

## Century Center Policies and Procedure Manual

Revised October 2015

The purpose of this document is to let you know about our policies and procedures in advance so you can make the best possible use of our facility and our services while you are here, or while you are considering holding an event here. We hope this information will assist you in planning your event and in communicating with our staff. We have developed these policies and procedures to ensure that your event will be as safe and successful as possible. Of course, not all situations will be covered in this guide or may need special consideration by management. Any questions regarding policies and procedures not included here can be directed to the Century Center Events Department at 574.235.9711. We will be glad to clarify any of the enclosed information.

### **Air Conditioning/Heating**

As full-time practitioners of energy conservation--and to keep our fees as low as possible-- we provide air conditioning and/or heating during show hours only. Air conditioning and/or heating is not provided on move-in or move-out days. Additional charges will be assessed for air conditioning and/or heating requested during non-show periods. **See Move-in & Move-out & Rental**

### **Alcohol**

Alcoholic beverages must be purchased through the Century Center, who holds the liquor license for the facility. Additional security may be required for events where alcohol is served. The Century Center supports responsible drinking at all times.

### **Americans with Disabilities Act (ADA)**

As a facility of public accommodation, the Century Center is sensitive to those with special needs, and complies in all respects with the Americans with Disabilities Act (ADA) and regulations issued there under. We also require our customers to comply with all provisions of the ADA.

### **Animals**

For the safety and comfort of all our visitors, animals are not permitted in the Century Center except in conjunction with an approved exhibit, display or performance, which absolutely requires the use of an animal. The Customer is responsible for obtaining all appropriate permits. Guide, signal or service dogs (as defined by Law) are allowed in the Century Center. All sanitary needs for animals are the responsibility of the Customer.

### **Audio System**

The Century Center staff or their designees are responsible for the house audio system and must supervise any connection made to this system. Connecting client or vendor supplied equipment to the house sound system, is subject to a per connection / per room connection fee. **See AV**

### **AV**

**Markey's Audio Visual** - our preferred audio-visual company provides comprehensive audio-visual needs, for presentations, speaking engagements, specialty lighting, etc. They are located on-site and handle all audio-visual needs. Their state of the art inventory includes televisions, DVD players, microphones, overheads, screens, special sound and production equipment, and more. While not an exclusive service provider, they are our preferred vendor for their customer service, knowledge and experience. In addition, they are located on-site with 24-hour assistance as required. When using an outside A.V. contractor, a daily patch fee will be applied. This is a non-exclusive service

### **Banners/Signage**

To keep our beautiful facility looking that way, banners, signs, pictures, notices or advertisements may only be placed in locations, and by methods, approved in advance by the Century Center. **See Hanging Signs & Rigging**

### **Billing**

For your convenience and clarification, an Event Settlement Sheet summarizing rent, additional charges and any credits is prepared after each event. For our financial well-being, final payment is due upon receipt of invoice. **See Payments**



### **Booth Cleaning**

The Century Center is happy to provide booth cleaning for a fee at a square foot rate. This service includes trash pick-up and vacuuming the carpet. **See Cleaning & Maintenance, Bulk Trash**

### **Bulk Trash**

Somebody's got to take out the trash. In this case, we ask you, the Customer, to take responsibility for removal of bulk trash, crates, lumber, pallets, packing materials, oil and tape prior to show opening and following move-out; or we'll be happy to do it for you. The goal is to keep your show as pristine and clean as it deserves to be. Any removal of these items by Century Center personnel will be charged to show management at the prevailing rate. **See Booth Cleaning & Cleaning & Maintenance**

### **Capacities**

Public Safety is at the top of our priority list. That's why all meeting rooms and exhibit halls have a maximum occupancy, which may not be exceeded. The Century Center reserves the right to deny further entry into these spaces in order to protect public safety. **See Room- Set**

### **Catering**

SAVOR. . .SOUTH BEND is the exclusive caterer at the Convention Center and holds all rights to food and beverage. Savor handles all food and beverage for onsite events, including breakfasts, breaks, banquets, public foods, specialty décor services, custom menus, etc. SAVOR. . . SOUTH BEND is located onsite and maintains two fully equipped kitchens. Our Catering Managers can provide custom menus and make suggestions to maximize your efficient flow of meal services, concession stands and other related food and beverage items. No food and beverage may be brought into the building without prior written consent by the caterer. **See Food & Beverage, Food Sampling, Food Shows & Cooking Demonstrations**

### **Century Center Staff**

To help ensure the highest quality of customer service, we require all Century Center employee wear Century Center photo identification badges while servicing events. Show management may refuse access to employees without visible and proper Century Center identification. Properly badged Century Center employees on Century Center business have the right of access, as needed, to all Century Center space at all times. Century Center employees are not obligated to wear additional identification for right of access.

### **Cleaning and Maintenance/Refuse Removal**

The Century Center provides janitorial services during the course of the event in corridors, lobbies, concession areas and rest rooms. The Century Center provides refuse removal during show hours and immediately after daily show closing in exhibit hall aisles. For your safety and security, Century Center personnel do not clean and are not permitted to enter exhibit booths or show management areas such as registration without agreement. Vendors with heavy trash due to sampling are responsible for their own waste removal. With proper advance notification Century Center staff can assist with heavier than normal trash removal, additional service fee's may apply.

### **Contract Security Providers**

The Century Center is responsible for providing a secure building perimeter, routine patrols of parking facilities and public areas, and staffing of the security office during open hours. The Century Center Event Management team will exclusively secure necessary security personnel for contracted spaces to cover move-in/out, events and overnight security at prevailing rates. The cost of the contracted security will be the responsibility of the Event Organizer. Contracted security can provide security within these areas- which can include; your exhibit hall, meeting rooms, food service areas, office, registration and/or storage areas. The Convention Center maintains the right to mandate contract security for specific events. The Convention Center does not provide security services for your contracted spaces during overnights or other unattended periods. **See Security**

### **Contractor's Service Equipment and Motorized Vehicles**

For the safety of our exhibitors and employees all carts, forklifts, bicycles, etc. are restricted to exhibit hall use. No liquid fuel powered vehicles should be operated outside the exhibit halls due to noise, air



pollution and fire hazard. Forklifts are not allowed in the ballroom, pre-function, or meeting rooms. Only rubber wheel non-motorized freight carts are allowed in these areas. **See Motorized Vehicle Operation**

### **Cooking (Demonstrations) and Commercial Cooking**

For the safety of our exhibitors and employees cooking equipment shall be placed on a rubber mat, provided by the vendor and the equipment shall be separated from each other by a minimum horizontal distance of two (2) ft. All cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e., Underwriters Laboratory or Factory Mutual. All supply lines (tubing or hoses) shall be lead-tight and in good repair. Hoses shall be listed for the type of product it supplies. **See Food & Beverage, Food Sampling & Food Shows**

### **Crate Storage/Booth Storage**

Storage of any kind is prohibited behind the back drapes or display walls or inside display areas. All cartons, crates, containers and packing materials that are necessary for re-packing shall be removed from the show floor. The Century Center inspects all exhibits to ensure compliance. Crates, packing materials, wooden boxes and other highly combustible materials may not be stored in the Century Center. Items such as brochures, literature, giveaways, etc., within the booths are limited to a one-day supply. Consideration will be given for the storage of crates outside of the facility. **See Mail & Shipping**

### **Damages**

Sometimes, bad things happen to good facilities. We hope they don't, but when they do, the customer is responsible for all damages, except normal wear and tear. For accuracy in billing, Century Center representatives and show management should inspect all leased space prior to move-in and during move-out to determine existing conditions. You will be informed of all damages, which occur during your contracted times, after your event with written reports and photographs as soon as they are documented. A final walk-through will take place at the conclusion of your event. **See Insurance**

### **Decorations**

The method and location of special installations must be approved in advance by Century Center management. Final approval will be determined after consideration of other building tenants occupying the space at the same time. It's just our way of making sure everybody has a successful, safe and cost-effective event.

*(Following is what may appear to be a long list of official do's and don'ts below. Please try to think of it as very, very specific advice from a good friend.)*

Decoration guidelines include the following:

- No one may tape, nail, tack or otherwise fasten to ceilings, painted surfaces, columns, walls or windows decorations of any kind.
- Decorations may not block doors, fire extinguishers, sprinklers, emergency equipment signage, emergency exits or lighting systems.
- Permanent installations in common spaces, such as information kiosks, and ATM machines may not be blocked.
- All decorating materials must be constructed of flameproof material or treated with an approved fire retardant solution. Spot testing may be performed by the South Bend Fire Marshal.
- No one may use adhesive-backed decals or stickers nor may they be distributed anywhere on the premises without prior written approval from the facility.
- "Glitter" and confetti may not be used in carpeted areas of the building.
- Only Century Center personnel may move planters, lobby furniture, and other Century Center equipment in the public areas.
- Even though it may sound like fun, distribution of helium balloons in the Century Center is not allowed. If helium balloons become detached from a display, the labor cost to retrieve the balloons will be charged to the Customer (which helps hold down labor costs for everybody). For safety reasons, compressed gas cylinders used to inflate balloons must be properly secured to prevent toppling
- All pools, decorative fountains, etc. must be waterproofed and may be tested by Century Center Engineering prior to installation.

- Show management will be responsible for removal and cleanup of any dirt, bark, mulch or similar materials used for decorating purposes.

## **Electrical- See Utilities**

### **Elevators**

The Century Center has a freight elevator for transportation of freight, materials and equipment. Public elevators are for passengers only, and may not be used to transport freight, hand trucks, floats, equipment dollies or any other stuff that may cause cosmetic or other damage.

### **EMT (First Aid)**

The Century Center recognizes that the safety, health and well-being of convention center guests are our top priority. To deal effectively with emergency situations and protect public safety, First Aid services may be required one-half hour before, during, and one-half hour after show hours for all events with exhibits utilizing exhibit halls. The Century Center reserves the right to provide all necessary EMT personnel. EMT's will be billed on your final settlement at prevailing rates.

### **Equipment Inventory**

For your convenience, Century Center equipment such as tables, chairs, staging, etc. is available on a first call basis as available in current inventory.

### **Event Estimates & Resumes**

For your clarification, our Event Manager will provide an Estimate and Detailed Event Resume prior to your event. You will be asked to sign the Estimate and Event Resume, and agree to the charges prior to your event.

### **Event Manager (Century Center Staff)**

For your convenience and to assure the highest quality of service, The Century Center will assign an Event Manager to coordinate your event. Your Event Manager will provide the most professional, efficient and courteous service you have ever experienced.

Your Event Manager will:

- Contact you following execution of your license agreement
- Be your primary Century Center liaison before, during and after your event
- Be responsible for gathering all event information and disseminating that information to all Century Center departments
- Generate an Estimate and Event Resume for your review and approval no later than 2 weeks prior to your event

### **Event Personnel (Show Management & Staff)**

The Center is committed to providing first-class customer service, maximum safety and effective cost controls. So we insist that show managers, exhibitors, and service contractors be responsible for the conduct of their employees, subcontractors, and subcontractors' employees. Employees not in compliance with Center policy may be barred permanently from the Century Center. This includes the following:

- Restricted areas of the Center are labeled "Authorized Personnel Only" and are off limits to all personnel except authorized Center personnel. Unauthorized personnel found in restricted areas will be reported to the appropriate employer and may be subject to permanent dismissal from the Century Center.
- Profane language and disorderly conduct are not permitted at any time.
- The use of alcoholic beverages in the workplace is strictly prohibited. The use of illegal drugs is strictly prohibited at all times.
- Cost of repair to any damages to the Century Center's equipment that may be caused by their employees. To maintain security, all event personnel including show and service contractor staff, exhibitor-appointed contract staff, temporary help, exhibitors and other workers affiliated with an event must enter and leave the Century Center through the entrances and exits designated by Century Center management and show management.



### **Event-Related Equipment**

As a courtesy to those holding the next event, each licensee is responsible to ensure the removal of any of its property, equipment, signs and props from the building at the end of the licensed period. If not, the Century Center may exercise the option to discard all such items after attempts to reach the proper owners have been made.

### **Exhibitor List and Kits**

To get the most out of our services, an exhibitor list and sample kit should be supplied to your assigned Event Manager sixty (60) days prior to the event. The Century Center service order forms (electrical, water, drain, internet and telecommunications) are available online and should be included in the exhibitor kit provided to Exhibitors by Show Management. **See Utilities**

### **Floor Drilling**

To maintain our beautiful facility, and control our costs, floor drilling is prohibited. (In case you were wondering, so are wall and ceiling drilling.)

### **Floor Plan Approval Process**

We truly believe in providing the highest quality of customer service. That's why we have organized a system that makes it as easy as possible, not to mention as efficient and accurate as possible, for you to obtain approval of your floor plan.

1. The Event Management Department will work with the event/show management to develop an event floor plan that meets the fire safety codes for the Century Center and will be submitted to the Fire Marshall for review and approval if necessary.
2. The Event Management Department will notify the event/show management and the official service contractor once final approval has been received. The review process could take up to three weeks.
3. Floor plans may not be published without approval from the Century Center Event Management team.
4. The Fire Marshal will not accept floor plans that are directly submitted by event/show management or service contractors. The Fire Marshal will only accept floor plans that have been approved by Century Center Management. The Fire Marshal will not meet with event/show management or service contractor representatives unless specifically requested by the Century Center.
5. If the final floor plan is different from the initially approved floor plan, it must be re-submitted, processed and approved before the first day of move-in.

### **Fog/Smoke Machines**

For public safety, fog/smoke machine usage is prohibited by the Fire Marshall.

### **Food & Beverage**

For obvious public health reasons and quality control, food and beverage services-including the Center Café, breakfasts and dinners-- are provided exclusively by Savor. . . South Bend. The Century Center can provide banquet service, snacks, luncheons, beverage service and concessions. No outside food/beverage is allowed in the Century Center. **See Catering, Cooking Demonstrations, Food Sampling & Food Shows**

### **Food Sampling**

Food and beverage samples must not be greater than 2 oz. and must be manufactured, processed or distributed by the exhibiting firm and must be related to participation in the event. For public health (and common sense) reasons, restrooms, concession stands and/or facility kitchens may not be used as exhibitor clean-up areas. Costs associated with the disposal of trash, waste, grease, etc. from exhibitor sampling are the responsibility of the Client. Securing of all necessary licenses, permits, etc. is the responsibility of the exhibitor. Exhibitors are responsible for complying with all South Bend and Saint Joseph County Health Department regulations regarding food sampling, storage, equipment, temperature, etc. If they are not in compliance or do not obtain the proper permits, the Health Department





can shut down their booth. **See Catering, Food & Beverage, Food Shows, & Cooking Demonstrations**

### **Food Shows**

There's nothing like a good, clean Food Show. (Plus, safety regulations demand it.) In this case, The Client is responsible for making arrangements to provide exhibitors with food waste containers. The container should be accessible for the exhibitors to use on a daily basis. All food waste products should be contained in plastic bags, tied and disposed in the food waste container. Food waste will be dumped on a daily basis. **See Catering, Food & Beverage, Food Sampling, & Cooking Demonstrations**

### **Guest Services**

The Century Center provides an added value of highly trained staff to assist the customer with their event. Therefore, Century Center requires the use of its employees to be paid for by the Customer at the prevailing rate for the following categories: Security guards, emergency medical personnel, ticket sellers, ticket takers, ushers, and other similar categories of personnel. Determination of the number of personnel and the hours worked by the various categories shall be at the discretion of Century Center Management after consultation with the Customer. Fortunately, we already have trained employees familiar with our facility for emergencies and a high level of quality customer service. All other persons employed by the Customer or affiliated with any event that takes place in the Century Center shall be the responsibility of the Customer. Event personnel rates are outlined on a separate rate schedule. All individuals working in the Center must wear an identification badge provided by their respective employer or obtained from the Century Center's Security Office. **See Security**

### **Hanging Signs**

Fire safety laws demand that all electrical and neon signs must conform to national electrical codes and are required by the Century Center. The Century Center graphic, signs or advertising displays may not be blocked in any manner. During move-out following the event, all wires, hooks, screws and hanging materials used to hang signs must be removed. **See Banners/Signs & Rigging**

### **Hazardous Materials Labeling**

For the safety of the public and all employees, OSHA requires that all containers of hazardous materials be labeled with the identity of the hazardous materials contained therein and appropriate hazard warnings. Exhibitors displaying or using hazardous chemicals must submit material Safety Data Sheets and manifests to the Century Center no less than (60) Days prior to move-in. **See Safety/Fire Code Requirements**

### **Helium Balloons: See Decorations**

### **Insurance**

For the protection of the Customer and the facility, the General Manager or his/her designee reserves the right to cancel the event upon failure of show management to provide such verification within the specified period. As a courtesy and convenience, the Century Center does offer tenants, users and exhibitors the option of purchasing insurance through the Century Center. For more information about this helpful service, please contact the Event Manager.

### **Internet:**

The Century Center is equipped to offer wired high speed symmetrical internet connectivity at speeds up to 20Mbps. The Century Center or its affiliates cannot be responsible for the nature, accuracy or security of information available on the internet or passing through our network. **See WI-FI**

### **Key and Lock Services**

The Century Center's Security Department provides all keys for secure leased spaces. Contact the Event Management Department for all special door key requests.



## **Lasers**

For public safety reasons, only Class I lasers shall be permitted. Class II or greater are prohibited within the building.

## **Leaving the Facility Room Clean**

We don't ask for much. But we do ask you to do your part to maintain our facility. The building exhibition halls will be delivered to the Customer as specified in the Lease Agreement. The floor will be clean upon move-in. It is the responsibility of the Customer to return the exhibition hall to its original condition. Or, as part of our customer service, we'll be happy to do it for you. **See Cleaning & Maintenance**

## **Licenses, Permits and Approvals**

Licensee shall secure prior to commencement of the Term, all licenses, permits and approvals that may be required in connection with the use of the Premises for the Event, including without limitation those required by the City of South Bend ordinances, rules and/or regulations of governmental authorities, and all licenses required by any performing arts societies such as ASCAP or BMI for music or other copyrighted works to be utilized or displayed at the Event; provided, however, Licensee shall not be required to secure any permits for the general occupancy of the Center, or any music licenses from SESAC (each of which has previously been secured by Licensor or the Owner).

## **Lighting**

Rent includes lighting in public concourse areas and meeting rooms during move-in, show and move-out. During move-in and move-out, cleaning/ setup lighting will be provided. One hundred percent (100%) lighting will be provided in exhibition halls during show hours beginning (60) sixty minutes prior to show. This energy conservation policy helps control our utility costs which, in turn keep our rent low. **See AV & Move-in**

## **Mail**

Exhibitor or Show Management mail should be addressed in care of the event and when applicable, booth number. As a customer service, mail will be held in Security until the first day of the client move-in date at which time it will be delivered to the show office. **See Shipping**

## **Motorized Vehicle Operation**

For the safety of employees and exhibitors, only trained and certified Century Center personnel and designated contractors must operate forklifts and material handling devices. Operating vehicles and engines shall not be left unattended. **See Safety/Fire Code Requirements & Contractors Service Equipment**

## **Move In & Move Out**

Move-in and move-out days will be charged at 50% discount of the daily rental rate. During move-in and move-out, the exhibition hall lighting level is set at 50%. Heating or air conditioning is not provided during move-in or move-out. Additional lights, heat or air conditioning are available at the prevailing rate. The Century Center reserves the right to maintain sole control of the dock area during dock load in and out. A Dock Master and Security staff may be required for everyone's safety at the prevailing rate. **See Security, Lighting & Safety/Fire Code Requirements**

## **Movable Walls**

We're all about breaking down walls. In this case, we also don't want anyone to get hurt, or to disrupt an event. So the movable walls in the exhibition halls and meeting rooms must be installed and removed by Century Center personnel only.

## **Multi-Story Exhibit Booths**

Multi-Story Exhibit Booths are prohibited without written approval from the facility & Fire Marshall.

## **Novelties**

The Century Center retains all rights and permissions for the sale of merchandise and novelty items sold within the facility and facility premises. Merchandise and novelty products include, but are not limited to T-shirts, programs, pictures, records, cd's, dvd's and miscellaneous show promotion items. A facility merchandise fee may be applicable. This novel approach helps us make sure our rent is equitable for all

users. All negotiations to arrange for event sale and compensation procedures are to be directed to the Event Manager.

### **Package Inspection**

For your safety and security, cartons, package or other containers brought in or removed from the Century Center by show personnel, exhibitors or service contractors may be subject to inspection.

### **Parking**

The Century Center has over 380 parking spaces in the lot adjacent to the building. Motor home vehicles (RV's) may use the parking area for parking purposes only. Overnight parking on Century Center property is prohibited. Options are available for the rental of the parking lot areas for outside exhibits and/or exhibitor and patron parking.

### **Payment**

As a service to our customers, cash, check, Visa, MasterCard, Discover Card and American Express are accepted for all payments. All exhibitors must pay in full at time of orders. All clients must pay their rental deposit according to the Century Center Deposit Schedule. In order to reduce (or, hopefully, eliminate) bad debt write-offs, the Center reserves the right to request payment in advance for estimated additional costs beyond minimum rental. **See Billing**

### **Power- See Utilities**

### **Pyrotechnics**

For public safety, pyrotechnic usage is prohibited.

### **Rental**

Here's what is included in rental price:

- General room lighting, heat and air conditioning during show days
- One standard room set-up per day, including theater, classroom, or banquet style
- Cleaning of public areas (lobbies, restrooms, parking lots, etc.)
- Equipment provided will be limited to inventory on hand and availability

Here's what is not:

- Electrical service
- Telecommunications service
- Dedicated Wi-Fi
- Dedicated Internet service
- Audio-visual equipment and dedicated labor
- water and drainage service
- Janitorial and Cleaning
- Trash haul fees
- Insurance
- Security or police officer services
- Emergency Medical Technician services
- Damages to the Center and equipment
- Additional equipment rental
- Water service for attendees
- Table Linens
- Coat check services - **See Sales**

### **Rigging**

For public safety reasons, Century Center management must approve all rigging. The Century Center reserves the right to retain consultants at the Customer's expense to review or verify rigging specifications. Nothing may be attached to any Century Center electrical or mechanical system. This includes ducts, electrical conduit or raceways, plumbing, acoustical baffles, or sprinkler pipes. Rigging may only be attached to structural members. All rigging in the Century Center shall be in accordance with





all national, state and local safety codes, including, but not limited to, OSHA, BOCA and Century Center policy. No rigging is allowed in the meeting rooms. **See Banners/ Signs & Hanging Signs**

### **Room Changeovers**

As one of our services to you, ballrooms, meeting rooms and exhibition halls (used for meetings and/or banquets) shall be arranged in theater, classroom, conference and banquet or reception style one (1) time. Changes to the original set will be charged per day rental. **See Capacities, Event Estimates & Floor Plan**

### **Safety/Fire Code Requirements**

The safety of all occupants of the Century Center is of primary concern. Any unsafe condition or activity should be immediately reported to Century Center Security. The standard for review of occupancies and events in the Century Center has been established by the provisions of the NFPA 101 Life Safety Code and the Uniform Fire Code for public assembly facilities. Reference copies of these codes are available upon request from the Event Management Department.

### **Sales**

Reserves space, prepares proposals, issues license agreement contracts and space addendums. **See Rental**

### **Sales Tax**

Customer is required to adhere to all Indiana State Laws regarding sales tax issues.

### **Security**

The Century Center may require minimum levels of security coverage in any leased space and other areas (i.e.: loading docks, box office, parking lots, etc.). The Century Center also requires security during move-in and move-out to monitor traffic flow on the dock and freight elevators. No doors may be obstructed or locked when the area is occupied. Event security requirements are subject to Century Center approval and must be submitted 30 days prior to your event. Century Center in-house security reserves final rights to admit access of any personnel to any Century Center space. For better customer service, Guards check in 30 minutes early for assignment/briefing. The prevailing rate per hour will be charged, per guard with a 4-hour minimum. The Century Center is not responsible for any items left in the building after an event has moved out. **See Contract Security Providers**

### **Set Up Information**

In an effort to manage your event as efficiently as possible, no later than 60 days before the first day of the event, we require the Customer to provide for the Century Center's approval, one (1) copy of a full and complete floor plan for the event, and, if requested, furnish a description of all electrical, communications systems, and plumbing work. The Customer shall also provide the Century Center with all other information required by Century Center concerning the event such as room or hall set-ups, staging, and food and beverage requirements no later than 30 days before the first day of the event. **See Floor Plan, Event Manager, Catering & Move-in**

### **Shipments to the Century Center**

For the security of your freight, we ask for a timely delivery of your products and equipment to our facility. The Century Center will not accept any deliveries or freight shipments prior to your event move-in. Only your decorator or on-site representative is responsible for receipt of any & all deliveries. **See Mail**

### **Signs & Posters**

We like posters as much as the next facility. We just want to make sure they don't detract from the good looks of our facility. So we require posters to be mounted on easels and/or individual holders. Also, no posters, playbills or any other signage can be taped, stapled or affixed to any surface in the building. All signage must be of a printed nature and meet with the approval of the management. Handwritten signs are prohibited. And at move-out, all posted signage must be removed by the service contractor and/or Customer. If any materials are left in or on the building, the Customer will be billed at the prevailing labor rates to remove. **See Banners, Hanging Signs & Rigging**



### **Smoking**

As designated under the State of Indiana law, the Century Center is a non-smoking facility, including E-Cigarettes.

### **Sound Levels**

Please use sound thinking when it comes to your sound levels. Maintaining sound levels will make sure that you do not disturb nor interrupt other events. Century Center Management reserves the right to require sound levels to be lowered to acceptable levels, which are available upon request.

### **Sponsorship**

The amount of our sponsorship money has a direct effect on our ability to maintain low rental fees. That's why the Century Center has contracts with several companies for exclusive representation in the building. As a result, certain items cannot be offered in the building. However, if a competitor of our advertiser is a sponsor of your event, we will make an effort to accommodate them.

### **Staples, Tacks & Stickers**

This one's easy. Staples & tacks are prohibited and not to be used on any building surface or equipment. No stickers (tacky or otherwise) will be allowed to be distributed. **See Decorations**

### **Tape Removal**

We're proud of our facility's high quality good looks. So it's only natural we want to keep everything looking good. If the Customer contracts for carpet to be laid as a part of the event, it is the responsibility of the carpet contractor to remove all tape from the floors during the final move-out of the event. If this is not done, the Customer will be billed at the prevailing hourly rate for removal of the tape. If the tape is on a floor that must be stripped and refinished, the charges to return the floor to its original finish also will be billed to the Customer. Tape of any type is prohibited in all areas of the building. Tape should not be placed on tables, chairs, walls, etc. The Customer will be billed for any damages resulting from the removal of taped items (i.e.: repainting walls & doors due to peeled paint, etc.) **See Decorations**

### **Telephones**

Telephones are only available through the Century Center, as a service to our clients. The local telephone company will bill for the phone service after the event. Telephone order forms for exhibitors are available through the Century Center. See our Service Order Form.

### **Trash Removal**

For events producing trash, a trash removal fee of \$120.00 per trash pull will be charged to the Client. For larger show the Century Center will require that show management lease dumpsters. Your Event Manager can assist with this dirty job. **See Booth Cleaning, Bulk Trash & Cleaning**

### **Transient Merchant License**

**See Licenses**

### **Utilities**

For safety reasons, installation of all utility services involving electrical, air, water, water drainage, or Internet / telephone connections must be performed by the Century Center. All electrical equipment must meet the approval rating of U.L. (Underwriter's Laboratory). The Century Center electrical equipment, such as extension cords, electrical panels, spotlights and fixtures are not to be removed by exhibitors, show managers, service contractors, or any other unauthorized persons. Violators will be assessed an appropriate charge for any removals. Under no circumstances shall distribution panels or mechanical equipment be blocked or access impeded. Floor boxes may not be accessed by anyone other than the Century Center Personnel. **See Internet, Electrical, Power, Telephone, Water**

### **Vehicles on Display**

Automobiles, trucks, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside the Century Center shall have no more than 1/4 tank or five (5) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and at least one battery cable shall be disconnected from the ignition system before entering the building. Ignition keys for vehicles on display shall be kept by a responsible



person at the display location for removal of such vehicles from the building in event of emergency. And to help maintain our facility, all vehicles must have carpeting, cardboard or visqueen under the parked vehicles and engines.

### **Water Service**

To ensure timely, quality service, we must insist that all orders for water service be placed in advance. Of course, upon request, water service can be provided for head tables at no charge. There will be an applicable charge for the audience participants. **See Utilities**

### **Water, Waste Disposal, Ware Washing**

Good equipment maintenance is just another form of good cost control. That's why no oils, combustibles, or any liquids other than water may be poured in the Century Center drainage or sewer systems. No tools, machines, cookware, or any other items may be emptied, washed, or rinsed in Century Center restrooms. Fountains, aquariums, cookware, pools, etc., may not be filled from Century Center restrooms or janitors' closets. Permanent hot and cold-water sinks are available on the dock and in the kitchen for Exhibitors' use. **See Utilities & Food Shows**

### **Wi-Fi**

Free basic WI-FI service is available throughout the Century Center. (Free Basic Wi-Fi is suitable for checking email and simple web browsing) For more demanding WI-FI needs, the facility is equipped to offer higher bandwidth WI-FI services up to 4Mbps. The Century Center or its affiliates cannot be responsible for the nature, accuracy or security of information available on the internet or passing through our network. **See Internet**

