

Welcome to the Virginia Beach Convention Center!

Thank you for choosing the Virginia Beach Convention Center (“VBCC”) to host your event. Our experienced staff is committed to providing the highest quality service to make your event successful.

In creating a partnership for the success of your event, we encourage you to communicate with your Event Manager directly and as often as necessary. Our goal is to provide you with the personal attention you need every step of the way during your event planning and implementation stages.

This Meeting Planner’s Guide is designed to answer questions you may have and assist you in planning your event. However, at any time, please do not hesitate to contact your Event Manager for additional information or services. To further ensure a successful event, we encourage you to keep in regular contact with your Event Manager. Timely information regarding your event is critical and must be received no later than **twenty-one (21) calendar days** prior to your event load-in to qualify for the incentive pricing.

An extensive list of rules and regulations are included in this document and are made a part of the center’s Use Permit Agreement. Please review this section carefully.

We appreciate your decision to work with us and look forward to making your event a pleasant experience.

Virginia Beach Convention Center Mission

Facilitate successful experiences by offering a full range of high quality services and amenities for conventions, professional trade shows, consumer shows and community events.

Virginia Beach Convention Center Vision

Be a first class convention center recognized as the facility of choice for discerning meeting planners.

About the Virginia Beach Convention Center

The Virginia Beach Convention Center is owned and operated by the City of Virginia Beach Convention and Visitors Bureau.

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General Information

- VBCC Staff and Contact Information
- Directions

Defined Terms

1. Broom Clean - The condition of cleanliness after an exhibit hall has been swept with a broom at the conclusion of event load out.
2. Drayage - Exhibitor freight usually consigned to a general service contractor or decorator for delivery to an exhibitor’s booth on move in day. The service also includes removal and storage of crates, re-crating exhibits and returning them to a loading dock.
3. Event Team - The two-staff member team comprised of a senior Event Manager and an Event Supervisor who plans and coordinates all events at the VBCC. All communications, other than food and beverage, which relate to the use of the VBCC, should be directed to the Event Team. A member of one of the Event Teams is always present on-site when events are in progress.
4. Exclusive Food Services Provider - The sole contracted company, Distinctive Gourmet, a division of Boston Culinary Group that provides all food and beverages at the VBCC. Food products or services provided by others are strictly prohibited.
5. Food and Beverage Minimum – A minimum dollar amount to be spent on food and beverage in order to waive rental charges for a meeting room or ballroom. Minimum spending does not include taxes or service charges. Most room furnishings are included in these qualified instances.
6. General Contractor - A company contracted by the Permittee to provide services for exhibitors. These companies, sometimes referred to as *decorators*, provide services such as freight handling (drayage), pipe and drape, aisle signs, specialty signs, registration counters, exhibitor furniture, labor to install and dismantle exhibits and otherwise move freight throughout the Center, aisle and booth carpet, and carpeted aisle and booth cleaning services.
7. Permittee - The responsible party that signs the VBCC’s Use Permit Agreement
8. Qualified Events – Certain events, such as food and beverage functions that meet minimum levels of spending, qualify for free use of certain equipment. When items have the word “qualified” or “non-qualified” beside them in the fee schedule or on an event order, it indicates a reason for applying a charge or not. Non-qualified pricing is applied to facility equipment that is used in a situation other than its intended use or when minimum spending is not anticipated.
9. VBCC - Virginia Beach Convention Center – a division of the Virginia Beach Convention and Visitors Bureau
10. VBCC General Manager – The individual responsible for day to day operations of the VBCC or an authorized designee.
11. VBCVB- Virginia Beach Convention and Visitors Bureau – a department of the City of Virginia Beach municipal government
12. VBFD – The Virginia Beach Fire Department or the Fire Marshal of the Virginia Beach Fire Department
13. VBPD – The Virginia Beach Police Department or an off duty officer of this agency

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1000 19th Street | Virginia Beach, VA 23451-5674 | Main (757) 385-2000 | Fax (757) 437-2077

www.virginiabeachconventioncenter.com | vbcc@vb.gov

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Order Forms/Appendix – all applicable documents should be completed and submitted to your Event Manager within thirty (30) days prior to your event.

1. Event Advertising Form - Complimentary Listing
2. Event Ticketing Policy Form
3. Fire Code Permit – Application “A”
4. Floor Plans – Levels 1 & 2, Sample Room Setups
5. Parking Lot Site Plan
6. Food Sampling Form
7. Guidelines for “Green” Meetings & Sustainability Initiatives
8. Internet Special Services Order Form
9. Sign/Banner Installation & Dismantle Request
10. Telecommunications and Data Order Form
11. Utility Service Order Form
12. Video Wall Advertising Contract
13. Audio Visual Order Form

Contractor Directory

A list is provided in this manual.

GENERAL INFORMATION
VBCC Staff and Contact Information

| | |
|--|--|
| General Manager | 757-385-2161 |
| W. Courtney Dyer | cdyer@vbgov.com |
| Assistant Manager, Sales & Service | 757-385-2162 |
| Lisa S. Bleakley, MTA | lbleakle@vbgov.com |
| Assistant Manager, Operations | 757-385-2163 |
| Larry Mitchell | lmitchel@vbgov.com |
| Assistant Manager, Business | 757-385-2164 |
| Lori J. Herrick, MBA | lherrick@vbgov.com |
| General Manager, Food and Beverage | 757-385-2019 |
| Beth Williamson | bewillia@vbgov.com |
| Human Resources Coordinator | 757-385-2167 |
| Karen Kephart | kkephart@vbgov.com |
| Sales Managers | |
| Scott Warren | 757-385-2198 |
| | sawarren@vbgov.com |
| Bryan Miller | 757-385-2172 |
| | bmiller@vbgov.com |
| Sales Coordinator (weddings and small meetings) | 757-385-2183 |
| Darcy Potter | dpotter@vbgov.com |
| Food and Beverage Sales | |
| Patricia Vahey | 757-385-2015 |
| | pvahey@vbgov.com |
| Ericka Delagarza | 757-385-2009 |
| | edelagar@vbgov.com |
| Marketing Coordinator | 757-385-2170 |
| Katie Glaser | kglaser@vbgov.com |
| Sales and Marketing Assistant/Receptionist | 757-385-2000 |
| Jeannine Smith | jeasmith@vbgov.com |
| Retail Sales Coordinator | 757-385-2185 |
| Tracy Hutchison | thutchis@vbgov.com |
| Volunteer Coordinator | |
| Renee Berry | 757-385-2128 |
| | rberry@vbgov.com |

VBCC Event Teams:

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| Jane White, CSEP, Event Manager..... | 757-385-2182 jtwhite@vbgov.com |
| Cassandra Vaerewyck, Event Supervisor..... | 757-385-2174 CBVaerew@vbgov.com |
| Tina Wellington, Event Manager | 757-385-2173 twelling@vbgov.com |
| Raleigh Totten, Event Manager..... | 757-385-2184 rtotten@vbgov.com |
| Shawn Redding, Event Supervisor..... | 757-385-2168 sredding@vbgov.com |
| David Wilson, Event Manager..... | 757-385-2171 dwilson@vbgov.com |
| Kelly Conlon, Event Supervisor..... | 757-385-2197 kconlon@vbgov.com |

General Contact Information

The Virginia Beach Convention Center is located at:
 1000 19th Street
 Virginia Beach, VA 23451-5674
 Hours of Operation: Monday through Friday, 8:00am – 5:00pm

Administrative Offices:
 Main: (757) 385-2000
 Concierge: (757) 385-2040
 Fax: (757) 437-2077

Food and Beverage:
 Main: (757) 385-2010
 Fax: (757) 437-2080

Online:
 Email: vbcc@vbgov.com
 VBCC web site: www.virginiabeachconventioncenter.com
 Food and Beverage Menus: www.vbcatering.com
 City web site: www.vbgov.com

Directions

Arriving by Car

From the North or West

Take I-95 South to I-64 East across the Hampton Roads Bridge Tunnel to I-264 East. As you approach the end of I-264 you will see the Virginia Beach Convention Center on the right-hand side. At the first light, turn right onto Parks Avenue and then the next right onto 19th Street. The main entrance will be on your right, with parking on both sides of 19th Street.

From Points North (ex. New York, New Jersey, Maryland, etc...)

Take Route 13 via the Chesapeake Bay Bridge tunnel. Once past the tunnel, take Route 60 (Shore Drive) to Atlantic Avenue. Follow Atlantic Avenue south through the resort and turn right onto 19th Street. Continue on 19th Street for 8 blocks and the main entrance to the Virginia Beach Convention Center will be visible on your right, with parking on both sides of 19th Street.

From the South

Convenient routes include I-85, I-95, US 13 and US 17. Each of these routes intersect with US 58. Follow US 58 East to I-64 West and then to I-264 East. As you approach the end of I-264 you will see the Virginia Beach Convention Center on the right-hand side. At the first light, turn right onto Parks Avenue and then the next right onto 19th Street. The main entrance will be on your right, with parking on both sides of 19th Street.

Live in Hampton Roads?

Take I-264 East toward the Virginia Beach Oceanfront. At the end of the interstate, make a right at the first light onto Parks Avenue. Take the next right onto 19th street. The main entrance will be on your right. Our parking lots also are accessible from the 1000 block of Virginia Beach Blvd.

Arriving by Plane

Just 20 minutes from the Virginia Beach Convention Center, Norfolk International Airport (ORF) services the Virginia Beach area with over 200 flights daily. With flights offered by most US carriers including discount airlines, Norfolk International offers direct and non-stop flights that connect delegates worldwide.

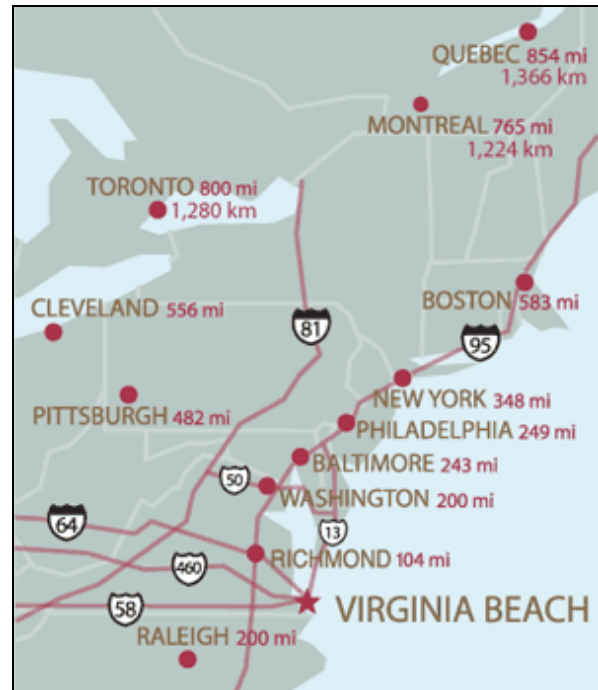
Driving Directions from the Airport

As you leave the Norfolk International Airport (ORF), you will be on Norview Avenue. Stay in the right lane until you reach I-64 East. From I-64 East take the I-264 East exit towards the Virginia Beach Oceanfront.

As you approach the end of I-264, you will see the Virginia Beach Convention Center on the right-hand side. At the first light, turn right onto Parks Avenue and then the next right onto 19th Street. The main entrance will be on your right, with parking on both sides of 19th Street.

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VIRGINIA BEACH CONVENTION CENTER (VBCC) RULES AND REGULATIONS

1. ACCESS BY VBCC PERSONNEL

In the performance of their duties, VBCC personnel shall have the right to enter the areas contracted by the Permittee. Service hours may be dictated accordingly. At all times, Permittee will honor the official VBCC identification credentials worn by VBCC staff.

2. ADVERTISING

a. Advertising Policies

An executed use permit agreement must exist prior to advertising any event to the public. Please note that no pamphlets, inserts or advertising matter shall be distributed or displayed without prior approval of the VBCC Management and must pertain to an event scheduled in the facility. All advertising shall be honest and true and shall include accurate information about event times, prices and content. Placement of signs, banners or posters on VBCC premises is subject to approval by the VBCC Management. All advertisements must adhere to the VBCC's Graphic Standards and Style Guidelines, provided in this manual.

b. Graphic Standards and Logo Usage

It is important that the image of your event and that of the Virginia Beach Convention Center are professionally partnered in promotional materials. The following guidelines are provided to assist you in publicizing and advertising your events.

The official name/title of the facility: Virginia Beach Convention Center

Use of the Virginia Beach Convention Center Name/Title

In order to maintain a consistent, positive and professional image that reflects the Virginia Beach Convention Center, we ask that the facility title appear formally written on promotional material including but not limited to billboards, posters, flyers, brochures and advertisements. References such as Pavilion, Virginia Beach Pavilion Convention Center, Virginia Beach Conference Center, Va. Bch. Conv. Ctr, etc. are examples of inappropriate use of the Virginia Beach Convention Center's official name and title.

The preferred format for our title is to appear as one unit on the same line within a written body of text. For example,

Preferred: The Virginia Beach Convention Center is one of the largest and finest convention centers in the South.

Rather than: Just blocks from beautiful family beaches, the Virginia Beach Convention Center welcomes events of all types.

The acceptable abbreviation, VBCC, may only appear in written body text (e.g., a report or article) when properly prefaced by the complete title. For example:

The Virginia Beach Convention Center (VBCC) is one of the largest and finest convention centers in the South. Just blocks from beautiful family beaches, the VBCC welcomes events of all types.

Use of Photographs and Logo Art

Photographs and logo art materials are available for use in promotional materials. All images are the property of the Virginia Beach Convention Center and may not be duplicated or used to advertise commercial goods or services. With the use of each image, a credit line and copyright reading "Photo Courtesy of the Virginia Beach Convention Center" is required. To obtain photos, visit

www.vbfun.com/pressroom/imageLibrary and select "meetings and conventions" category. To obtain logos, contact our Marketing Coordinator at vbcc@vbgov.com or (757) 385-2000.

c. Advertising/PR Opportunities

The Virginia Beach Convention Center sees the value in further promoting your event. To that end, we have several COMPLIMENTARY and PAID advertising opportunities of which you can take advantage. We look forward to helping you coordinate these promotional efforts. Please read the following descriptions of each opportunity and complete the appropriate form or contract (enclosed) to ensure proper exposure.

COMPLIMENTARY ADVERTISING/PR OPPORTUNITIES

NOTE: The complimentary advertising services do not apply to **private** events **unless** we receive your consent to do so. Authorization by way of completing the enclosed "EVENT ADVERTISING FORM" must be submitted with your contract or one month prior to the first day of the month in which your event is scheduled to take place (i.e. event is in March; please submit by February 1).

- Virginia Beach Convention Center's "E-schedule of Events" - The VBCC's monthly "E-schedule of Events" is a complimentary email promotion showcasing your event during the month in which it will take place. It is distributed via email to subscribers including media organizations, area businesses, city agencies, hotels and restaurants, visitors to the Virginia Beach area and the general public. For inclusion, simply complete the enclosed "EVENT ADVERTISING FORM" and submit with your signed contract or one month prior to the first day of the month in which your event is scheduled to take place (i.e. event is in March; please submit by February 1).
- Online Event Calendars:
 - Your event information is posted for FREE on the Virginia Beach Convention Center's web site, www.virginiabeachconventioncenter.com and the city's tourism web site, www.vbfun.com (public events only).
 - Your event information will also be submitted to *The Virginian-Pilot's* (Daily Break section) event calendar. However, there is no guarantee that *The Virginian-Pilot* will select and print your submission. You can also upload your event information to *The Virginian-Pilot's* event calendar by visiting http://events.hamptonroads.com/add_event.cfm. Create a login and post your event's information by following the prompts.
- VBCC MARQUEE – the VBCC will place a complimentary announcement of Public events on the VBCC's electronic Marquee, which is located adjacent to the Interstate. Event information can be displayed seven (7) days prior to and during your event, pending availability. All requests must be submitted to and approved by your Event Manager before they will be displayed. The Marquee has a maximum resolution of 96 x 64 pixels. Use of the marquee is shared with many users, is non-exclusive and cannot be guaranteed.
- PRE-FUNCTION MARQUEES - In addition to the outside Marquee, the VBCC has six (6) Marquees located in the pre function area of the facility outside the exhibit halls. These Marquees are available for client use to convey basic information about your event such as event hours and ticket prices, or other related public information deemed necessary by the VBCC. All requests must be submitted and approved by your Event Manager before they will be displayed. Use of the pre function Marquees is non-exclusive and cannot be guaranteed.

For inclusion in the online event calendars, simply complete the enclosed "EVENT ADVERTISING FORM" and submit with your signed contract.

PAID ADVERTISING OPPORTUNITIES

- **Local Newspaper (The Virginian-Pilot)** - Reach nearly half a million readers in South Hampton Roads with your ad! Take advantage of the VBCC's **discounted ad rates** with *The Virginian-Pilot*. Avoid the hefty open and out of town rates by using VBCC as your agency. There is a 20% service charge for this program, which will still save you a significant amount of ad dollars than coordinating directly with the paper. This must be pre-paid fourteen (14) days prior to the date in which your ad will be placed. Contact the Marketing Coordinator at 757-385-2000 or kglaser@vbgov.com or visit www.pilotonline.com to get started.
- **Television Advertising** - Get in front of 700,000 households in the Hampton Roads area with a TV commercial on our local network affiliates ABC (WVEC-TV 13), NBC (WAVY-TV 10), CBS (WTKR-TV 3), FOX (WVBT 43), or our local cable channels via Cox Communications at www.cox.com. For demographics, rates and more info, please contact the Marketing Coordinator at 757-385-2000 or kglaser@vbgov.com.
- **Radio Advertising** - Take advantage of several radio stations covering the Hampton Roads market including points West/North and all of Northeast North Carolina. These stations offer exposure to a wide range of audiences that will effectively target your message. Formats include adult contemporary, urban adult contemporary, rock, sports talk, country, and talk radio. For more information on radio advertising, please contact the Marketing Coordinator at 757-385-2000 or kglaser@vbgov.com.

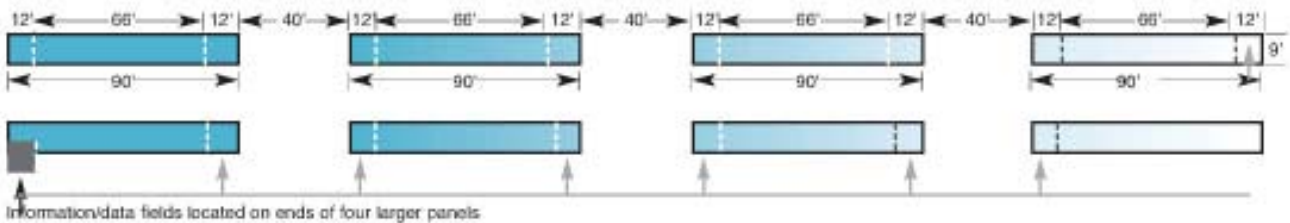
PAID ADVERTISING OPPORTUNITIES continued...

- Video Wall** - The state-of-the-art video wall serves as the art component of the building and spans the length of the pre-function space at 360-feet wide. This is the first video art wall of its size in the country. Certain portions of the video wall in the building will be available for event information and event-related advertising. Standard artwork/images will be displayed on the video wall for all events. An event information/read board will be displayed at no additional cost. Any information/images the Permittee wishes to have displayed need to be reviewed for content and accuracy. Permittee's artwork will need to be given to the Event Manager no later than twenty-one (21) days prior to event. For customized advertising on the video wall, contact the Technical Services Supervisor at (757) 385-2000 or vbcc@vbgov.com for rates or refer to the VIDEO WALL ADVERTISING form in the "Order Forms" section of this guide. Charges will be based on the complexity and number of images to be displayed as well as the length of time and number of screens utilized.



Animated Video Wall

Total Video Wall Measurements



3. AIR CONDITIONING, HEATING AND LIGHTING

Air conditioning and/or heating are provided complimentary during event hours. Air conditioning and/or heating may be provided on move-in or move-out days at an additional cost. Requests for air conditioning and/or heating during non-event periods or during registration periods other than actual event hours will be charged at the prevailing rate.

Twenty-five percent (25%) lighting will be provided during move-in and move-out. One hundred percent (100%) lighting will be provided only during event hours beginning sixty (60) minutes prior to event opening on first day and thirty (30) minutes prior to opening on subsequent days.

4. AISLE SPACE

Aisles must be kept a minimum of 10' at all times. Any obstructions or non-compliant spaces will be removed or altered to meet standards.

- a. Exhibit Halls - 10' x 10' grid has been permanently etched in the Exhibit Hall floor to assist show managers with enforcement.
- b. Aisle Carpet Cleaning – Daily cleaning of aisle carpet is the responsibility of the General Contractor, which also includes maintenance during load-in and load-out. VBCC can provide this service at the prevailing rates. Twenty-one (21) days advance notice is required. This service may be requested through your Event Manager.

5. ALCOHOLIC BEVERAGES

Alcoholic beverages may be served within the VBCC during certain appropriate functions including banquets, receptions, weddings, etc. The VBCC's Exclusive Food Services Provider must handle the service and sale of alcohol for all functions within the VBCC subject to Virginia ABC regulations. BYOB (Bring Your Own Bottle) functions are not permitted in the VBCC. This includes alcohol for personal consumption by exhibitors.

The service or sale of alcohol to minors is prohibited by law. Security personnel may be required if alcohol is sold and served to events hosting over 500 guests.

6. ALTERATIONS

Space in the center is provided to Permittee "as is". Only those changes, alterations and decorations that are previously approved by VBCC Management are permitted. Restoration to original condition will be made at Permittee's expense.

7. AMERICANS WITH DISABILITIES ACT

The VBCC is a public entity subject to Title 11 of the Americans with Disabilities Act (ADA). The VBCC is accessible to disabled patrons as required by the ADA and applicable regulations.

The VBCC offers all customers an accessible and safe environment for the enjoyment of every event. At the time construction was complete, the VBCC met or exceeded the standards for the accommodation of physically or mentally challenged individuals in areas such as parking, entrances, restrooms, retail and visitor information. The event planner, its subcontractors must comply with the Americans with Disabilities Act (ADA) as indicated in the Use Permit Agreement. All permanent aspects of the facility are the responsibility of the VBCC. Access to any given event and the services provided are the responsibility of the Permittee.

The VBCC provides such accommodations as Telecommunications Device for the Deaf (TDD), Assistive Listening Systems, stage lifts, ramps and wheelchairs. The VBCC also can assist with arranging other services and accommodations such as sign language interpreters. Contact your Event Manager for details. Patrons may request accommodations and services by contacting the Concierge Desk. Guests are required to provide reasonable notice for special requests.

8. ANIMALS/PETS

Service animals providing assistance to disabled persons are welcome throughout the facility. Pets or show animals are not permitted in the carpeted areas of the facility. The VBCC allows animals in the facility only as part of an event or attraction. In these instances, the animals must be pre-approved by the Event Manager. Proper sanitary safeguards to protect the facility and guests shall be taken including that of a protective coating such as plastic or visqueen to protect floors, columns, walls and any VBCC equipment.

9. ATTACHMENT TO SURFACES

Decorations, signs, or banners or other items shall not be attached or affixed to the facility without prior approval. This includes tape, staples or tacking on any building surface including walls, doors and floors. Contact your Event Manager for acceptable materials.

10. AUDIO/VISUAL

The Exhibit Halls, Meeting Rooms and Ballrooms are equipped state of the art sound systems. Audio/Visual services, in addition to the permanently installed house sound systems, are available through the VBCC's Technical Services department. An audio technician is required whenever Permittee plans to use the Ballroom audio system. Patch fees apply when AV contractors or others wish to use the house Audio System(s). Permittee is responsible for payment of this service. Contact your Event Manager to coordinate a meeting with the Technical Services Supervisor.

11. AUTOMOBILES/MOTOR VEHICLES *(also see Fire and Life Safety Information Supplement)*

Vehicles are not permitted in the Exhibit Hall without prior authorization of your Event Manager. All display equipment and freight will be loaded/unloaded at the loading dock area. Vehicles, which are part of a display, will be allowed in the Exhibit Halls or Ballroom area subject to the restrictions listed below. All vehicles remaining in the Exhibit Halls or Ballroom area for display must comply with the following Virginia Beach Fire Department (VBFD) requirements:

- **Permit required from Virginia Beach Fire Marshal Office** (see attached Fire Code Permit form in "Order Forms" section of this guide).
- Battery cables must be disconnected.
- Fuel tanks must not have more than one quarter (1/4) filled to capacity.
- Fuel tanks should be locked or sealed in an approved manner to prevent the escape of vapors.
- Re-fueling or removal of fuel from vehicles on the premises is prohibited.
- Vehicles may not be started or moved during show hours.
- Keys to the vehicle must be maintained in the VBCC's Security office.
- Appropriate protection must be placed under the vehicle to protect the carpet/floor in the event of fluid leaks.

It is the responsibility of the Permittee to ensure that exhibitors are aware of any rules. Vehicles are subject to inspection by VBCC Security staff upon entry into the building.

12. BALLOONS

The VBCC restricts the use of helium-filled balloons for handouts at events. The Event Manager must approve the use of balloons for decorative purposes. All efforts must be made to prevent balloons from becoming tangled in lighting fixtures, climate control ducts and in ceiling structures. Helium balloons released into VBCC can interfere with climate control, create an unsightly appearance and be difficult to

retrieve. When balloons are inflated on site for decorative purposes, helium tanks must be upright and chained to a cart or other device to eliminate the risk of the tank falling. Removal of balloons may result in charges of up to \$150 per hour.

13. BANNERS AND SIGNAGE *(also see Rigging)*

For the safety and convenience of all guests, permanent signage (e.g., directional graphics, emergency exits, restrooms, concessions, Exhibit Hall, Ballroom and Meeting Room signage) is found throughout the facility and may not be visibly blocked at any time.

In order to maintain a consistent appearance for all VBCC events, banners and signage may be attached to the facility only in locations and by methods approved by the VBCC Management. Nails, staples, tape of any kind and screws will not be used to hang signs and banners on walls. All materials shall be flame proof. Additional restrictions may apply to outdoor displays.

Handwritten signs are prohibited unless professionally designed and approved by your Event Manager. Signs and banners left behind and unclaimed after 24 hours of move-out will be discarded.

All requests to hang signs and banners must be submitted in writing for approval to your Event Manager twenty-one (21) days prior to move-in. Approved signs and banners must be installed by VBCC staff. Banners to be displayed must be delivered to your Event Manager no later than 72 hours prior to event move-in. Approved General Contractors also are authorized to hang signs and banners on Permittee's behalf. Minimum labor calls and lift rental will apply to the hanging and removing of all signs and banners.

14. BOOKING POLICIES

It is in the interest of the VBCC to host events that will make a positive economic impact on the community.

First priority shall be given to national, regional and state conventions, tradeshow and corporate meetings, which generate significant attendance from outside the City of Virginia Beach. In addition, certain special events may be deemed appropriate to the overall objectives of the VBCC and may be offered equal scheduling priority at the discretion of the VBCC Management. First priority events may be scheduled as far in advance as necessary and supersede requests for other events and activities.

Second priority bookings include consumer or public exhibitions, local corporate meetings, special events, banquets, entertainment events, business meetings and other activities, which draw from or appeal to the general public and/or local attendees and participants. Second priority events may be scheduled within 18 months in advance of the event date and are subject to change to accommodate first priority events. However, major consumer and public exhibitions held annually may be at the discretion of VBCC Management. Scheduling commitments for facilities and dates on a long-term basis are subject to a proven record of success and significant economic impact. The VBCC reserves the right to book smaller events less than twelve (12) months in advance.

Subject to the priorities outlined above, VBCC Management reserves the right to use discretion as to the issuance, modification or termination of scheduling commitments.

15. BOX OFFICE/TICKETS

VBCC is the sole provider of Box Office Services for all facility events. The VBCC's Box Office is part of the Tickets.com automated box office system. The Tickets.com system will be used for all advance ticket sales unless prior approval is given from VBCC Management. Events that are generally considered private by nature may offer non Tickets.com tickets for sale subject to room capacity. Private events or fund raising

activities that sell tickets shall not be considered tax exempt. Please complete the EVENT TICKETING POLICY form in the "Order Forms" section of this guide.

- **No tickets will be sold until the Virginia Beach Convention Center has a fully executed USE PERMIT AGREEMENT and floor plan(s) have been approved by the VBFD.**
- Permittee fees for using the Tickets.com system include a \$150 set-up charge per event and \$0.25 per ticket issued or sold via the system.
- The Tickets.com customer pays a minimum service charge of \$2.50 per ticket when purchased via the charge-by-phone number, Internet or at a retail outlet and \$0.25 per ticket at the VBCC's Box Office.
- The VBCC accepts Master Card, Visa, and American Express as form of payment for all ticket sales and a 5% discount fee will apply to all credit card ticket sales.
- The Permittee shall make advance tickets available for sale at the VBCC Box Office once tickets are made available for public sale.
- The Permittee must return any consigned tickets not sold to the VBCC Box Office the business day prior to the performance date. Any tickets not returned will be considered sold at full price and will be taxed accordingly.
- A detailed accounting of tickets sold via the Permittee is due the business day prior to the event.
- The VBCC Box Office staff is required to sell all public admission tickets for consumer events.
- Events, which involve walk-up sales only shall use pre-printed roll tickets consigned from the VBCC Box Office unless prior approval is given from the VBCC Manager. The Permittee must pay the prevailing cost of these tickets.
- When the VBCC Box Office is opened for day-of-event sales, the Permittee pays the current hourly rate for a Box Office Supervisor and one (1) or more Ticket Sellers in addition to any other box office fees. A three-hour minimum will apply to all staffing service calls.
- A ten percent (10%) city admission tax is collected by the VBCC for each ticket sold to a public event. The value of complimentary tickets will be taxed when the complimentary ticket is exchanged for bartered services. When this tax is included in the sale price, it is calculated as follows: Selling price divided by 1.1, multiplied by 10%. An example of this calculation is: \$12 ticket (sale price) divided by 1.1 = \$10.91 X 10% (tax rate) = \$1.09 (amount of tax).
- A Box Office Statement will be provided by the VBCC's accounting department and submitted to the Permittee at settlement.
- Ticketed events that have the potential for generating large sums of money may be required to have security staff on site to be posted at the sales locations. Cost will be billed to the Permittee at the prevailing rate.

16. BUILDING FURNITURE

Facility property (i.e. prefunction furniture, artwork, decorative plants, etc.) shall not be moved or relocated by Permittee's staff, exhibitors or General Contractors.

17. BUSINESS CENTER

The VBCC Business Center is conveniently located on the first floor. Hours of operation are 8:30am to 5:00pm Monday through Friday and other hours during events as needed. The Business Center provides a variety of office supplies and services. Payment methods accepted are cash, VISA, MasterCard and American Express. Personal checks are not accepted. Exhibitor service orders (e.g., electrical, water, Internet) are processed by the Business Center. Order forms are available in this guide or at www.virginiabeachconventioncenter.com.

18. CANDLES *(also see Fire and Life Safety Information Supplement)*

Lit candles and other open flame devices are not permitted in exhibit booths. Lit candles may be used at special events such as banquets only under the following conditions:

1. Open flame is not allowed, except in compliant containers.
2. Candles must have a solid base and flames must be enclosed. Qualified votive candles in approved containers and "hurricane lamp" candles are examples of acceptable candles.
3. Candles must be placed on tables or other stable surfaces. Candles of this nature must meet criteria in section 6 below.
4. Samples of all candles proposed for use must be submitted in advance to Event Manager for approval.
5. Tapered candles, candelabras, votives hanging from décor are examples of candles that are not permitted.
6. Candle containers must be constructed to do the following:
 - a. not spill wax at more than .25 teaspoon per minute when tipped over
 - b. return to upright position if tilted to 45 degrees or be self extinguishing
 - c. enclose the flame around all sides with a top that is high enough for a piece of tissue paper over it to not ignite within ten (10) seconds
7. All containers should be placed well away from table decorations, drapes and any other potentially combustible materials.
8. Candles shall be prohibited in areas where occupants stand or near an aisle or exit.
9. Shades, where used, shall be made of noncombustible materials and securely attached to the open-flame device holder or chimney.

OPEN FLAMES, FIRE AND BURNING ON PREMISES:

1. Flame torches are not permitted.
2. Open-flame decorative devices shall comply with above-referenced Candles policy 6a-c.
3. Class I and Class II liquids and LP-gas shall not be used.
4. Open flames from lanterns, kerosene heaters, and gas-fired heaters are prohibited.
5. When in the opinion of the Virginia Beach Fire Marshal, adequate safeguards have been taken; participants in ceremonies are allowed to carry hand-held items (i.e. candlelight services, unity candles).
6. Fog/smoke machine usage is restricted to water-based chemicals. Written approval must be obtained from the Event Manager.
7. A permit from the Virginia Beach Fire Marshal will be required for all indoor or outdoor pyrotechnic displays. Permittee will be required to demonstrate device prior to actual use. In the event fire extinguishers are discharged, Permittee will be responsible for re-charge fees.

19. CAPACITY LEVELS

The Center will not permit spaces to be occupied greater than capacity. For events with anticipated large attendance, the City of Virginia Beach Fire Department will set the capacity limit. Your Event Manager can provide general limitations.

Event staffing, at additional cost to Permittee, will be required for certain events to ensure proper evacuation and safety for attendees.

A copy of the VBCC's Emergency Plan is available upon request.

20. CARPETED AREAS

Generally, during move-in and move-out, the carpeted areas must be protected from the movement of crates, registration counters, pallet jacks, sign-making activities and all other rolling stock. This may be accomplished by the use of reinforced visqueen. In the case of heavy freight, the use of plywood or other similar material may be required. Consult with your Event Manager for further details.

21. CEILING HEIGHTS

The height from floor to ceiling:

| Room: | Height (feet): |
|------------------------------------|----------------|
| Ballroom | 35' |
| Exhibit Halls | 40' |
| Meeting Rooms | 15' |
| 1 ST Floor Pre-function | 15' - 65' |

22. CHANGE-OVERS

Meeting Rooms come with one free set-up per day. Additional set-ups or change-overs within the same day are charged at prevailing labor rates.

23. CLEANING/HOUSEKEEPING

The VBCC is committed to maintaining a first-class facility.

1. The City will maintain the cleaning of non-carpeted aisles in the Exhibit Hall.
2. All booth and carpeted aisle cleaning is the responsibility of the Permittee or designated General Contractor. This includes exhibitor trash containers.
3. Permittee or designated General Contractors are expected to clean the freight entrances, docks or crate storage areas in their care, custody or control each day.
4. Permittee or designated contractor is responsible for the timely removal of all crates and pallets by the end of the contract period.
5. Permittee or designated General Contractor is responsible for returning any exhibit area to a "broom clean" condition at the conclusion of their event.
6. Permittee shall maintain contracted spaces in a safe, sanitary and sightly condition, in good repair and shall restore and yield them back to VBCC in good condition and repair.
7. Trash receptacles provided by the General Contractor, in all non-public areas of the facility (e.g.: registration, show offices, Meeting Rooms, exhibit booths) must be serviced by the General Contractor.
8. During move-in and move-out, the Permittee is responsible for the removal of bulk trash in the exhibition halls, Meeting Rooms and pre-function areas; e.g., registration and show offices. Bulk trash is defined as boxes, crates, lumber, pallets, packing materials and other items not easily removed by a standard push broom or vacuum. The VBCC will invoice the Permittee for any costs incurred for the removal of bulk trash.
9. All cardboard boxes must be broken down when placed in the compactors. To prevent delays in the change out of compactors, the Permittee is responsible for providing sufficient open trash

dumpsters and/or compactors, taking into consideration those shows having heavy cardboard trash (e.g., a furniture show).

10. All wood (pallets, display materials, etc.) must be placed in a container until removed from VBCC property during move-out of the event.
11. Trash that could be a potential fire hazard may not be left in the building.
12. All tape and residue must be removed from the floors during move out.
13. All static cling decorations must be removed from the windows.
14. Paint spills, hydraulic leaks, oil or anything of similar nature must be handled immediately.
15. A housekeeping fee per Exhibit Hall or meeting space will apply if halls are not left "broom clean" following your event.

Charges for any additional cleaning (i.e. floor tape, left over bulk trash, etc.) will be assessed at prevailing labor rates and removal fees. With food shows, Permittee or General Contractor will be responsible for removing trash from exhibit booths and **aisleway trash cans**. An additional charge will apply if VBCC staff is requested to provide this service.

24. COAT CHECK SERVICES

Coat check services are available upon request. There is a labor-based fee for this service, which includes personnel and equipment. VBCC reserves the right to operate, or contract out for the operation of, and receive all income from coat check services.

Portable coat racks are available for rental upon request, subject to availability. VBCC is not responsible for items left in coat check areas or on the coat racks.

25. CONCIERGE/INFORMATION DESK

Located on the first floor, the Concierge Desk provides information on local attractions, events, entertainment, shopping and transportation. Courtesy maps also are available.

26. COMPRESSED GASES/FLAMMABLE LIQUID/AEROSOLS

The use, display or storing of compressed gasses, flammable liquids, or dangerous chemicals is prohibited without prior written authorization. Pressurized containers having flammable propellants (aerosols) are prohibited without prior written authorization from the Virginia Beach Fire Marshal. When permitted, vessels must be secured in an upright position.

27. CONFETTI/GLITTER

The use, display or throwing of confetti, glitter, or rice is prohibited within the VBCC and grounds. The Permittee will be billed for the labor and materials required for clean-up resulting from non-adherence to this policy.

28. CRATE STORAGE

The Permittee's General Contractor shall provide crate storage. Areas contracted by the Permittee may be used to store boxes and other equipment by approval of the VBCC. Wooden crates are not allowed in the building without approval from the Fire Marshal. 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. No storage of any kind is permitted in the concession alcoves. The VBCC is in no way liable for any damage or theft.

29. DAMAGES

Pre-event and post-event walk-throughs with the Event Manager are required. Notify the Event Manager of any damage that occurs during the course of your event. Event management will be informed of any damages. The cost of the repair of damages is the Permittee's responsibility. The VBCC or its designated contractors will make all repairs.

30. DANCE FLOOR

Dance floors are available free for wedding receptions and banquets with full meal service pending availability. Dance floors may be used only on carpeted surfaces. The VBCC reserves the right to limit the size and placement of dance floors.

31. DELIVERIES AND SHIPPING/DRAYAGE

The VBCC does not accept or store advance deliveries of freight for events for the Permittee or its exhibitors. Freight must be consigned prepaid or billed to the Permittee's General Contractor or delivered direct to the General Contractor at time of load-in. Please contact an exhibit contractor or freight handler for all shipping and receiving services.

32. DOCKS

1. All areas marked NO PARKING and TOWING ENFORCED will be strictly enforced. Do not block any area of the dock under any circumstances.
2. VBCC building security provides control at the entrance of the docks from move-in through move-out beginning when the General Contractor arrives and continuing until move-out is completed. The General Contractor is responsible for providing logistical support staffing for controlling the main dock area, as it pertains to the movement of all vehicles and equipment.
3. If a General Contractor working at VBCC establishes a marshalling yard for VBCC traffic, they may issue dock passes through VBCC Security. These passes will be for truck, runner and exhibitor traffic only. Any private owned vehicle found in violation will be towed.
4. Privately Owned Vehicles (POV) are not allowed on or in the dock area except for loading and unloading of exhibits. VBCC security will issue a dock entry authorization form for POV's to load /unload.
5. Trucks and/or trailers left overnight on the loading dock slips must have approval from the Event Manager. Trucks and/or trailers must be empty, identifiable and left open for visual inspection at all times.
6. Placement of temporary structures on the docks is prohibited.
7. Forklifts, trucks, trailers and other vehicles cannot be parked on any ramp or blocking trash bins.

33. DRAPING

No decorative or structural items may be hung from overhead beams, columns, handrails, utility pipes or exterior walls without prior approval in writing of the VBCC. Items so attached without approval will be removed at expense of the Permittee.

Drapes, decorations, buntings, and other decorative materials must be fire retardant materials properly treated to meet the requirements of flame-proofing and approved by the Virginia Beach Fire Marshal.

34. ELECTRICAL EQUIPMENT

Electrical equipment must meet applicable National Electrical Codes. Electrical fixtures and fittings must be U.L. listed and 14-gauge wire or better AWG. Copper wire is required for all connections. All extension cords must be 3-wire grounded. Utility panels and mechanical equipment rooms may not be blocked under any circumstances. Only VBCC staff and authorized General Contractors are authorized to move VBCC electrical equipment. The Permittee will be financially responsible for damages to electrical equipment caused by the General Contractor.

35. EMERGENCY MEDICAL TECHNICIAN

Events may be required to have emergency medical staff on site. For your convenience, your Event Manager will arrange this service. Costs will be billed to the Permittee at the prevailing rate. Generally, medical personnel are required when 1,000 or more guests are anticipated or an event with an estimated flow of 600 guests per hour.

36. EMERGENCY PROCEDURES *(also see VBCC Fire and Life Safety Information supplement)*

A written Emergency Evacuation Plan is available in the VBCC Business office *(also see VBCC Fire and Life Safety Information supplement)*.

1. **PURPOSE** - The objectives of these procedures are to provide a means to ensure safety of building occupants during an emergency condition, minimize property damage, coordinate and complement emergency procedures of outside agencies. Additionally, these procedures are intended to allow non-affected events to continue operation, if during a limited emergency condition.
2. **POLICY** - The VBCC will exercise whatever authority may be necessary to ensure the safety and best interests of the public in the event of an emergency condition. VBCC will coordinate fully with emergency response service and show management to achieve these goals.
3. **EMERGENCY CONDITIONS** - An emergency is defined as any conditions that exists (or is likely to occur) that endangers the safety of occupants in the facility or the facility itself. In the event of any emergency condition, it may become necessary to evacuate a portion or all of the facility following these established emergency operating procedures.
4. **INSTRUCTIONS** - All emergencies and/or assistance of any nature should be reported immediately to your Event Manager assigned to Permittee's event. Your Event Manager will notify show management of the emergency if it was reported internally. Your Event Manager will coordinate any required response from Public Safety agencies through VBCC Building Security. Once a response is established with outside agencies, your Event Manager will notify Permittee of the plan.
5. **EVACUATION** - Having evaluated the credibility of the threat, it is necessary to decide whether to 1) take no action; 2) initiate a partial evacuation; or 3) conduct a complete evacuation and search. The prudent approach would be to evaluate the emergency situation on its own merits and evacuate only if deemed necessary. Evacuation of the VBCC will only occur at the direction of the General Manager or your Event Manager if there is an immediate emergency.
6. **HOMELAND SECURITY ALERTS** - The VBCC reaction of threat levels will be basically a two level action. Security remains at high alert until a RED Alert is declared. The VBCC is routinely on ORANGE Alert.

37. ENVIRONMENTAL POLICY

VIRGINIA GREEN PROGRAM

The VBCC is a *Virginia Green* certified facility. *Virginia Green* is a voluntary program sponsored by the Virginia Department of Environmental Quality, the Virginia Tourism Corporation, and the Virginia Hospitality & Travel Association. *Virginia Green* encourages all aspects of Virginia tourism – hotels, resorts, bed and breakfasts, restaurants, attractions, parks, welcome centers, even golf courses and wineries – to be aware of their impact on the environment and to take steps to reduce these impacts. For

more information on Virginia Green, please visit www.deq.virginia.gov/p2/virginiagreen. The VBCC is committed to minimizing the impact of its operations on the environment. We will accomplish this goal by doing the following:

- Reduce our solid waste by actively recycling products that can be re-used
- Conserve energy without decreasing the comfort of our guests by controlling heating, air conditioning and lighting
- Establish goals to reduce energy consumption
- Monitor the use of and conserve water and other natural resources by using modern plumbing fixtures and good maintenance techniques.
- Maintain the high quality of our indoor air
- Use low VOC (volatile organic compounds) in maintenance of our facility
- Use best practices in preventive maintenance of our facility
- Properly dispose of environmentally hazardous materials such as batteries and fluorescent lights.
- Utilize environmentally friendly cleaning chemicals
- Utilize low water cleaning processes wherever possible
- Minimize the detrimental impact to our storm water pond
- Donate unused food to local shelters
- Make use of re-usable plates, utensils and napkins rather than using disposable items. When this is not possible, we will attempt to use disposable products that are bio-degradable.
- Use best practices in our office such as communicating electronically, printing on two sides of paper, using recycled paper for printing wherever possible
- Encourage meeting planners to hold environmentally friendly events

SUSTAINABILITY INITIATIVES

Recycling

- The following items are collected in pre-function spaces, offices, meeting rooms and all back of house spaces. Commingled materials are compacted and transported to an off site sorting facility
 - Glass
 - Steel cans
 - Aluminum cans
 - Plastic
 - Office paper
 - Cardboard
- Mercury is captured from proper disposal of fluorescent lamps via an on site disposal system
- Battery recycling from all touchless plumbing devices
- Use of renewable resources in the construction such as Cumaru for wood for floors, Meeting Suite veneers, and outdoor decks.
- Cooking grease is removed from the site and reused

Waste Reduction

Food and Conference Facilities

- Eliminate the use of Styrofoam
- Use dishware and glassware and minimize use of disposables
- Disposable containers made from:
 - Bio-based materials
 - Recycled content
- Use of water pitchers that minimize use of single-use bottles
- Food overages are donated to a local shelter for the homeless.
- Effective food inventory control to minimize wastes
- When available, purchase locally grown produce and other foods

Office/Purchasing

- Purchase recycled-content paper-towels
- Purchase from vendors and service providers with a commitment to the environment
 - Cleaning products
 - Printing vendors
 - Print cartridge suppliers
- 2-sided copies/printing
- Use electronic correspondence and forms
- Purchase recycled content paper
- Purchase of durable equipment and furniture

Maintenance

- Use of Latex Paint
- Aggressive carpet maintenance program to maximize the life of carpets
- Reuse of paint thinners
- Proper recycling and/or disposal of thinners and solvents
- Preventative maintenance of all appliances, HVAC systems, plumbing, and vehicles
- Last-in/first-out inventory & effective labeling systems
- Less toxic materials
- Minimize use of pesticides and herbicides (spot treatment)
- Use of environmentally-friendly housekeeping products including the following:
 - Paper products (hand towels)
 - Microfiber cloths and mops that are washed on site for reuse.
 - "Green Certified" cleaners such as Buckeye Star Spray window cleaner and Buckeye Marauder all purpose cleaner. www.buckeyeinternational.com
 - "Green Certified" vacuums such as the Nobles Viper and the Windsor Chariot I Vacuum www.windsorind.com and www.nobles.com
 - "Green Certified" floor scrubbers Tennant 7400/Nobles EZ Rider that uses a "Green Certified" Fast Foam Scrubbing Technology. www.tennantco.com and www.nobles.com.
- Many building materials from our former convention center were recycled and reused as fill material on construction of our new center.
- Steel, copper, aluminum, concrete and cinder blocks were recycled from our old convention center during demolition.

Water

- Tracking overall water usage and wastewater
- High efficiency dishwashers
- Microfiber technology mops
- Low flow restrictors on faucets
- Hand sinks and soap dispensers with motion sensors
- Landscaped property with over 2,000 trees and shrubs on a 50-acre site
- Effective landscape management plan which utilizes drought tolerant species, metering and rain gauges, and minimizes lawn areas.
- Effective storm water management
- Automated irrigation system measures rain and limits irrigation demand.
- Minimization of impervious areas (paving, concrete, etc)
- Vegetative buffers around streams and ponds

Energy

- A program has been initiated to change out incandescent lamps to a more compact and energy efficient fluorescent lighting
- Energy efficient glass system that limits ultra violet (UV) light penetration and solar energy in the large pre-function spaces
- Lighting & HVAC systems programmed based on event schedules to minimize usage during non-peak times and conserve energy.
- Non-essential items turned off when spaces not in use such as escalators, video walls and similar items.
- Tracking overall energy bills with established goals to reduce and High Efficiency Heating & Air Conditioning (HVAC)
- Individual thermostats for each room
- Extensive use of natural lighting
- Lighting sensors that turn lights off when rooms are unoccupied
- Thermal-rated windows and insulation
- Use of directional (downward-facing) lighting in parking areas and other outdoor areas

GREEN MEETINGS

The VBCC is committed to becoming as environmentally friendly as possible. With this said, we encourage our clients to consider green alternatives for your event as your efforts are an important component in achieving this goal. Please consider the following suggestions during your event:

1. Encourage presenters to leave hand outs behind and go "paperless." Have a sign up sheet available for capturing e-mail addresses in each room for those requesting an electronic copy of the speaker's presentation.
2. Encourage attendees to deposit all recyclable items in the center's recycle containers.
3. Purchase name badges that are reusable. These typically have paper inserts. Have a collection box available at the end of the meeting.
4. Avoid dating promotional items such as goodie bags, coffee mugs, or note pads. Overages are easily reused at future meetings.
5. Print all conference materials on recycled paper with vegetable based inks and to print on both sides.
6. Turn off meeting room lights after the last guest leaves.
7. Have water served from pitchers rather than plastic bottles.
8. Request that banquets be served rather than buffet style.
9. Encourage attendees to enjoy environmentally friendly activities such as walks on the beach or visiting one of many state and national parks in the Virginia Beach area.
10. Encourage exhibitors to bring a realistic amount of promotional materials. Have them recycle unused portions rather than dispose of them.
11. Encourage exhibitors to use environmentally friendly packing materials (i.e. cardboard).

38. ESCALATORS AND ELEVATORS

The VBCC provides both escalators and elevators for the convenience of our patrons. The public escalators and elevators are for persons only and are not to be used for transporting freight. Freight elevators are available and may be used by arrangement but not used as a passenger elevator. Permittee may be required to pay for the services of a freight elevator operator when it is required for more than incidental use. Escalator operating hours will be based on the schedule of events. Escalators will operate during non-event hours by special arrangement only.

39. EMPLOYEE IDENTIFICATION

At VBCC's option, Permittee and/or Contractor employees may be required to sign in and out and wear temporary identification.

40. EQUIPMENT RENTAL

Tables, chairs, risers, etc. in excess of the Event Service Order or the VBCC's inventory will be made available at applicable rates. Contact your Event Manager if excess equipment is anticipated.

41. EXHIBIT BOOTH CLEANING

The Virginia Beach Convention Center does not provide cleaning services or trash removal from within the exhibit booth. The Permittee must make arrangements with their General Contractor for this service.

42. EXHIBIT BOOTH FURNISHINGS

Non-skirted tables and folding chairs are available for rent for consumer shows. These furnishings are not available for exhibitions where the services of a General Contractor are contracted.

43. EXTERIOR DOORS

Under no circumstances may exterior door(s) be propped open or altered in any way. Exhibit materials, other than what can be carried by a person, are not permitted through front of house doors. Exit doors may not be obstructed at any time.

44. FIRE DOORS

Permittee and/or Contractor must adhere to a ten (10) foot clearance from all fire doors. The VBCC reserves the right to relocate obstructions or remove them completely if in violation.

45. FIRE AND LIFE SAFETY INFORMATION *(also see VBCC Fire and Life Safety Information supplement)*

The VBCC is regularly inspected by the Virginia Beach Fire Marshal and fire regulations will be strictly enforced.

General Guidelines for Displays and Exhibitions:

- a) Exhibit layout plans must be submitted to the Event Manager and to the City of Virginia Beach Fire Marshal for approval prior to distribution of printed floor plans to exhibitors, and sale of booths. Your Event Manager will coordinate approval. Floor plans must provide adequate aisle space and must not prevent access to fire exits, fire hose cabinets, fire alarm pull stations or concession stands. Displays shall not reduce the passageway to the main entrance. Floor plans must be submitted for approval no later than thirty (30) days prior to load-in. Any revision to an approved floor plan must be marked and re-submitted to Virginia Beach Fire Marshal for approval and a copy sent to your Event Manager.
- b) All exhibit booths must maintain clear and appropriate exits from the booth. Any booth of 750 square feet or more must have a minimum of two exits as far from each other as possible.
- c) Displays with any type of cover, i.e., tents, buildings, awnings, etc. must be 100 square feet or less; if larger than 100 square feet they must meet the following regulations:
 - a. A single level or multi-level exhibit larger than 100 square feet with a covered ceiling requires protection from an automatic extinguishing system.
 - b. The upper deck of the multi-level exhibit must have at least two remote means of egress (as far from each other as possible).

- d) Electrical equipment is to be installed, operated and maintained in a manner which does not create a hazard to life or property. All equipment must be UL approved.
- e) The following items may not be used without prior written approval of the Fire Marshal's Office:
 - a. Display or storage of liquid, propane, gas (LPG)
 - b. Flammable or combustible liquids
 - c. Flammable gas
 - d. Cotton, hay, paper, straw, moss, split bamboo, wood chips, etc.
 - e. Welding or cutting equipment for demonstration purposes
 - f. Gas-fired appliances for demonstration purposes
 - g. Salamander heaters
 - h. Lit candles or lanterns for demonstration purposes
 - i. Compressed gas cylinders. If approved for use, cylinders are to be firmly secured in an upright position
- f) Display of automobile/motor vehicles and other motorized equipment:
 - a. There is to be no more than five gallons of fuel or 1/4 the capacity of the fuel tank, whichever is less.
 - b. Fuel tanks are locked and all portable tanks removed. Locking the doors will be sufficient for cars in which the gas cap cover can only be unlatched from inside.
 - c. Battery cables are to be disconnected. Batteries used to power auxiliary equipment shall be permitted to be kept in service providing an appropriate disconnect is furnished.
 - d. Ignition keys are to be removed and placed in a central location on site.
 - e. The positioning of vehicles shall be subject to approval of the Fire Marshal's Office.
 - f. Vehicle operation will be limited to brief parade-type displays specifically approved by the Fire Marshal's Office.
 - g. Vehicles, boats and similar exhibited products having over 100 square feet of roofed area are to have a working smoke detector.
 - h. Re-fueling or removal of fuel from vehicles on the premises is prohibited.
 - i. Appropriate protection must be placed under the vehicle to protect the carpet/floor in the event of fluid leaks.
- g) Food Show requirements:
 - a. All food shows require Virginia Beach Fire Marshal approval.
 - b. After review, the Virginia Beach Fire Marshal may require certain types of commercial cooking equipment that produce grease laden vapors to install a supplemental exhaust system over the equipment.
 - c. A fire extinguisher with a minimum rating of 3A40BC must be displayed in each booth that features cooking.
 - d. Devices producing open flames are not allowed in exhibit areas.
 - e. Hazardous materials or chemicals as fuel are strictly prohibited.
 - f. Deep fat fryers, wood or coal burning equipment and bottled gas cylinders are prohibited without advance written approval from VBCC and the Virginia Beach Fire Marshal.
 - g. When permitted, deep fat fryers must adhere to the following requirements:
 - 1. One K Type extinguisher is to be provided by Permittee or Exhibitor.
 - 2. Frying equipment must be equipped with a grease shield on each side, at the rear and under the equipment.
 - 3. Must be controlled by a thermostat.

4. Cannot be located on tables that are along aisles. No public access to fryers.
5. Must be placed on sheet pans or similar non-combustible materials. (Foil is not acceptable.)
 - i. Combustible materials must not be located near deep fat fryers.
 - ii. Chafing dishes must be designed with a shelf for the fuel or chafing dish is to be placed on a sheet pan.
- h. The VBCC and the Virginia Beach Fire Marshal will inspect, and may require a test of cooking equipment before show opening.

SAFE OCCUPANCY REQUIREMENTS:

1. All Meeting Rooms and Exhibit Halls have a maximum occupancy that may not be exceeded. In order to fulfill the public safety obligation, the VBCC reserves the right to deny further entry into these spaces if, in our opinion, public safety considerations would be best served.
2. A ten foot (10') aisle must surround the perimeter of all Exhibit Hall assembly events.
3. Floor plans for all events must be submitted thirty (30) days prior to event to the Event Manager for approval by the Fire Marshal.
4. All doors leading to fire exit ways must be kept unlocked and unobstructed at all times when the building or floor area served by the fire exit is occupied. Doors may not be chain locked or deadbolted for any reason during event hours.
5. Decorations, furnishings and equipment shall not impair the visibility of exit signs.
6. Exit signs must be visible from any location in the room.
7. Aisles must be a minimum of ten (10) feet wide.
8. Low-level lighting requests must be pre-approved by the VBCC. Blackouts will not be permitted.
9. Emergency lighting should be maintained at all times.
10. Tents are prohibited inside the facility without prior approval by the VBCC and the Virginia Beach Fire Marshal. When permitted, tents and canopies must have Fire Retardant certificate attached. However, tents and canopies in excess of 900 square feet will require a special permit. A permit must be obtained from the Fire Marshal prior to display.
11. Any cooking by exhibitors must be approved by the Virginia Beach Fire Marshal.
12. No combustible material, 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.
13. Pyrotechnics (i.e. fireworks): Prior written approval of all pyrotechnics and special effects must be obtained before use of such devices during an event. Permittee will be required to demonstrate device prior to actual use. In the event fire extinguishers are discharged, Permittee will be responsible for re-charge fees. A permit fee from the Virginia Beach Fire Marshal will be charged.
14. A crate storage plan must be submitted by the General Contractor for approval if crate storage on the docks is anticipated.
15. All materials used in exhibit construction, decoration or as a temporary cover must be certified as flame retardant or a sample must be available for testing.
16. All exits and exit aisles must be kept clear and unobstructed at all times.
17. All fire hose racks, fire extinguishers and emergency exits must be visible and accessible.
18. No storage of any kind is allowed behind booths or near sources of electrical equipment.
19. For areas enclosed by solid walls and ceilings, refer to the General Guidelines for Displays and Exhibitions Section of this document.
20. **ALL** forklift drivers on VBCC property must have successfully completed an approved course of instruction. A current certification of successful completion of this course must be in the driver's possession while operating a forklift on VBCC property. Failure to provide such proof could result in the operator being prohibited from further operation of a forklift on the property.

21. Hazardous Materials are prohibited. These include compressed flammable gases such as acetylene, hydrogen, propane; flammable liquids such as gasoline, kerosene, cleaning solvents and other petroleum-based material; and hazardous chemicals such as pool chemicals, pesticides, corrosives, herbicides, poisons, etc.
22. Per section 31-1.4.5 of the NFPA 101 Life Safety Code, explosive materials, furnishings or decorations of an explosive or highly flammable character shall not be used.
23. Natural cut trees as well as other Christmas decorations (wreaths, garland, etc.) are strictly prohibited.
24. 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.

46. FIREWORKS *(also see Pyrotechnics)*

A permit from the Virginia Beach Fire Marshal will be required for all indoor or outdoor pyrotechnic displays. Permittee will be required to demonstrate device prior to actual use. In the event fire extinguishers are discharged, Permittee will be responsible for re-charge fees.

47. FLOORS

Drip pans, plastic or buckets must be provided by the Permittee for any type of machinery or materials of any kind to contain spills and prevent damage. Permittee will pay for any damages incurred.

48. FLOOR LOADS

The load limits for the Exhibit Hall and Ballroom floor is 350 lbs per square foot across the entire floor as a uniformly distributed load, or a point load (wheel load) of 32,000 lbs. The load limit for Meeting Room spaces is 125 lbs per square foot.

49. FLOOR PLANS/EXHIBIT LAYOUTS

Exhibit layout plans must be submitted to your Event Manager for our review and submission to the City of Virginia Beach Fire Marshal for approval prior to distribution of printed floor plans to exhibitors, and sale of booths. Floor plans must provide adequate aisle space and must not prevent access to fire exits, fire hose cabinets, fire alarm pull stations or concession stands. Displays shall not reduce the passageway to the main entrance. Floor plans must be submitted for approval no later than twenty-one (21) days prior to load-in or Permittee will incur a late fee. Changes related to Food and Beverage guarantees are established by the center's food service contractor and not subject to twenty-one (21) day prior notice. Any revision to an approved floor plan must be marked and re-submitted to the Event Manager.

Layout Restrictions:

- Exhibit aisles should be a minimum of ten feet (10') wide.
- Drapes or displays shall not obstruct the exit signs.
- Chairs – connected no more than 15 chairs across between aisles.
- Minimum aisle space – 44 inches with chairs on both sides.
- Display or use of hay, straw, wood chips, bamboo, lumber must be treated with a fire retardant and pre-approved by Fire Marshal.
- Aisle carpet fastening – all tripping hazards should be eliminated.
- Any displays with a roof or ceiling in excess of 100 square feet must be clearly indicated on the drawing.
- Elevated displays such as decks, patios or walkways shall be accessible to the disabled.

50. FOG/SMOKE MACHINES

Fog/smoke machine usage is restricted to water-based chemicals. Written approval must be obtained from the Event Manager.

51. FOOD SERVICE POLICIES

A. GENERAL

Catering and concessions within the facility are under exclusive contract. All details relative to food and beverage including payment must be coordinated through the VBCC's Food Service. Use of the kitchen and on-site food preparation equipment is exclusively reserved by VBCC.

No outside food or drink (i.e. food that is not prepared by VBCC) is allowed in the building at any time.

- The VBCC can provide a wide variety of food and beverage services, from beverage breaks to large banquets. Concessions services can be provided in the tower café and at four stands located in each hall and the pre-function spaces.
- Meeting planners are encouraged to provide suitable space for an "exhibitor's lounge" within the space rented for the event. When an exhibitor's lounge is provided, exhibitors are encouraged to take meal breaks in this designated area. Arrangements for special exhibitor meals can be made with VBCC's Food Service.
- The VBCC prohibits commercially prepared food and beverage products in the building. Meals for special event participants (i.e. show manager staff, volunteers, other officials) can be ordered in advance from VBCC's Food Service.
- The ordering and delivery of prepared "take out" foods from any source is prohibited.
- Any bulk storage container (i.e. coolers) is subject to inspection by VBCC security.
- Distribution of alcoholic beverages is the exclusive licensed right of VBCC's Food Service. Any alcoholic beverages brought into the facility will be confiscated. Exhibitors in trade shows or consumer exhibitions are strictly prohibited from the sale or distribution of alcoholic beverages. If exhibitors wish to offer alcoholic beverages in their booths, arrangements must be made with VBCC's Food Service in advance of the event.
- Event participants may not sell or give away food or beverage products in any form unless written authorization is granted by the Event Manager.
- VBCC Security and staff will monitor activities during events and enforce compliance with these rules. Show managers may incur additional charges for staffing to enforce compliance with these policies.

B. CATERING

VBCC's Food Service must be used for all catered functions. The ordering and delivery of prepared foods from any source is prohibited. The City of Virginia Beach and VBCC reserves the right for all food service to its Exclusive Food Services Provider.

C. CONCESSIONS

Concession stands will be open for public events during public hours. VBCC's Food Service reserves the right to assess a fee to open concession food locations for non-public events. The ordering and delivery of prepared foods from any source is prohibited. Concession spaces are not available to rent.

D. CAFÉ

Conveniently located at the base of the tower, the café offers snacks, coffee and other beverages as well as wireless Internet access for a nominal charge. Contact VBCC's Exclusive Food Services Provider to discuss scheduling of this space.

E. FOOD SAMPLING

The VBCC allows sampling of foods and beverages under the following circumstances:

1. **Gift Packaged Foods** - An exhibitor in a trade show or consumer exhibition may distribute samples of products ordinarily packaged as gift items. The exhibitor must submit a description of the products, a retail price list, and the proposed sample sizes to the Convention Center in advance of the event. An acceptable sample is considered to be "bite-sized" portion of food or a three-ounce (3 oz.) serving of beverage. The exhibitor must be customarily engaged in the sale of gift packaged food products. The exhibitor may also sell packages of the gift-wrapped products provided that said products are not packaged in such a manner as to permit or encourage on-premises consumption. The exhibitor must also describe any gift-packaged products in his application to the Convention Center. Normal grocery items do not fall into this category.
2. **Appliance or Cookbook Marketing** - An exhibitor in a trade show or consumer exhibition may distribute one (1) sample product from a food service appliance or cookbook when the exhibitor is customarily engaged in the marketing of the food service appliance or cookbook. The exhibitor must submit a description of the product and the proposed sample size to the Convention Center in advance of the event. An acceptable sample is considered to be a "bite-sized" portion of food or a three-ounce (3 oz.) serving of beverage. Example: A toaster vender would be permitted to hand out sample bite sized portions of toast.
3. **Food Industry Exhibitions** – See section 50F
4. **Trafficking Promotional Items** - The serving of generic products (i.e. frozen yogurt, ice cream, popcorn, cookies, coffee, bottled water, etc.) by exhibitors for the purpose of drawing attention to their booth is permitted only when the product being served is purchased from the VBCC's exclusive food services provider.

All sampling must be pre-approved by VBCC management and is subject to the following:

- A FOOD SAMPLING FORM (see "Order Forms") must be completed and returned to your Event Manager for approval from the Food Service Provider's General Manager two (2) weeks prior to the start of the event.
- All samples shall be of a single serving size and served by a sales person or demonstrator.
- Sample sizes will be no greater than **bite size** (i.e. one (1) ounce or less or fit on toothpick) for food products and **three (3) ounces** for non-alcoholic beverage products.
- Service of alcoholic beverages must be arranged through the exclusive food services provider.
- Permittee and its approved exhibitors will procure and maintain the necessary permits and licenses required by laws and regulations pertaining to the preparation, handling and disposal of food and beverage products.
- All sampling shall be done in accordance with Virginia Department of Health guidelines for proper preparation, food storage, display and sanitation.
- Exhibitors sampling food must comply with City of Virginia Beach fire regulations (please refer to item #46 Fire Regulations, section #7 of this document).

F. FOOD INDUSTRY EXHIBITIONS

VBCC permits the distribution of sample food products at food industry events subject to the following terms. Permittee is responsible for making arrangements to provide exhibitors with food waste containers. The containers shall be accessible to exhibitors on a daily basis. A grease barrel must be provided for all grease disposal and exhibitor cleaning at Permittee's expense. Permittee will be required to pay for related trash removal, hauling and tipping fees. Removal includes aisle trash containers and other containers utilized by the attendees.

Arrangements for the receiving and storing of all food and beverage products must be coordinated through the exclusive food services provider. The exclusive food services provider is also available to assist you in coordinating proper removal of all food and beverage waste products (grease, food, etc.). Contact your Event Manager for more information at (757) 385-2000.

Cooking is permitted in exhibit booths when food or food equipment are products featured in the event, and with advance approval. Approval is required from the Virginia Beach Convention Center, the Virginia Health Department and the Virginia Beach Fire Marshal. Please refer to #46 Fire Regulations, section #7 of this document.

All food waste products shall be contained in plastic bags, tied and disposed of in designated dumpsters. Food waste should be emptied on a daily basis. Permittee may be required to pay for waste removal from the site.

Food and beverage products may not be disposed of in VBCC sinks, toilets, etc. Any damage resulting from non-adherence to this requirement will be billed to the Permittee at prevailing rates.

G. FOOD HANDLING GUIDELINES

In order to eliminate any potential hazards during food service trade shows, both the Virginia Beach Fire Department and the Health Department have provided regulations, which should be passed along to your exhibitors.

The Fire Department has provided the following guidelines:

- 1) All booths in which cooking of any type takes place must have a fire extinguisher.
- 2) Cooking devices must be kept 12"-24" from any combustible material. And although the drapery is fire retardant, it is recommended that some type of device be devised to prevent hot grease from splattering on it.
- 3) All cooking devices (hot plates, frying pans, deep fat fryers, etc.) must be placed in or on a non-flammable surface such as an aluminum tray.

Although your vendors handle food product on a regular basis, the Health Department offers the following rules as a reminder to each exhibitor:

- 1) Potentially hazardous foods should be stored hot (140°) or cold (45°). Do not store at room temperature. Food can be stored on ice, provided there is a mechanism to drain off melted water. (Food should not float around in water.)
- 2) Food should be stored off the floor.
- 3) Several clean serving utensils should be available, if used. When one becomes dirty, pick up a clean one. Keep manual contact with food to a minimum. Food service gloves may be utilized if changed often. A small bucket of bleach and water solution should be available in each booth for cleaning utensils.
- 4) No self-service foods. Foods should be individually wrapped or handed to the customer by booth personnel to control contamination.

52. GARDEN DISPLAYS

Displays containing soil, humus, or similar materials must use a protective coating of plastic or visqueen to protect the floor, carpet, and all VBCC equipment. When plastic is smaller than the display, seams must be securely sealed as to prevent leakage on to the floor. Curbing must be used to retain loose materials and to prevent leaks and water. Garden displays are not permitted on carpeted areas of VBCC.

53. GENERAL SERVICES

VBCC provides to the Permittee general room lighting, air conditioning or heating during meeting/show hours, once-daily cleaning of non-carpeted aisles and corridors in the Exhibit Halls, maintenance of restrooms and trash cans, with all the necessary equipment, materials, supplies, labor, and supervision. The Center reserves the right to limit the use of heating, air conditioning, lighting and escalators during load in, load out and other dark hours.

Any exception to these guidelines must have prior approval and if such waiver is granted, additional charges will apply where appropriate.

54. GLITTER

The use, display or throwing of glitter, confetti or rice is prohibited within the VBCC or on the Center's grounds. The Permittee will be billed for the labor and materials required for clean up resulting from not adhering to this policy.

55. GRATUITIES

VBCC policy prohibits any VBCC employee from accepting gifts, gratuities, or any other favors from parties doing business with the VBCC.

56. HAZARDOUS FUELS & CHEMICALS

- a. With prior approval from VBCC manager, any substance that may have an impact on the environment must be removed from VBCC property immediately upon move-out. Failure to do so will result in a charge to cover the proper disposal. This includes any diesel or gasoline that may have been removed from a display vehicle.

- b. All hazardous substances must be stored in accordance with EPA regulations. Any materials or chemicals not in compliance will be removed at the General Contractors expense.
- c. Petroleum products must be stored in approved containers and in a cage and not on any dock or dock area.
- d. Any unlicensed explosive materials or hazardous chemicals in or on VBCC property will be subject to disposal by the proper authorities. The responsible parties will be subject to any fines or disposal costs.

57. HVAC AND LIGHTING

The VBCC provides state-of-the-art lighting and HVAC systems for all events. Operators strive to create a comfortable, healthy and properly lit environment for guests. Facility staff is available during all event hours to make adjustments to lighting and HVAC systems. All requests for adjustments or special services can be directed to your Event Manager.

a. Heating, Ventilation and Air Conditioning (HVAC)

General Facility HVAC, Ballroom, Meeting Rooms:

The HVAC throughout the facility will be controlled to maintain comfortable temperatures appropriate to the season (i.e., outside temperature, weather, humidity) during event hours. If not in use, the temperature in certain portions of the facility may be adjusted to operate more efficiently. Requests for changes to room temperatures can be directed to the Event Manager. Only facility staff may make adjustments to the HVAC system, local controls or thermostats are not available in event spaces. The outside doors of the facility should not be propped or held open for long period of time. Requests for special arrangements for HVAC services (e.g., specific temperatures, humidity levels) should be directed to your Event Manager two weeks prior to your event. A fee will be assessed if climate control outside of event hours is requested.

Exhibit Halls:

Normal air conditioning and heating is included for contracted show days during event hours, rehearsals and in-hall registrations. Temperatures for move-in and move-out and outside of show hours will be kept at maintenance levels. The dock doors are equipped with "air curtains" to help maintain temperatures in the halls during load-in and load-out. Other doors may not be propped open.

b. Lighting

General Facility Lighting:

Facility lighting (outdoors, pre-function, public corridors, etc.) is maintained during all event hours. If not in use, the lighting in certain portions of the facility may be dimmed or darkened to control energy usage. The VBCC has an extensive emergency lighting system that will provide illumination for exiting during power failures or other emergencies. Emergency lighting, including exit signs, may not be covered, disconnected, or disabled at any time.

Event Lighting:

The lighting systems in the event spaces can be controlled at wall locations or remotely. Each room has several pre-set lighting scene options that will suit most events. However unique scenes may be programmed for your event through prior arrangement with the Event Manager and Technical Services. Personnel to monitor and adjust lights during an event program can be provided at the prevailing labor rate. If Technical Services staff is providing audio or video services for an event, they can also control the lighting as a part of their service. Generally most lights will be operated by facility staff, however in the Meeting Rooms and the Ballroom, Permittees or their designees, may operate the lighting through wall mounted preset control panels if desired.

A wide variety of stage and special lighting options are available through the Technical Services Department or may be provided by an outside lighting contractor. Electrical connection charges will apply for contracted lighting.

Exhibit Hall:

The Exhibit Hall is equipped with metal halide lamps and dimmable incandescent lamps. For load-in, load-out and other non-event activities, the lights will be kept at a "work light" level of a single metal halide lamp per cluster. All the metal halide lights will be turned on one hour prior to the doors opening for the event. The incandescent lamps are only used independent of the metal halides and can be dimmed as needed for programs. Only facility staff may operate the Exhibit Hall lighting system.

Ballroom:

The Ballroom is equipped with dimmable incandescent lighting and a Light Emitting Diode (LED) illumination system. The LED system is capable of displaying a wide variety of colors and unique programs. Unique programs can be provided by prior arrangement with your Event Manager and Technical Services.

Meeting Rooms:

Meeting Rooms are equipped with fluorescent lighting and dimmable incandescent lights. Panels located near each door control the preset lighting scenes.

58. INSURANCE

The Permittee shall furnish adequate insurance, ensuring both themselves and the City of Virginia Beach. Limits of coverage are included on the use permit agreement. A certificate of insurance listing the City of Virginia Beach as an additional insured must be delivered to the VBCC **seven (7) business days prior to event load-in.**

59. INTERNET USAGE

For the convenience of all patrons, wired and wireless high-speed Internet access is available throughout the VBCC. For internet access in the Exhibit Hall, Ballroom or Meeting Rooms and access instructions, please refer to the INTERNET ORDER FORM in the "Order Forms" section of this guide. Wireless access may also be gained on site by accessing our vendor's splash page. Access codes may also be purchased from VBCC's Business Center.

60. KEYS

Any keys required by the Permittee will be subject to a key deposit. Request for keys or lock changes must be made through the Event Manager. All keys must be returned on the last day of the event. All or part of the key deposit will be retained if keys are not returned. Under no circumstances are keys to be duplicated. A fee will be charged for lock changes on interchangeable core locks.

When keys are issued, Permittee will assume responsibility for locking and unlocking their space. The Center will not open any space to which the Permittee has received keys except in the event of an emergency or in the event of a business need. Center staff will coordinate daily servicing of the locked spaces with Permittee.

61. LIGHTING *(also see "HVAC and Lighting")*

62. LOAD-IN/OUT ENTRANCES

Your Event Manager designates load in/out entrances. All load-in/out is through the loading dock(s). Access through front-of-house for move-in and move-out is not permitted. Contractors and/or Permittee

will be held responsible for any damage to the Center due to load-in/out. Contractor is required to conduct pre and post event inspections with the Event Manager to note any damage.

63. LOADING DOCKS

VBCC Exhibit Hall loading docks are primarily for the temporary use of Exhibitors, General Contractors, and Show Contractors, during move-in and move-out. The contracted decorating company does not have authority to prevent exhibitor's access to the loading docks. Loading docks and dock area parking are non-exclusive spaces.

All vehicles left on the docks beyond the posted times are subject to towing. General Contractors should make arrangements with the Event Manager for extended load-in and out times.

The Center has 21 cargo bays and 5 loading ramps to accommodate events. All drivers are advised to chock their wheels to avoid any potential accidents. All other exhibitors/attendees must park in designated areas as directed by the Center.

Loading Dock Door Dimensions:

The Ballroom has two 11'6" wide x 15'6" high overhead doors to assist in load-in/load out. Overhead doors are located at the north end of Ballroom 1 and the west side of Ballroom 3.

Exhibition Halls A, B, C and D each have a 21'6" wide x 15'6" high overhead door to assist in load-in/load out.

64. LOST AND FOUND

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

65. MARQUEE

The Virginia Beach Convention Center will place a complimentary announcement of Public events on the Marquee seven (7) days prior to and during your event pending availability. All requests must be submitted to and approved by your Event Manager before they will be displayed. The Marquee has a maximum resolution of 96 x 64 pixels. Use of the marquee is shared with many users, is non-exclusive and cannot be guaranteed.

66. MATERIAL/EQUIPMENT MOVEMENT AND VEHICLES

Equipment and freight shall be loaded/unloaded in the dock area. Vehicles are not to be driven into the Exhibit Hall unless pre-approved by the Center.

Motorized vehicles or bicycles may be operated in the Center's Exhibit Halls during move-in/move-out days only. The use of gasoline-powered vehicles is prohibited inside the Center. Persons under age of sixteen (16) will not be allowed to operate a motorized vehicle on Center property.

Motorized vehicles, personal carts, bicycles, dollies, forklifts, pallet jacks and other wheeled vehicles with steel and/or hard metallic wheels are not permitted in the Center's pre-function areas. Lifts or other wheeled vehicles approved for use in carpeted areas shall have non-marking tires or tires that are covered with clean plastic or fabric booties.

Carpeted areas must be protected from the movement of crates, registration counters, pallet jacks, sign-making activities and all other rolling stock during move-in and move-out or where plants or permitted

plant matter will be placed. When off-loading counters, booths and other heavy objects, the use of floor protection and extreme care is required. Carpeted areas must be protected by the use of minimum 6-mil polyethylene sheeting (reinforced preferred). In the case of heavy freight, the use of plywood or other similar material shall be required. Double face carpet tape is not permitted on pre-function carpet.

67. MOVEABLE AIR-WALLS

The air-walls in the Exhibit Halls, Meeting Rooms and Ballrooms are to be moved by VBCC personnel only. Unscheduled installation of air-walls or multiple moves on the same day will be an additional cost to Permittee at the prevailing labor rate.

68. NOISE

It is the responsibility of the Permittee to control exhibitors' noise levels within their respective booths so as to not disturb or disrupt other exhibitors or create a nuisance.

VBCC has the right to monitor all noise levels and impose limitations as needed to prevent disruption or nuisance to other events.

69. NOVELTIES

The Permittee may elect to sell event-related souvenirs, programs, novelties, or merchandise during an event. All such sales shall have prior approval from the VBCC's General Manager and may require a commission of 15% of the sales.

70. OFF-DUTY POLICE

From time to time the VBCC will require the use of Off Duty Virginia Beach Police officers for crowd control. Under the guidelines provided in the federal government's Fair Labor Standards Act, the VBCC, a City Agency, is not permitted to employ off duty police officers. When these officers are required, the Permittee is required to provide an acceptable form of payment to each individual officer. Officers are prepared to fill out an IRS form 1099 should the Permittee require this document.

71. PACKAGE INSPECTION

Cartons, packages or other containers brought in or removed from the Center by event personnel, exhibitors or General Contractors may be subject to inspection.

72. PARKING

Over 2,200 parking spaces are provided free of charge to exhibitors, attendees and guests and are available free of charge on a first-come-first-serve basis. VBCC may from time to time reserve spaces proximate to the Ballroom for valet parking.

To ensure convenient parking for your attendees, exhibitors are required to park their trucks, trailers, RVs and other storage units in the southwest parking lot (Lot 5) during show hours. Loading docks are conveniently located in the back of each Exhibit Hall for temporary use by exhibitors.

The area enclosed behind the loading docks is not to be used as parking by exhibitors, Permittee or guests without prior approval from VBCC Management. Vehicles in violation of the above may be towed at the owner's expense.

73. PAYMENT SCHEDULE

The Use Permit Agreement requires that all rental fees and other charges be paid prior to event load-in. The VBCC Manager may elect to settle charges on a date after the event.

When license fees, production fees, public service fees, equipment rental, media advertising, etc. are due from the Permittee, the VBCC shall demand payment at or before the time of settlement. When applicable, settlement may be made from ticket sales and proceeds from the event. VBCC Management may require additional advance deposits to cover anticipated settlement expenses.

74. PERMITS

Permits are the responsibility of the Permittee, and while the VBCC will assist in providing information necessary for submission, the facility cannot secure such permits on Permittee's behalf.

75. PUBLIC SAFETY (also see *Fire and Life Safety Information supplement*)

Fire and Life Safety and Information

A floor plan shall be submitted at least 30 days prior to move-in of an event. The plan is subject to approval by VBCC and the Virginia Beach Fire Department. All displays or decorating materials must be fireproof. Freight doors shall not be blocked at any time. Emergency exits and corridors leading to these exits shall not be blocked at any time. All crates and boxes shall be removed from the premises before show opening. No electrical or plumbing work shall be done except by VBCC personnel or contractor designated by VBCC Management. VBCC Management must approve outdoor displays in writing. All complaints or questions regarding public safety shall be brought directly to VBCC Management.

The VBCC is fully protected by an automatic fire sprinkler system. In addition, fire extinguishers are provided throughout the building. A fire pump provides water for the sprinklers and fire fighting services. Smoke evacuation fans remove smoke. Automatic alarm systems are designed to provide evacuation announcements in the event of activation.

Contractor or Permittee will not permit exhibitors to, obstruct or obscure visibility from show floor to any marked Fire Exit, Hose/Extinguisher Cabinet or Pull Station.

A firewatch may be required at the VBCC's discretion for public events containing a high proportion of combustible materials; or which contain a large display vehicles.

First Aid and Medical Emergencies

The VBCC requires all events with over 1,000 attendees at one time or an average anticipated flow of 600 guests per hour, to schedule on-site emergency medical personnel with the VBCC's contracted services provider. A completely furnished First Aid Center is provided for the safety and convenience of those involved with events. Charges for services and supplies utilized will be billed on your final statement. Automated External Defibrillators (AEDs) are accessible throughout the building and VBCC personnel are AED trained.

76. PUBLIC SPACE

All pre-function (lobby space) areas are to be used for ingress/egress. Use of these areas for registration, exhibits or any other activity requires the prior written approval of the Center, and is subject to prevailing rental rates. When approved, floor plans must include this space if it will be used for any other purpose beyond ingress/egress. All flooring in the pre-function and foyer areas must be adequately protected from damage prior to moving any supplies or equipment into this space. Public spaces are considered non-exclusive and are generally open to the public unless specifically permitted for in writing.

The Center reserves the right to determine the schedule for opening public areas not associated with individual permitted spaces.

77. PYROTECHNICS (fireworks)

A permit from the Virginia Beach Fire Marshal will be required for all indoor or outdoor pyrotechnic displays. Permittee will be required to demonstrate device prior to actual use. In the event fire extinguishers are discharged, Permittee will be responsible for re-charge fees.

78. REMOVAL OF PERMITTEE PROPERTY

Permittee shall remove all property, goods, installations and effects belonging to the Permittee or caused by Permittee to be brought upon the facility. If such property is not removed prior to the end of the contracted period, the VBCC may remove and store it or cause it to be stored and Permittee shall reimburse all expenses incurred. The Center shall not be responsible for the safekeeping of said materials.

If said property is not claimed, the VBCC shall have the right to sell or dispose of property.

79. RECYCLING

The VBCC recycles cardboard, office paper and mixed recyclables (e.g., newspaper, aluminum cans, plastic, and glass bottles). Designated containers are located throughout the facility for mixed recyclables. Unbound office paper may be recycled at the Business Center or Administrative Offices. Flattened cardboard boxes may be deposited in recycling containers. Certain compactors and containers at the docks are designated and marked for recycling only.

Each show will be responsible for the appropriate use of all containers by their exhibitors and contractors. Inappropriate use may result in hauling and disposal charges. Permittee may be responsible for charges associated with hauling of improperly sorted items or excessive amount of debris.

80. RESIDUAL MATTERS

All matters, rules, regulation or deviations there-from, not expressly provided herein, shall be decided upon by the Event Manager.

81. RIGGING *(also see Banners and Signage)*

Rigging safety is a priority for VBCC management. All rigging and overhead attachment of materials must be pre-approved and overseen by the VBCC staff. Contact your Event Manager for further information about our rigging services, capabilities and restrictions detailed in our rigging policy. This includes overhead rigging of sound and lighting systems.

All rigging and hanging from hang points in the VBCC must conform to all national and local safety codes and is subject to approval by the VBCC. Nothing may be attached to any facility electrical or mechanical system.

The VBCC reserves the right to stop any installation of rigging if in its opinion the installation is not proceeding in a safe and prudent manner.

All requests should be received from the Permittee no less than 1 week prior to move-in.

- 1,500 lbs. Maximum capacity – each beam
- 1,500 lbs. Ballroom rigging points

82. ROOF ACCESS

Access to the Center’s roof is prohibited.

83. SECURITY

Facility Security

VBCC security staff provides 24-hour coverage for general building security for the protection of VBCC Permittees, staff and assets. The VBCC maintains has comprehensive safety and evacuation procedures on file to ensure the general safety of occupants in the building. Facility security reserves the right to inspect any suspicious packages (e.g., boxes, coolers) brought into the building. House security staff is not responsible for goods or property within specific event spaces.

Event Security

The VBCC is the exclusive provider of event security services. The Event Manager will assist Permittee in selecting the appropriate level of security personnel. Door guards, badge checkers, security guards or off-duty police officers are used as needed. Minimum security and staffing requirements apply, particularly during move-in and move-out. These vary depending upon the size and nature of the event. A guard is required at the front entrance of the building during move-in and move-out. Parking or unloading at the front entrance of the VBCC is prohibited. Show management, exhibitors or general contractors may not move merchandise in or out of the front of the facility. A guard is also required at all times while loading docks are utilized. A dock master may be required to control access to the loading dock area. The Event Manager must approve all security plans and reserves the right to request additional security if warranted. Center has the right to impose this labor as deemed necessary for security; safety matters, and to enforce VBCC policies. Permittee is responsible for payment of all security services.

The VBCC maintains a 24-hour Security Office that is responsible for basic building security and the safeguard of Center property as needed.

All exhibitors are required to wear ID badges at all times while in the building. It is the responsibility of the Permittee to provide exhibitor ID badges.

84. SMOKING POLICY

In compliance with City of Virginia Beach ordinance (Section 28.5-3, No. 1832), smoking is strictly prohibited in all municipal facilities in the City of Virginia Beach. The VBCC, including loading dock platforms, entrances and porches are a smoke-free environment. Smoking is restricted to outside the buildings only, but smoking is not permitted within 20 feet of any entry door. The Observation Deck is a non-smoking outdoor space.

85. STAFFING REQUIREMENTS

The VBCC will make every effort to accommodate staffing or services requested by the Permittee. Minimum staffing and services are required by the VBCC in compliance with facility rules and in the interest of the event, facility and customers. Please consult your Event Manager to determine your event security requirements.

Holidays

Holiday rates apply for New Year's Day, President's Day/Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, the Friday following Thanksgiving Day, Christmas Eve and Christmas Day. Holiday rates apply on the actual holiday date as well as the date they are observed by City of Virginia Beach employees.

Minimum Work Calls

A three (3) hour minimum work call is required for all staff with the exception of security and certain subcontractors, which are subject to a four (4) hour minimum work call. All staff cancellations require notice of two business days; otherwise, a minimum charge of four (4) hours per staff will be incurred. Cancellations during shifts will result in charges for a minimum four (4) hour work charge.

Overtime

Full-time positions receive overtime compensation after each eight (8) hour shift and/or 40 hour workweek.

Services Exclusively Performed by VBCC Personnel

- a. Only VBCC personnel are authorized to operate facility equipment.
- b. Any additional set-up or removal service needed for your event after the initial room set is subject to a labor fee, at the prevailing service rate.
- c. A Box Office Supervisor and at least one Ticket Seller are required for all "day of event" ticket sales.
- d. Only VBCC personnel are authorized to supervise and or handle rigging for the facility.
- e. A Security Officer is required for each loading dock call.
- f. An Electrician is available during normal working hours; advance arrangements must be made for an electrician to standby for events. A dock master may be required for multi-hall events.
- g. Ticket Takers/Ushers may be used to monitor fire exits and dock pass doors during events.
- h. The VBCC reserves the right to require a minimum number of personnel for events requiring audio/visual technical services. An AV Technician is required for all Ballroom events.
- i. The VBCC reserves the right to evaluate the risk of each event to determine minimum medical personnel requirements. If the VBCC hosts multiple events during the same hours, the cost of medical personnel may be shared between Permittees and divided proportionately between events.

86. STAGING AND MARSHALING AREA

All off-site storage of trailers will be directed to a parking area. The VBCC cannot be held liable for any lost, stolen or damaged property.

87. STAPLES, NAILS, TACKS, TAPE

The use of staples, nails, tacks, tape or screws or other fasteners into floors, walls, columns, ceilings, tables, chairs, or risers is strongly prohibited. Holes may not be drilled into any portion of the VBCC. Permittee will be responsible for any repair cost associated with violations of this policy.

88. STICKERS/DECALS

The use of stickers or decals on any VBCC surface, fixture, equipment, or furniture is prohibited. A fee will be imposed on the Permittee to remove any such adhesive material from VBCC property. This also applies to stickers or decals used for identification of reserved seats.

89. STORAGE

Limited crate storage is available, and must be coordinated with your Event Manager.

Storage of empty boxes, cartons, packing material, etc., and other combustible materials will not be permitted within the facility. These types of materials may be stored outside the building in approved areas.

Exhibitors are not permitted to store back stock or goods for re-sale outside of their booth assignment.

For more information, contact your Event Manager.

90. SUB-CONTRACTORS

Permittee is responsible for the safety, conduct and performance of their Sub-contractors. Permittee will be held liable for any damage caused by any Contractor and/or Sub-Contractor.

91. TAPE (Adhesive tape)

Wire/Cord Management

The exhibit manager's General Contractors and A/V contractors are responsible for securing all cords and wires provided as a part of their services. The VBCC recommends the use of mats, carpets, or other cord run protective devices for safety purposes and to protect cords. The use of tape on any facility surface is

prohibited except as noted. The use of high residue tape is prohibited on concrete floors and carpeted areas. If taping is necessary, the VBCC requires the use of a quality gaffer's tape on any surface, especially on carpet. Only professional low residue double-sided carpet tape may be used on Exhibit Hall floors. Duct tape, clear "cellophane" or packing tape is specifically prohibited. Vinyl tape or chalk can be used to mark the floors. Permittee is responsible for removal of any tape applied to the floor. Permittee and Contractors are responsible for the removal of all tape residue marks from floors. Tape or residue left on any surface will be removed by the VBCC and the cost for removal will be billed to Permittee. Gaffers tape is available for purchase in VBCC's Business Center.

Signs, Flyers and Stickers

The VBCC does not permit posting or hanging of signs, flyers, notices or advertisements by any method or location except those expressly provided for that purpose. VBCC staff will remove any unauthorized signs. Signs shall not be adhered by any method to any building surface including doors, walls, mirrors, or furnishings. Stickers or labels shall not be attached to any table, chair or any other furnishing or surface for any reason. Removal and damage fees incurred by the VBCC from the posting of signs or stickers will be charged to the event. The VBCC can provide multiple options for graphics, communication and rigging in the facility. Please contact your Event Manager for details.

92. TAXES/LICENSES

The Permittee shall be responsible for payment of state, federal and admission taxes, and all fees as prescribed by law. The City of Virginia Beach via VBCC Management may collect business license fees, local sales and amusement/admission taxes and other fees as prescribed by the governing body. The Permittee will assume all costs related to patents, trademarks, franchises or copyrights of material and matter used in the production and presentation of an event.

A 4.5% state sale tax applies to all equipment charges. A 10.5% sales tax applies to all prepared food sales.

A 10% city admission tax is collected by the VBCC for each ticket sold to a public event. The value of complimentary tickets will be taxed when the complimentary ticket is exchanged for the bartered services. When this tax is included in the sale price, it is calculated as follows:

Selling price divided by 1.1, multiplied by 10%. An example of this calculation is...\$12 ticket (sales price) divided by 1.1 = \$10.91 x 10% (tax rate) = \$1.09 (amount of tax). If the Permittee feels that their event should be exempt from this tax pursuant to Section 35-182 of the Code of City of Virginia Beach, they are responsible for obtaining written exemption from the Commissioner of Revenue for the City of Virginia Beach. In absence of such written exemption, all ticket sale events will be subject to the tax.

Pursuant to the Virginia Beach City Code, section 18-108, any organization hosting an event and meeting the criteria established by the City Council of Virginia Beach may obtain an umbrella license from the commissioner of the revenue for \$10.00 per merchant or vendor provided that, regardless of the number of merchants and vendors, the total cost of the license shall not be less than \$50.00 nor should it exceed \$500.00. A Merchant/Vendor Report is required to be submitted to the commissioner of the revenue's office before the event takes place. Any additional vendors that were not listed on the original report must be included on a Final Merchant/Vendor Report which must be submitted within ten (10) days following the close of the event.

To obtain a license and/or necessary forms or if you need additional information regarding this ordinance, please contact the commissioner of the revenue's office by telephone or email at (757) 385-4515 or business@vb.gov.

93. TELECOMMUNICATIONS/DATA

Permittee and Exhibitor voice, data, internet, and networking services are provided exclusively by the Center's exclusive service provider. Rates for these services are available.

For information on this service contact your Event Manager or the Technical Service Supervisor.

94. TENTS AND TENSION MEMBRANES

Contact your Event Manager for more information.

95. TRASH REMOVAL

Trash pick-up during meetings and trade shows will be performed as necessary during the event from VBCC receptacles. The VBCC reserves the right to charge a fee for removal of excess debris. Trash removal fees will apply for removal of any non-VBCC food service events such as sampling or from food industry shows. Your Event Manager may provide an estimate for this service.

Any trash clean up which requires extra labor will incur an additional charge at the determination of VBCC Management. Permittee must leave Exhibit Halls broom clean at the conclusion of their event. Cleaning services are available at prevailing rates from the VBCC.

96. UTILITY SERVICES

The VBCC offers electrical, data, telecommunications, water and drainage services. For more information, see "Order Forms" section of this guide. These services may be purchased by Permittee's Exhibitors. In certain situations, the Permittee may purchase all utility services for its exhibitors. To avoid confusion on the behalf of exhibitors, mixed sales, where the Permittee pays a portion and exhibitors pay a portion, are not permitted.

Event may not block access to floor, column or perimeter utility access, fire cabinets, or fire alarm stations. Utility connections may not originate in traffic areas, or otherwise create a public safety hazard. *OBSTRUCTIONS BLOCKING UTILITY FLOOR BOXES ARE SUBJECT TO RELOCATION AS NECESSARY.* Unless otherwise directed, Center personnel are authorized to cut floor coverings to permit installation of service.

97. VALET PARKING

Valet Parking can be arranged through an outside service provider within twenty-one (21) days notice. Please see your Event Manager for more details.

98. WATER DISPLAYS

All fountains or other decorative water containers must be waterproof and of sufficient density to avoid leaks. Plastic must be placed underneath the display for additional protection. All water displays must be pre-approved by the Event Manager.

99. WATER SERVICE

VBCC's exclusive Food Service provider supplies complimentary water service for head tables and lecterns only. Additional fees may apply for water stations. VBCC's food services provider reserves the right to determine the amount of stations needed depending on guest count. Labor, cups and minimum service charge applies. Contact Food Service Sales Manager for pricing.

100. WEAPONS

A "weapon" is any object or device designed or intended to be used to inflict injury upon persons or property.

- a. The possession of a weapon is prohibited within the VBCC except for weapons being carried by authorized law enforcement officers while on duty.
- b. If firearms are an integral part of an event, an exhibitor may display a firearm as part of its exhibit during an event subject to the following:
 1. The exhibitor must comply with all Federal, State, and Local laws governing the possession and/or sale of firearms.
 2. Firearms may not be loaded or fired in the VBCC.
 3. Firearms must be deactivated by removing the firing pin, the bolt, or otherwise altered so that they are incapable of being fired (by a metal lock through the trigger mechanism, a plastic strap securing the trigger or hammer mechanism, a plastic strap securing the firearm's "action" mechanism in an "open" state). Exceptions may be granted, at the VBCC's discretion, for particularly rare antique firearms displayed in a locked case or otherwise made inaccessible.
 4. Powder or primers are prohibited in the VBCC. Sample live ammunition may be displayed in exhibits, which are kept separate from firearm exhibits or by exhibitors who do not also display firearms.
 5. Firearms and ammunition will be inspected by an authorized safety inspector approved by the VBCC during event move-in and/or at other times as determined by the VBCC. Violations of this policy will be reported to show management and the VBCC. All violations must be corrected before an exhibit opens.