs all entrances and exits to exhibit and meeting space. The Center reserves the right to require additional security personnel and to modify the proposed deployment if warranted by the nature of the event.

The contracted security firm shall immediately notify the Center's Public Safety Department verbally and in writing of each incident in leased space that requires official action, such as theft, property damage, or injury. The Center's Public Safety Department will also prepare a written report of each incident.

The contracted security firm will maintain a security supervisor on site during the entire duration of its supervision of the event.

All events with exhibits are required to provide 24-hour event security.

## **FIRE DEPARTMENT REGULATIONS**

Fire regulations are strictly enforced. The Center is regularly inspected by the Baltimore City Fire Marshall. Please read and comply with the following regulations:

- All meeting rooms and exhibit halls have a maximum occupancy that may not be exceeded. In order to fulfill our public safety obligation, the Center reserves the right to deny further entry into these spaces if, in our opinion, public safety considerations would be best served.
- All doors leading to required fire exit ways must be kept unlocked at all times when the building or floor area served by the fire exit way is occupied. The Center will not chain lock or deadbolt exhibit space for any reason during event hours.
- Decorations, furnishing and equipment shall not impair the visibility of egress signs.
- Exit signs must be visible from any location in the room.
- Aisles must be a minimum of 10 feet wide for exiting.
- Low-level lighting requests must be pre-approved by the Center and the Baltimore City Fire Department's Public Assembly Officer and will be based on the type of function and seating arrangement. Blackouts are not permitted.
- Emergency lighting capabilities must be maintained at all times.
- Tents are prohibited inside the building without prior written approval by the Center from the Baltimore City Fire Department's Public Assembly Officer
- No combustible materials, merchandise or signs shall be attached to, hung or draped over fire-resistant side and rear dividers of booths or attached to table skirting facing aisles, unless fire resistant.

Hazardous Materials are prohibited. These include:

- Compressed flammable gases such as acetylene, hydrogen, propane. Flammable and combustible liquids such as gasoline, kerosene, cleaning solvents and other petroleum-based materials.
- Hazardous chemicals such as pool chemicals, pesticides, corrosives, herbicides, poisons, etc.
- Explosive material. Small arms ammunition may be allowed under certain circumstances.
- Cooking and/or warming devices in compliance with item "Cooking and Warming Devices".
- Oil cloth, tar paper, sisal paper, Spanish moss and burlap
- As per section 31-1.4.5 of the NFPA 101 Life Safety Code, furnishings or decorations of an explosive or highly flammable character shall not be used. Natural cut trees as well as other Christmas decorations (wreaths, garland, etc) are strictly prohibited. Living trees in a 'balled' condition with roots protected by an earth ball may be permitted provided they are maintained in a fresh condition and are not allowed to become dry.

Miscellaneous Requirements:

- Chairs - connected no more than 15 chairs across between aisles.
- Minimum Aisle Space - 44 inches with chairs on both sides.
- Smoke or Fog Machines -Water based machines only.

- Pyrotechnics/Fireworks Inside Building - ONLY approved effects and cold spark devices (requires prior approval).
- Display or use of hay, straw, wood chips, bamboo, lumber - Permissible only if treated with a fire retardant and pre-approved by Center and Fire Department.
- Aisle carpet fastening - all tripping hazards should be eliminated.
- Welding/cutting for demonstration purposes only (special permit required.)
- Boneyards are prohibited on the exhibit hall floor.

**Emergency Phone Numbers:**

24-Hour Building Security (Public Safety Office): 410-649-7160 / 7055 \*

Baltimore City Fire, Medical and Police: 911 / Non-emergency: 311

Lost and Found: Baltimore Convention Center Public Safety Office: 410-649-7055 \*

\* Last four digits can be dialed from any white house phone.

To report an emergency, call the Public Safety Office on extension 5046 from any house phone.

**KEYS**

The Account Executive processes all requests for building keys, lock changes, and scheduled locking and unlocking of leased space.

Three "hard" keys or three "electronic key cards", per room are available at no charge. There will be a \$10 charge for each additional key provided, per room. Duplicate keys are only available through the Center's Public Safety Department and in some cases may require notice.

If keys are not returned within three days after the Event, the necessary locks will be charged at \$50.00 each at the Licensee's expense. No credit will be given for keys returned after three days of the close of the event.

Customers who receive keys assume the responsibility for locking and unlocking their leased space. The Center respects customers' security and privacy and will not open any space to which the customers have received keys except in the event of an emergency. Center staff will coordinate daily servicing of the locked spaces with show management.

**LOST AND FOUND**

All lost and found articles are turned in to the Center's Public Safety Office. Every effort is made to identify the owner and return all articles. At Center's discretion, lost and found articles whose ownership cannot be determined are catalogued and stored at the Center for a 30-day period. Articles left beyond 30 days will be disposed of as directed by Center Management.

## **PUBLIC/TICKET SHOW INFORMATION**

### **ADMISSIONS TAX REQUIREMENTS**

Any event that sells tickets to the general public is subject to a 10% admissions tax payable to the State of Maryland. This tax should be included in your ticket price. Admissions tax will be payable the day the event closes and will be part of the event settlement.

### **BOX OFFICE CHARGES**

ALL TICKET SALES, INCLUDING BUT NOT LIMITED TO ON-LINE TICKET SALES, MUST BE APPROVED BY THE CENTER AND ARE SUBJECT TO ALL APPLICABLE BOX OFFICE FEES.

A E-TICKET report must be given to the Box Office Supervisor.

### **Advanced Ticket Sales/Computerized Tickets**

The Center has an exclusive agreement with KISS SYSTEM to provide computerized advance ticket sales for events at the Center. All advance and on-line tickets must be sold through Ticketmaster and must be arranged by the Center's accounting department.

The following charges are applicable to this type of ticketing:

- All ticket sales are subject to 6% of the gross receipts after deduction of State Admissions Tax. This assessment applies to all tickets whether sold by Center or any other source.
- Six percent (6%) of the after tax gross ticket revenues, with a \$300.00 minimum per show, whichever is greater.
- On-site purchase of computerized tickets using a credit card will be subject to a service charge of 3.5%.
- A \$1,000.00 deposit in the form of certified check or cashier's check must be submitted when the computerized system is utilized.
- The Box Office will provide the following services when computerized system is utilized:
  1. Provide for advance sale, not to exceed six (6) weeks prior to event, during normal business hours and at all outlets at the stores in the greater Baltimore area.
  2. Hire, at the event's expense, the necessary Box Office personnel and supervisors on the date(s) of the event.
  3. Provide a complete accurate Box Office settlement showing the final audited details of total sale.
  4. Deduct and pay State Amusement Taxes as required by law.
  5. Tickets may be charged at the Box Office through VISA, MASTERCARD, or AMERICAN EXPRESS credit cards.

### **PAYMENT TERMS**

A deposit of the minimum facility rental, along with the signed License Agreement must be returned to the Center by the specified due date. The remaining balance of the rent and other sums are due at the time of the event settlement.

Additional charges may include, but are not limited to:

- electrical service, telecommunications service, function space set-up and changeover labor, audio equipment and dedicated labor, air, water and drainage service, trash hauling tipping fees, damages to the Center's physical plant and equipment, building rental on lobby and meeting room space resold to exhibitors, function space water service, equipment rental, exhibit hall cleaning, banner hanging by Center personnel, on-site reproduction and fax services,

replacement or duplication of meeting room keys, special inspections of temporary rigging installations, dedicated security personnel or police officers arranged through the Center.

Show management may order and provide payment for individual exhibitor services. In order to record this transaction, show management must sign a service order form on behalf of the exhibitor.

### **SALES TAX LICENSE**

Any event which sells a product or merchandise to the general public or large private groups will be responsible for collecting the 6% Maryland Retail Sales Tax. Each exhibitor will be required to have a 30-day license from the State of Maryland. If an exhibitor already has a State Sales Tax License, he is required to display a copy of said license at the place of his exhibit. It is the responsibility of show management to inform each of his exhibitors of this requirement.

#### **All inquiries should be directed to:**

Comptroller of the Treasury  
State of Maryland, Retail Sales Tax Division  
301 West Preston Street, Room 201  
Baltimore, Maryland 21201  
Phone: (410) 225-1302

### **TRADER'S LICENSE**

All exhibitors are required to have a Trader's License or an Exhibitor's Affidavit prior to the show or event. The promoter may not allow an exhibitor to participate in the show until the exhibitor has presented to him one of the above. Any exhibitor who has a Trader's License for a fixed place in Maryland must present a photocopy to the promoter. Manufacturers selling their products are exempt.

A duly executed Exhibitor's Affidavit must set forth the following conditions:

- Derive less than 10% of annual income from the sale of like goods, wares, chattels or merchandise.
- Has not participated in more than three shows during the previous 365 days.

A copy of the Trader's License or an Exhibitor's Affidavit must be **CONSPICUOUSLY DISPLAYED** during the show. Within seven days after the conclusion of the show, the promoter must forward all Exhibitors' Affidavits:

Comptroller of the Treasury  
Field Enforcement Division  
State License Bureau  
80 Calvert Street  
Room 314  
Annapolis, MD 21404  
410-260-6240

A promoter or exhibitor who fails to comply as required by law shall be guilty of a misdemeanor and, upon conviction thereof, shall be fined or imprisoned for not more than thirty days.

An exhibitor who participated in a show promoted by: (1) a church as defined in Article 5, Section 301 (B) of the Corporations and Associations Article, or (2) any Government Agency, or (3) amateur radio

organization, or (4) antique vehicle, machine equipment organization will not be required to obtain a Trader's License.

The promoter may not allow an exhibitor to participate in the show if the exhibitor has not submitted a copy of the Trader's License or an Exhibitor's Affidavit PRIOR to the show.

An exhibitor who has a valid Trader's License for a fixed place of business in Maryland does not have to obtain another Trader's License provided the exhibitor presents a copy of the license to the promoter prior to the show.

## **SERVICES PROVIDED AT THE BALTIMORE CONVENTION CENTER**

### **AUDIO VISUAL SERVICES (410) 649-7313**

**Projection Presentation Technology** is the preferred provider of audio/visual services at the Baltimore Convention Center. Their services include all projection equipment, video and data equipment

For Audio Visual Sales:  
Dede Walsh, National Sales Manager  
410-649-7313  
[dwalsh@projection.com](mailto:dwalsh@projection.com)

For Audio Visual Operations:  
Derek John, Director of Audio Visual Operations  
410-649-7314  
[djohn@projection.com](mailto:djohn@projection.com)

### **BUSINESS CENTER (410) 649-7194/7195**

The Center maintains exclusive in-house business center services. The Business Center is located on the 300 Level adjacent to the Pratt Street Lobby. We can place portable service desks throughout the facility in locations convenient to your show. These services are: photocopying, faxing, word processing, shipping (hand carry items only), computer access and rental, notary public and cellular phone leasing.

Please contact your Account Executive to discuss hours of operation and to set up a Master Account.

### **CATERING (410) 649-7075**

Increasingly, food and beverage service has become a large factor in the success of pre-planned meetings, shows, or exhibitions. The exclusive food and beverage provider for the Center is Centerplate.

Both the Center and Centerplate have committed significant resources to provide the most comprehensive offering of quality food and beverage services of any facility in the country. We will act in concert to accommodate individual and specific requirements for your planned receptions; coffee services, banquets, and concession-style food in our permanent exhibit hall locations or portable "bring it to your guests" arrangements. Centerplate can arrange floral centerpieces, specialty linens and other themed décor items for your event. Please discuss these options with your Centerplate sales representative.

Our Catering Department has sales and service representatives to assist you in the planning of your catered event and will work closely with your Account Executive in order to make your event the best possible. Please refer to terms and conditions for the purchase of food and beverage in your contract with Centerplate.

All food and beverage concession operations, or any service requiring such commodities, are reserved exclusively through Centerplate. Permanent locations are available for specific food service requirements and are the primary source for consideration. In addition to permanent food locations, portable food areas are available. Depending on expected attendance, a labor fee may be applicable.

The following list contains examples of items which are reserved for exclusive sale by Centerplate. If a customer wants to sell any of the following items, a fee may be applied by Centerplate. This list is not all-inclusive but should serve as a guideline in determining your food, beverage and concession needs.

- Food and beverage items sold for consumption.
- Arcade and amusement games.
- T-shirts, balloons, postcards, souvenir plates, forks, spoons, ashtrays, trivets, models, posters, buttons, badges, small toys, records, tapes, and other audio or video recordings.

If there are any questions concerning whether or not the sale of an item is reserved, please contact Centerplate's Sales Department well in advance of your event.

### **COAT CHECK**

Coat check services are available exclusively through Centerplate. Please contact your catering representative to arrange this service. PLEASE NOTE: Centerplate is not responsible for items left in coats or items left checked after hours of operation.

### **DONATIONS OF SURPLUS FOOD**

The Center's exclusive food services contractor, Centerplate, donates all surplus prepared food to organizations that help those in need.

### **EXHIBITOR COOKING**

The Center has prepared these guidelines for exhibitor cooking in conjunction with the Baltimore City Fire Department's Public Assembly Officer. The guidelines cover all cooking appliances, which include any heat producing or electrical device used to warm or prepare food, such as, but not limited to: stoves, barbecues, hot plates, crock pots, woks, frying vats, and microwave or convection ovens.

Please note:

- Show management must provide Centerplate and the event Account Executive with a list of all exhibitors who plan to cook and distribute food at the event at least thirty (30) days before move-in.
- The final exhibit floor plan should indicate the exhibitors referenced above, and must be received by Centerplate and the event Account Executive one week before service contractor move-in begins.
- Each exhibitor who plans to cook must provide Centerplate and the event Account Executive with manufacturer's specifications for the cooking equipment, appropriate drawings or photographs of such equipment and a description of the intended method of cooking. The exhibitor must provide this information no later than thirty (30) days prior to move-in

- The Baltimore City Fire Prevention Bureau must approve cooking and warming devices. Sterno may be used for warming trays. Cooking devices must be approved by a recognized testing laboratory (i.e., U.L., F.M.)
- Cooking and warming devices and heated products must be isolated from the public by either placing the device(s) in a minimum of 4 feet back from the front of the booth, or provide a Plexiglas shield between the cooking or warming device(s) and heated products. A minimum of 2 feet must be maintained between cooking devices within the same booth.
- Individual cooking or warming devices shall not exceed 288 square inches of surface area.
- The table surface holding the cooking or warming device(s) must be of non-combustible material.
- Combustible materials must be kept a minimum of 2 feet from any cooking or warming device. Use of butane canister must be pre approved by the Fire Marshall.
- An approved fire extinguisher and metal lid for each device, or an approved automatic extinguishing system must be provided within each booth utilizing cooking or warming devices.
- The use or storage of any flammable or combustible liquids, compressed gas cylinders, hazardous materials, or chemicals as fuel is strictly prohibited.
- Frying equipment must be equipped with a grease-shield.
- Deep fat fryers, wood or coal burning equipment, and bottled gas cylinders are prohibited.
- A commercial exhaust hood and temporary venting system must be provided for each commercial cooking appliance except: completely enclosed ovens; steam tables; and auxiliary cooking equipment that does not produce grease-laden vapors such as toasters, coffee makers, or egg cooker.

### **TELECOMMUNICATIONS (410) 649-7097**

The Center maintains MC Dean as the Center's exclusive in-house telecommunications and Internet service provider.

The Center is equipped with a Digital Meridian Telephone System and is capable of handling the following types of services: local and long distance calls, modem lines, voice mail, call forwarding, call waiting, ISDN lines, T-1 lines, IP addresses, multi-line stations and cable television connections, cat 5 wiring, and fiber optic capabilities.

House phones are strategically placed throughout the facility and inside each show office for internal use only. These phones are not capable of receiving or making outside calls.

Telecommunications service order forms are furnished to event management and service contractors upon request.

A utility service desk is provided during exhibitor set-up. The desk is staffed by Center personnel and will function as the central area for exhibitors with questions regarding telecommunications services, placing floor orders, and making payments.

Dedicated lines, circuits or other special requests provided by telephone carriers must be coordinated with the Center's Telecommunications Department to facilitate timely installation.

The Center assesses standard line service charges for all telephone carriers providing service through the Center's switch and telecommunications wiring system.

Alternative telephone service may not be sold in the Center. Resale of cellular phone service is prohibited, except where such use is part of exhibit demonstration.

One telephone line fee with unlimited local service will be waived for one show management office within the Center.

### **THEATRICAL LIGHTING AND RIGGING**

The Center has a labor agreement with the International Alliance of Theatrical Stage Employees (I.A.T.S.E.), Local 19. Show Management is responsible for hiring I.A.T.S.E. for theatrical lighting and rigging requirements. Please contact your Account Executive for additional information.

### **UTILITY SERVICES**

Utility services consist of electrical, compressed air and water/drain services. Utility services are processed and installed by Convention Center personnel. The Center offers a variety of wattage and voltage options to accommodate attendee requirements. All services can be ordered online through the Center's web page ([www.bccenter.org](http://www.bccenter.org)) or by contacting the Center's Utility Department.