

BALTIMORE
CONVENTION CENTER

SERVICE MANUAL

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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.

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 are amplified telephone handsets located in each of the permanent public telephone banks located throughout the Center.
- 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.

AUDIO SERVICES

The Center is equipped to provide a comprehensive audio package to fit your needs. Rooms 301-303, 307-310, and 314-350 are equipped with house sound. Upon request one standard microphone will be provided in these rooms on a complimentary basis. These rooms are also tied into two centrally located recording feed areas. The types of plug patch necessary for an audio feed is a 1/4" male tip, ring and sleeve phone plug with the tip being hot and the ring being the ground.

The following are also available in rooms 314-350

- RCA or XLR patch pins
- Fixed infrared (Line of Sight) Hearing Impaired System
- Mobile UHF Hearing Impaired

(Check with your Account Executive for availability)

AUDIO SERVICES (continued)

The Center can also supply audio operators to monitor sound levels and quality in meeting and banquet spaces as desired by show management. It is strongly recommended that the customer utilize operators during large banquets, large assemblies, and situations when many meeting spaces are operating simultaneously.

A paging system can be made available for the exhibition halls during your event. The microphone will be placed at a location convenient to you. Please contact your Account Executive to coordinate your paging system request.

Show management can choose to utilize the Center's audio equipment/internal sound system or bring in a complete sound system, including microphones and speakers.

The Center will allow reliable and qualified suppliers to handle your A/V needs; however, **ONLY CENTER EQUIPMENT CAN BE PATCHED INTO THE CENTER SOUND SYSTEM.**

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.

Included in the attachments to this manual is a form to be completed and submitted to the Public Safety Office at the time the items are being removed.

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. Only individuals within your organization who have the authority to order services should be listed on this form.

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.

Advanced Ticket Sales/Computerized Tickets

The Center has an exclusive agreement with Ticketmaster 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 5% of the gross receipts after deduction of State Admissions Tax. This assessment applies to all tickets whether sold by Center or any other source.
- Five percent (5%) 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%.

BOX OFFICE CHARGES (continued)

- A \$1,000.00 deposit in the form of certified check or cashier's check must be submitted when the computerized system is utilized.
- Tickets will be sold at the Baltimore Arena, Towson University Ticket Office and all area Hecht Company stores.
- 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 at the Baltimore Arena and all outlets at the Hecht Company 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. Tickets purchased at Hecht's may only be charged with a Hecht Company credit card.

Rolled Tickets

Rolled tickets are adequate when there is no reserved seating and no advanced ticket sales prior to the event. These rolled tickets are pre-printed and pre-numbered and are sold only at entrance doors when Licensee offers tickets at fixed prices to the general public.

For all events that are more than four (4) hours, two ticket sellers are required. When more than two sellers are used a ticket supervisor is also required. An hourly fee will be applied per seller/supervisor. Also, there is a two percent (2%) Box Office Administration fee of after tax ticket sales, or \$200.00 a day, whichever is greater. The administration fee covers costs of rolled tickets, set-up charge for ticket booths, filing necessary State Amusement and Admissions Tax reports, scheduling of box office personnel, security personnel, adequate change, depositing receipts, and settlement with Licensee for proceeds from ticket sales.

BUILDING SECURITY

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.

BUSINESS CENTER

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.

CATERING

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 ARAMARK.

Both the Center and ARAMARK 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. ARAMARK can provide floral arrangements, specialty linens and other themed décor items for your event. Please discuss these options with your ARAMARK 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 ARAMARK.

All food and beverage concession operations, or any service requiring such commodities, are reserved exclusively through ARAMARK. 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 ARAMARK. If a customer wants to sell any of the following items, a fee may be applied by ARAMARK. This list is not all-inclusive but should serve as a guideline in determining your food, beverage and concession needs.

- All 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 ARAMARK's Sales Department well in advance of your event.

CEILING HEIGHTS

Due to the unique design of the Center, ceiling heights vary in certain areas. Heights in various areas of the Center are as follows:

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

CEILING HEIGHTS (continued)

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, 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.

COAT CHECK

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

CRATE STORAGE

The designated service contractor is responsible for all event crate storage. 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.

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.

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.

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.

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

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

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

DONATIONS OF SURPLUS FOOD

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

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)

(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.

Large Freight West Side

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

Service East Side:

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

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 PERSONNEL

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.

EVENT SECURITY

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.

EVENT SECURITY (continued)

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.

EXHIBIT BOOTHS

Five copies of the exhibit plans must be submitted to the Center not later than forty-five (45) 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.

EXHIBIT BOOTHS (continued)

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.

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, microwave or convection ovens.

Please note:

- Show management must provide ARAMARK 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 ARAMARK and the event Account Executive one week before service contractor move-in begins.
- Each exhibitor who plans to cook must provide ARAMARK 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 devices(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 FM.
- 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 cookers

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. Vehicles)
- 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.
- 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.

FIRST AID

The Center is equipped with two First Aid Rooms, which will be staffed during all event hours. Due to State and City regulations the attendant is not permitted to dispense medication.

One of the First Aid Rooms is located near the Public Safety Office at the southeast corner of the Center adjacent to Charles Street. The other is located on the loading dock adjacent to Exhibit Hall E.

Both First Aid rooms are equipped with a radio so that the attendant can be informed immediately of any emergency.

Emergency Phone Numbers:

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

EMT/ Medical Emergency: 5046 from any house phone or above Public Safety numbers

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.

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.

FLOOR PLAN APPROVAL

Five copies of the event floor plans must be submitted to the Center review and approval at least 120 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 Client Services 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.

FLOOR PLAN APPROVAL (continued)

If the final floor plan is different from the initially approved floor plan, the final floor plan must be resubmitted and processed for approval. The resubmitted 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.

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 or 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.

GENERAL INFORMATION

Only Center staff is authorized to move Center plants, furniture and equipment.

The Center's Visitors and Information Kiosks and ship displays are permanent and cannot be moved.

Access to the Center's roof, mechanical rooms and ancillary equipment rooms is strictly prohibited without the authorization and supervision of Center management.

"Glitter and/or confetti" are not allowed in carpeted areas of the building.

Please see the attached rate schedules for other charges such as changeovers, equipment rental, and labor costs.

KEYS

The event 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 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.

Duplicate keys are only available through the Center's Public Safety Department and in some cases may require notice.

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.

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.

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.

PAYMENT TERMS

Please note the following important required schedule for deposits and remaining minimum balance: A 25% reservation 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 within 30 days of final billing or 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 complete and 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 5% 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) 767-1300

SHOW MANAGEMENT

The Baltimore Convention Center will provide the following services to Show Management for the registration area only on a complimentary basis:

- (1) Phone line with unlimited local service
- (4) 20 amp circuits

SIGNS / BANNER HANGING

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.

SMOKING POLICY

Baltimore City Ordinance #227 prohibits smoking in any and all areas inside of the Center. For the convenience of our patrons, we have placed ash urns outside the main entrances of the facility. Employees and contracted staff may use the designated areas outside loading dock, outside the Public Safety office.

SPECIAL DECORATIONS

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.

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.

TELECOMMUNICATIONS

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.

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.

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.

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 to:

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

If you have questions regarding these license requirements you may contact the Field Enforcement Division at (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.

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

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.

On the 100 level only

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.

UTILITY SERVICES (continued)

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.

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.