



# Tampa Convention Center

**General Building Policies**  
**Effective October 1, 2008 through September 30, 2009**



## Tampa Convention Center

Thank you for selecting the City of Tampa and Tampa Convention Center to host your upcoming event. Our goal is to provide outstanding service to you, our client, and to work with you to ensure that your exhibitors, attendees and guests have an enjoyable and rewarding experience.

The attached policies and guidelines will assist in planning your event. Many policies are established for safety reasons or are required by law. We strive to be flexible and creative in everything we do, and are always open to new and different ideas. Florida is a right to work state and not subject to union restrictions. This assists you from a cost standpoint, and it allows us the flexibility to more easily accommodate your individual event needs.

Each event is unique and we are dedicated to providing the highest level of service and attention to your special event. Please call upon any of us to assist you in creating your unique and exciting experience

Sincerely,

John Moors, Administrator  
Convention Facilities and Tourism

# Table of Contents

<u>Important Dates and Deadlines</u> .....	1
<u>General Provisions</u> .....	2-4
ADA Requirements .....	2
Announcements .....	2
Children .....	2
Compliance with Laws .....	2
Copyright Fees .....	2
Exclusive/Preferred Services .....	2
Fire Watch .....	3
First Aid/Medical Services .....	3
Front Drive Ambassadors.....	3
Gratuities .....	3
Identification Badges .....	3
OSHA Regulations .....	3
Parking .....	4
Personnel/Staffing .....	4
Sampling .....	4
Smoking .....	4
Web site .....	4
Wi-Fi .....	4
<u>Guest and Ambassador Services</u> .....	5
Ambassadors .....	5
ATM .....	5
Coat and Luggage Checking .....	5
Courtesy Phones .....	5
Defibrillator Equipment .....	5
Guest Service Ambassadors .....	5
Lost and Found .....	5
Payphones .....	5
Special Needs .....	5
Wheelchair/Electric Scooter Rental .....	5
<u>Sales and Marketing</u> .....	6-7
Advertising .....	6
Booking Policy .....	6
Front Drive.....	6
Garden.....	6
Merchandise Fee .....	6
Pre-function Space .....	7
Public Area/Common Space .....	7
Reassignment of Space .....	7
Riverwalk .....	7
<u>Contract Administration</u> .....	8-9
Box Office/Ticket Master .....	8
Cost Estimates .....	8
Deposit Terms .....	8
Insurance .....	8-9
License Contract .....	9
Net Square Feet .....	9
Tax Exemption.....	9

## **Table of Contents (Continued)**

<u>Convention Services</u> .....	10-11
Boat Docking .....	10
Convention Planning .....	10
Cost Estimate .....	10
Incentive Pricing Program .....	10
Linens, Pads, Pens, Water .....	10
Meeting Room Set-up .....	10
Pre-Event Meeting .....	11
Production Companies/Decorators and other Service Providers .....	11
 <u>Exhibit Services</u> .....	 12
Booth Cleaning .....	12
Exhibitor Forms/Services .....	12
Exhibitor Lists/Exhibitor Kits .....	12
Service Desk .....	12
Utilities (Electric/Air/Plumbing/Internet/Telephone) .....	12
 <u>Operations</u> .....	 13-18
Air Conditioning/Heating .....	13
Animals .....	13
Balloons .....	13
Cleaning Services .....	13
Decorator Storage .....	13
Decorating .....	13
Fire Regulations .....	14
Floor Plans .....	15
Floor Protection .....	16
Food Preparation/Cooking .....	16-17
Freight .....	17
Keys .....	17
Lighting .....	17
Loading Dock .....	17
Permits .....	17
Rigging .....	17
Signs/Banners .....	17-18
Vehicles .....	18
 <u>Audiovisual</u> .....	 19
Audiovisual .....	19
Business Center ( <i>cybercenter</i> ) .....	19
 <u>Food and Beverage</u> .....	 20
Cafés and Concessions .....	20
Catering .....	20
 <u>Security</u> .....	 21
 <u>Personnel &amp; Equipment Rate Sheet</u> .....	 22
 <u>Telephone Numbers</u> .....	 23

# Glossary

Administrator. . . . .	Responsible for Convention Facilities & City Tourism
Ancillary Expenses. . . . .	Expenses that include staffing, equipment, utilities and other related expenses
Center or Facility. . . . .	Tampa Convention Center
COT. . . . .	City of Tampa
CSM. . . . .	Convention Services Manager
Director. . . . .	Responsible for the daily operation of TCC
First Show Day . . . . .	The first show day for an event with exhibits is the first day the exhibit floor is open  The first show day for an event without exhibits is the day the first function is held for a portion of or the entire group
Licensee. . . . .	Person, company or organization who enters into a written license contract with the City of Tampa
TCC. . . . .	Tampa Convention Center and its representatives
TFM. . . . .	Tampa TFM/Tampa Fire Inspector

# Important Dates and Deadlines

Use this as a checklist and/or mark your calendar for these important timelines.

## **Before you sell exhibit space, begin selling tickets and/or advertise the event location to the public:**

- TCC must have received your signed contract and the deposit amount outlined in your contract
- Your floor plan must be submitted and approved by the Operations Manager and Tampa Fire Department
- If applicable, ticketing procedures must be confirmed through TCC Box Office Personnel
- Advertising of any kind including communication to potential exhibitors must be submitted to TCC for approval to ensure accuracy prior to printing. This includes exhibitor kit information. No advertising of any kind can be distributed and/or placed prior to the signed contract and deposit being received by TCC

## **At least 45 days before your first show day:**

- Preliminary event requirements due to CSM
- Acord 25 insurance form due to Contract and Insurance Specialist
- Rental balance due, unless other arrangements are stated in contract
- Requests for sampling food and/or beverage must be submitted to Director for approval
- Subcontractor agreements and insurance due
- Submit event schedule to in-house security for development of a security schedule
- Plans for banners/signs must be submitted for approval
- Submit sample exhibitor kits and exhibitor listing with exhibitor contact information to Exhibit Services Manager

## **30 days before your first show day:**

- Rigging plots must be submitted on a "to scale" floor plan for approval by TCC
- Changes to original floor plan(s) must be submitted for updated approvals

## **21 days before your first show day:**

- Staffing (i.e. security, paramedic, fire watch, etc.) plan must be approved
- Deadline to qualify for incentive rates for show management by submitting complete specifications to CSM
- Deadline for incentive rates for exhibitors

## **14 days before your first show day:**

- Signed cost estimate/ancillary expense estimate due

## **7 days before your first show date:**

- Payment due for ancillary expenses

## **3 days before your first show date:**

- Deadline for changes to room set-up without additional charges

- 1 -

# General Provisions

The Licensee agrees to adhere to the policies and procedures of TCC and the General Fire & Safety Requirements outlined in the Florida Fire Prevention Code 1 and Life Safety Code NFPA 1 and 101. TCC reserves the right to alter and/or amend these General Building Policies.

**A.D.A. Requirements:** The Licensee and TCC shall make reasonable accommodations for guests as stated in the Americans with Disabilities Act.

**Announcements:** TCC reserves the right to make emergency announcements in the interest of public safety.

**Children:** For safety purposes, no children under the age of 16 are allowed in areas scheduled for move-in or move-out activities. All lost children found will be taken to the Guest Services Desk. The Guest Services Ambassador will make an announcement to staff members via radio.

**Compliance with Laws:** A Licensee shall not discriminate against any person because of sex, race, religion, ancestry, national origin, or disability. The Licensee shall not directly or indirectly display, circulate, publicize or mail any advertisements, notices, or communiqués, which state or imply that any facility or services shall be refused or restricted due to discrimination. The Licensee agrees to comply with all local, state, and federal laws in producing their event.

**Copyright Fees:** The Licensee guarantees that no music, artistic work or other property protected by copyright will be performed, produced, exhibited or used without securing proper licensing agreements. Nor will the name of any entity protected by trademark be reproduced, exhibited or used during the Licensee's use of TCC without the expressed, written permission from the copyright or trademark holder. The Licensee shall indemnify and hold TCC and its representatives harmless from all liability, costs and claims, losses and/or damages (including court costs and attorneys' fees) with respect to such copyright or trademark rights and infringements involving their event.

**Exclusive Services:** TCC has exclusive rights to:

- Advertising network
- All utilities (electric, air, plumbing, telephone, and Internet)
- Booth cleaning
- Box Office services, including uniformed police officers, for all ticketed events
- First aid/medical and all life safety personnel
- In-house sound system
- Sales and serving of all food and beverage, including alcoholic and non-alcoholic beverages
- Security at loading docks and front drive

**Preferred Services:** TCC recommends the use of our in-house service partners, who are fully trained on all aspects of our organization.

- Ambassadors (badge checkers, ushers, greeters)
- Audiovisual rental/services
- Event security

## **General Provisions (Continued)**

**Fire Watch:** A fire inspector may be required to be on-site at the commencement of any vehicle move in. Events with any of the following require a fire inspector to be on site one-half hour prior to the beginning of the event and during all show hours at the Licensee's expense. A three-hour minimum is required. Fire inspectors are scheduled through your CSM and must be ordered from City of Tampa Fire Department.

- Three or more vehicles on display
- Motorized machinery using fuel
- Fog machines
- Pyrotechnics\*
- Certain types of candle centerpieces
- Cooking

\*Pyrotechnics requires special approval through the City of Tampa Fire Department. Approval, inspections, pyro firewatch and payments need to be coordinated directly with the fire department. Your CSM can provide additional information. Please let your CSM know as soon as possible if this will be a part of your show as this process is time sensitive. Outside fireworks require the use of a barge, which must be approved by the Coast Guard and the City of Tampa.

**First Aid/Medical Services:** All events with exhibits and events that expect over 500 attendees are required to have a licensed paramedic on duty with advanced life support equipment for all move-in/out and event hours, at the Licensee's expense. Additional paramedics may be required for larger events using multiple locations throughout the facility and/or those events determined to need additional coverage by your CSM. Paramedic(s) will be coordinated through your CSM and must be ordered from the City of Tampa Fire Department by TCC.

**Front Drive Ambassadors:** A front drive ambassador is required for all events with 50 attendees or more, events serving alcoholic beverages, and/or events using shuttles or buses. The front drive ambassador is required to be on duty one-half hour prior to the beginning of the event until close of the event at the Licensee's expense.

**Gratuities:** TCC's policy specifically prohibits any convention center employee from accepting giveaways, gifts, tickets, advances, loans or any other favors from parties doing business with TCC.

**Identification Badges:** The Licensee will be responsible for ensuring persons entering into any exhibit space (including exhibit halls, ballrooms, meeting rooms or in service corridors) have a badge with the company name and employee name (picture I.D. preferred) or brightly colored stickers issued to temporary employees with an expiration date. Persons without the appropriate identification will be directed to the proper location for credentials or asked to vacate the premises.

**O.S.H.A. Regulations:** Compliance with the Occupational Safety Health Act is the responsibility of the Licensee. Licensee's service contractors must also be in compliance.

**Parking (public):** Parking is available in the TCC garage located directly adjacent to TCC and in the South Regional Garage located one block to the east of TCC. Several other parking garages and lots are located within a two to four block area. Special arrangements can be made in advance by

**General Provisions (Continued)**

contacting the City of Tampa Parking Department. Valet parking information may be arranged by contacting your CSM.

**Parking (TCC property):** Show management vehicles that have permission to park on the upper dock or on the front drive must have a show management permit displayed in the windshield. The vehicles must be parked in one of the numbered spaces on the dock or front drive. Exhibitors will be issued temporary dock permits with specified time limits. Vehicles must not block emergency exits.

**Personnel/Staffing:** Event staffing is available at the prevailing rate as outlined on the Personnel and Equipment Rate Sheet. For greeters, badge checkers, ticket takers, ticket sellers, ushers/hosts, fire watch, paramedic and general labor, please contact your CSM for scheduling. All security guards and Tampa Police Department Special Duty Officers (e.g., Box Office, etc.) are scheduled directly through the Security Director.

**Sampling:** During an exhibit show, the request for any food and/or beverage sampling of products indigenous to the contracted exhibitor show must be submitted in writing to the TCC Director at least 45 days prior to the first show day of the event for approval. Sampling portions should not exceed:

Food	2 ounces	Wine	2 ounces
Beverages	2 ounces	Beer	2 ounces
Liquor	1/2 ounce		

Show Management/Licensee is required to compile all of the exhibitors’ requests for sampling privileges and will send one letter to the TCC Director for approval. Specific information regarding the types of products intended to be sampled and why this is critical to their exhibit booth should be stated in the letter. The product sampled should be directly related to the type of business that the exhibitor conducts. The TCC Director and ARAMARK reserve the right to make alternate arrangements or may deny requests if deemed appropriate to do so.

**Smoking:** Smoking is not permitted inside TCC.

**Web site:** TCC maintains a Web site at [www.TampaConventionCenter.com](http://www.TampaConventionCenter.com). Clients wishing to include event information on our Events Calendar must complete a Web site form.

**Wi-Fi:** TCC maintains a complimentary wireless area located on the first floor inside the JavaZone. This area is for individual guests to use on a first-come, first-serve basis and is not for group presentations. Specific Wi-Fi areas can be arranged for groups. For additional information on this service and its related costs, call TCC’s Technology and Computer Services.

# Guest & Ambassador Services

**Ambassadors:** TCC's Guest & Ambassador Services Department can supply greeters, ushers, booth attendants, badge checkers, ticket sellers and ticket takers. Clients can obtain ambassadors to assist with shows by contacting the CSM. One ambassador supervisor is required for every five ambassadors. Clients needing an extensive quantity of ambassadors may be required to enter directly into a contract/payment with our preferred provider.

**ATM:** Tampa Bay Federal Credit Union has an ATM conveniently located on the first floor near the Franklin Street entrance.

**Coat & Luggage Checking:** Coat and luggage checks can be arranged through your CSM for an additional fee. These services may not be available at all times due to national security risk levels and local safety procedures.

**Courtesy Phones:** Guests will find white courtesy phones throughout TCC that ring directly to Guest Services for immediate assistance.

**Defibrillator Equipment:** TCC has four heart defibrillators on-site which are easily accessible at strategically marked locations within the facility.

**Guest Services:** Our Guest Service Ambassadors are seasoned professionals who are available to assist all guests with information about our facility and the surrounding areas. The Guest Services Desk is located at the Franklin Street Entrance and is staffed during all events compliments of TCC.

**Lost and Found:** Items are turned in daily to the Guest Services Desk. At the end of each day all lost and found items are then turned in to our security office for logging and storage. Items remaining after 30 days are donated to local charities.

**Payphones:** Payphones are available at TCC. Text telephone and telecommunication devices for the hearing impaired (TTY) are available at the Guest Services Desk located at the Franklin Street entrance.

**Special Needs:** Please contact your CSM in advance for persons with special needs so that reasonable accommodations can be arranged.

**Wheelchair/Electric Scooter Rental:** TCC has two wheelchairs available on-premise on a first come, first serve basis. For events requiring additional wheelchairs and/or scooters, please contact your CSM.

## **Assistive Listening Devices and TTY Equipment**

TCC is equipped with Telecommunication Display Devises (TTY) which are available at the Guest Service Desk. TCC is also equipped with Assistive Listening Devices for the hearing impaired which are available at the business center located on the 3<sup>rd</sup> floor.

# Sales & Marketing

**Advertising:** All advertising for events at which an admission price is charged must state the total admission price. The Licensee shall not advertise any event unless Licensee has returned the signed contract with the applicable deposit to TCC. It may only be advertised that TCC is the location; it must not state or imply that TCC sponsors or endorses the event.

TCC office telephones and telephone numbers are reserved for TCC business purposes. They may not be published as an official show or convention number. Temporary phone lines may be ordered and installed for these and other purposes through your CSM.

**Booking Policy:** TCC is primarily designed to attract national and international conventions, trade shows and meetings that provide economic impact to the City of Tampa and Hillsborough County.

Tampa Bay & Company has the exclusive right to reserve all TCC exhibit and meeting space for events that will occur 18 months or more in the future. Requests for reservation for such dates should be made directly with Tampa Bay & Company. Tampa Bay & Company will coordinate with TCC for actual booking of dates. TCC will subsequently execute a contract with the client. All reservation requests within 18 months are booked directly with TCC.

TCC reserves the right to issue, modify or terminate tentative holds in order to operate the facility in a sound business manner that maximizes economic benefits and financial stability. TCC also reserves the right to promote, solicit, develop and schedule activities that meet its financial objectives and qualify all activities requesting space at TCC. Further information concerning booking priorities may be obtained through the TCC Sales & Marketing Department.

**Front Drive:** The front drive is a drop off location and as such is not an area that can be blocked off or closed. In certain cases, parts of the front drive can be rented. To discuss a specific request regarding the front drive, please contact the Sales & Marketing Department. If space is confirmed, the rental rates and specifics will be confirmed in writing via a contract or a modification to the contract.

**Garden:** The Garden is located just adjacent to the front drive and is available for private functions. Please contact the Sales & Marketing Department to check availability.

**Merchandise Fee:** Selling or dispensing merchandise such as printed materials, books, records, tapes, flowers, novelties, souvenirs, clothing, etc. by Licensee or its agents will be subject to a fee to be negotiated during the contracting phase. After the contract is issued, requests to sell or dispense merchandise must be submitted in writing to the TCC Director of Sales & Marketing prior to the first contracted date. Should the Licensee fail to disclose that there will be sales of merchandise, TCC reserves the right to close the sales venue until all negotiation and fee payments have been resolved and paid.

## **Sales and Marketing (Continued)**

**Pre-function Space:** When pre-function space is not contracted, Licensee is only permitted to have one eight-foot table with two chairs set directly outside their contracted meeting room(s). Should the Licensee want to use pre-function space anywhere in TCC or the registration space on the second floor, availability must first be checked and confirmed through Sales and Marketing. If confirmed, pre-function space will be listed on the original contract or added to the existing contract through a contract modification.

A floor plan must be submitted and approved by TCC and TFM for all contracted pre-function space. Set-up cannot begin until all contractual paperwork is signed and all floor plans are approved and on file.

**Public Area/Common Space:** Under no circumstances can an exhibit booth, registration table or any other obstruction block any public areas or common space. This includes all cafés and restaurants inside the exhibit halls, regardless of whether or not the café(s) will be operational during the exhibit show. There must be a minimum of 10 feet on all sides and 10 feet in front of all cafés, restaurants, public facilities and restrooms.

**Re-assignment of Space:** TCC may, at its sole discretion, re-assign space based upon event requirements by providing written notice to the Licensee no less than 7 days prior to event date.

**Riverwalk:** Although the Riverwalk can be reserved for specific functions, it is a public right-of-way and must remain accessible to pedestrian foot traffic at all times.

# Contract Administration

**Box Office/TicketMaster:** A box office is required for ticket sales for public events. Your CSM will schedule a meeting with the Licensee and box office personnel to review show hours, hall capacities, ticket prices, ticket ordering, and box office charges. All box office events require the scheduling of a Tampa Police Department Special Duty Officer through the Security Director. TCC has its own computerized point of sale ticket system. The use of any other ticketing system is not allowed without the express written consent of TCC. All tickets can be customized to fit the needs of the Licensee. All ticket stock is pre-numbered to prevent any duplication or other improprieties. To further ensure accuracy, the box office personnel will review with Licensee all necessary ticket information prior to the tickets being released for sale to the public. TicketMaster can be used for those events needing area-wide sales outlets. Box office proceeds should not be considered available for distribution to the client until after the event has been concluded and event settlement has been completed.

**Cost Estimates:** All estimated ancillary expenses must be paid a minimum of 7 days prior to the first show date. Food function deposits will be applied toward ancillary expenses. Any overage will be refunded to the Licensee within 30 days of the closing date of the event.

**Deposit Terms:** The amounts and/or percentage of minimum rent that shall be paid to TCC are as follows:

If an event is booked outside of 18 months:

25% is due with the signed contract

25% is due 18 months prior to the beginning of the licensed period

50% is due a minimum of 45 days prior to the beginning of the License Contract term

If an event is booked 12-18 months prior:

50% is due with the signed contract

50% is due a minimum of 45 days prior to the beginning of the License Contract term

If an event is booked 0-12 months prior:

Full payment is due with signed contract

All deposits and payments must be in U.S. funds. Payments may be made by cashier's check, money order, business check, or credit card (Visa, MasterCard and American Express). Deposits are nonrefundable and forfeited if the event cancels unless otherwise stated in the contract. If deposit or rental balance is not paid on or before the due date specified in the contract, such License Contract is subject to cancellation by the Director of Sales and Marketing.

**Insurance:** The Licensee shall procure and maintain, during the license term, commercial general liability insurance with a limit of not less than \$1,000,000 bodily injury and property damage combined single limit each occurrence.

Automobile Liability Insurance (\$1,000,000 minimum) is required if the Licensee or any of the Licensee's employees operate or transport any vehicle(s) in any rented space on TCC property.

## **Contract Administration (Continued)**

Protection and Indemnity (PI) liability insurance (\$1,000,000 minimum) in addition to General Liability Insurance is required for boats to be docked at TCC.

For events with live animals on TCC property, the general liability insurance shall include "this policy contains no animal exclusions."

The Licensee agrees to provide the required insurance coverage. Proof of insurance must be submitted a minimum of 45 days prior to the first contracted show date and must remain effective from move-in through move-out activities. Proof of insurance coverage must be submitted via an Acord 25 Certificate of Insurance form. The City of Tampa must be listed as an additional insured party on the certificate.

**License Contract:** A License Contract outlining deposit, insurance and other pertinent requirements will be issued after receipt of confirmation. The License Contract must be executed, deposit paid, and returned within the specified time to secure date(s) and space at TCC. The event is not considered contracted until these arrangements are fulfilled.

**Net Square Feet:** Net square feet shall consist of actual display area used, less the following:

- All space used for charitable areas in which no revenue, either direct or indirect, has been received by the Licensee in exchange for complimentary space. The total amount of complimentary space to be credited to the rental is not to exceed 5% of gross square footage. Only the booths indicated on the floor plan as complimentary space will be given credit.
- Normal aisles and corridors which shall not exceed fifteen feet in width, except when required to meet fire and safety codes. Should aisles exceed fifteen feet, the net square footage will be computed on fifteen-foot aisles.
- Specified service areas used by TCC personnel and event contractors.

Net square footage calculations will be conducted prior to show closing and all booths sold, whether or not they were occupied, will be computed into the net square footage calculation.

**Tax Exemption:** All organizations eligible to receive tax exemption should submit a copy of the Florida State Tax Exemption Certificate, along with the signed License Contract. The licensee's organization/company name and address must match the name and address listed on the exemption certificate. Tax adjustments cannot be made once event settlement has taken place.

# Convention Services

**Boat Docking:** Boat docking privileges along our seawall can be arranged through your CSM for an additional fee. Insurance coverage is required. For details on insurance, please see page 8-9. There are transient slips available that are owned and operated by the City of Tampa Parks Department with payment boxes conveniently located at each slip. Utilities are not available at the transient docks. With advanced notice and for an additional fee, utilities can be made available along the seawall.

**Convention Planning:** Preliminary event requirements showing required room sets and schedule are due to the CSM a minimum of 45 days prior to the first show day of your event. Information should include room number, set-up type (theatre, classroom, etc.), number of attendees, overall times of use; whether there will be head tables, podiums, food service, audiovisual, and other related details. This information should also include the need for utilities, telephone and Internet connections.

**Cost Estimate:** After review of the Licensee's specifications, your CSM will prepare a cost estimate of ancillary expenses. Ancillary expenses will be sent to the Licensee for review and must be returned to TCC with approval signature no later than 14 days prior to the first show day. Ancillary expenses must be paid no less than 7 days prior to the first show day of your event.

**Incentive Pricing Program:** Clients can receive significant savings on many of their in-house expenses through our Incentive Pricing Program. In order to qualify for incentive pricing, your final event specifications must be submitted to your CSM a minimum of 21 days prior to your first show day. Your preliminary event specifications will still need to be submitted 45 days prior to your first show day. Final event specifications include all of the following:

- Daily time schedule for all activities (including set-up and move out)
- Room assignments
- Room set-up requirements (theater, banquet, etc., # of people, audiovisual, head tables, stage size, etc.)
- Utility requirements (electric, air, plumbing, telephone, and Internet)
- Personnel requirements

**Linens, Pads, Pens and Water Service:** Additional service upgrades including linens, pads, pens and water service can be ordered through the Catering Department.

**Meeting Room Set-up:** Each meeting room receives an initial set up at no charge. Turnover fees are charged at 50% of the published rental rate for each specific room at the time of the meeting. One room turn is extended complimentary if it is to or from a meal function (breakfast, lunch or dinner).

For classroom sets, TCC uses Mitylite tables; therefore these tables are not clothed. Banquet tables in rooms where a full meal function is scheduled are clothed. Banquet tables used for meetings are not clothed. Tablecloths can be rented through the Catering Department.

## **Convention Services (Continued)**

Each meeting room is provided a complimentary covered and skirted head table, if requested. TCC house skirting is royal blue. Speakers are provided bottled water on a complimentary basis.

**Pre-Event Meeting:** When appropriate, the CSM will schedule a pre-event meeting with the Licensee, TCC staff and all contractors. This will be a time for introductions, overview of the event arrangements and review of the Event Document in final preparation of the event. We have found these meetings are an excellent tool for producing successful events.

**Production Companies/Decorators and other Service Providers:** Tradeshow decorating services are available for a nominal fee through TCC's Operations Department for up to 100 10x10 exhibits. A standard booth includes a 10' x 10' pipe and draped booth, one eight-foot covered and skirted table, two chairs, one header sign and a wastepaper basket. TCC does not handle freight. For more information on freight handling, please see page 17.

Decorators and other service providers must meet all insurance requirements and have a current service provider agreement on file in order to perform work at TCC. Contact your CSM for a list of approved providers.

# Exhibit Services

**Booth Cleaning:** Booth cleaning is an exclusive service of TCC. In addition to booth cleaning, TCC also offers porter services. Aisle cleaning in the exhibit hall is complimentary. Removal of bulk trash is not included.

**Exhibitor Forms/Services:** TCC provides exclusive air, plumbing, electric, telephone, Internet, advertising, booth cleaning, and food and beverage. Operating policies governing the use of these services are listed on the respective service order forms. Exhibitors will receive the incentive rates for orders received at least 21 days prior to the first show day. Orders received afterwards will be confirmed at the standard rates.

**Exhibitor Kits/Exhibitor Lists:** It is the responsibility of the Licensee to ensure all TCC exhibit service forms or reference to all TCC exhibitor services are included in all exhibitor kits along with all exhibitor policies and procedures. Exhibit service forms may be found on our Web site at [www.TampaConventionCenter.com](http://www.TampaConventionCenter.com). Prior to final exhibitor kits being sent, Licensee must obtain TCC's approval on all information pertaining to TCC. Licensee must send a final copy of the exhibitor kit to TCC. An exhibitor list including contact name, phone number, and e-mail address for each exhibitor should be sent to Exhibit Services so TCC can assist and guide exhibitors with the purchase of TCC exclusive services. The list should be sent a minimum of 45 days prior to the event and ongoing, as updated.

**Service Desk:** TCC will maintain a service desk at exhibit shows during move-in, show hours and the first hour of move-out. An Exhibit Services Representative will be available to assist exhibitors with services they may need to supplement their booth.

**Utilities:** Utility Services are exclusive throughout TCC. TCC does not allow the resale of any of our utilities. Basic rates and information on electric, telephone, plumbing and Internet services can be found on our Exhibitor Service Order Forms.

**Electric/Air/Plumbing:** Electric, air and plumbing are available throughout the facility via floor ports. For the exact locations of each service, please contact your CSM. Overhead electric drops are available upon request for an additional fee in the exhibit hall.

**Internet:** TCC provides broadband high speed Internet connections throughout the facility. If you require a static IP address, please submit your request 21 days prior to your first show date. TCC also provides a complimentary Wi-Fi area for individual use in the JavaZone, Rotunda and the Riverwalk.

**Telephone:** TCC maintains numerous business lines to accommodate your communication needs. All telephone lines require outgoing calls to dial "9" and require any peripheral equipment to be properly programmed by the user. TCC maintains ISDN lines for teleconferencing and these lines are programmed for universal use. Should you need to reconfigure these lines; requests need to be submitted at least 21 days prior to your first show day.

# Operations

**Air Conditioning, Heating:** Air conditioning or heating is provided complimentary during event, meeting or show hours. Air conditioning/heating may be requested for additional hours at an hourly fee for all other hours.

**Animals:** Animals may be displayed in conjunction with an exhibit, only if proper insurance coverage is provided. Service animals are to remain on a leash or stay within voice command. Owners are responsible for pets' actions and cleanup/disposal of waste.

**Balloons:** The use of helium balloons may be permitted with prior approval, provided:

- They are not displayed in lobby areas
- They are securely anchored or strung together (e.g., arched)
- They are removed at the completion of the event
- Air tanks are placed outside the building during the event and properly secured
- They are not provided as giveaways

**Cleaning Services:** TCC will provide cleaning services in all common areas. Individual booth cleaning is an exclusive service of TCC. See page 22 for rates.

The Licensee or designee will be responsible for the removal of all bulk trash during the term of the License Contract. The removal of bulk trash is applicable to exhibition halls, ballrooms, meeting rooms, pre-function areas, registration and show offices. Bulk trash is defined as all boxes, crates, pallets, visqueen, packing materials and other items not easily removed by a standard push broom or vacuum.

The Licensee is responsible for cleaning freight entrances, docks, and crate areas daily. All licensed space must be restored to the same condition as received. All crates and pallets must be removed from the facility within the licensed period or additional fees will apply.

TCC provides one trash dumpster haul per show. Additional dumpsters or additional dumpster pulls will be billed at the prevailing rate. Cleaning and trash removal fees will be assessed if TCC standards are not maintained and will be charged to the Licensee or designee at one-and-a-half times the prevailing rate of a dumpster pull.

**Decorator Storage:** Limited crate storage is available only within the marked areas on the loading dock during the term of the License Contract. Crates will not be allowed to block doorways, fire exit routes or exit ramps. Crates may have to be reloaded onto empty trailers to ensure proper fire evacuation routes or to meet specific security requirements.

**Decorating:** No materials may be affixed or attached to walls, columns, doors, ceilings or floors. This includes but is not limited to adhesive backed decals, stickers, tape, nails, pushpins and staples. Glitter is strictly prohibited. Birdseed may only be used outside. Special provisions may be made for confetti, water features and landscaping materials with advanced approval.

## **Operations (Continued)**

**Fire Regulations:** General fire safety requirements apply to all shows. For specific information, refer to the Fire Prevention Code 1 and Life Safety Code NFPA 1 and 101. The Licensee, show managers, exhibitors, service contractors and other involved parties must comply with all federal, state and local fire and building codes which apply to "Places of Assembly." It is the Licensee's responsibility to inform all parties involved with an event. For additional information, please contact the TCC Operations Manager. The TFM's office has final authority over the safety of all events. Violations of safety requirements may result in closure of an event until the TFM indicates all violations are resolved.

Listed below are some of the guidelines associated with the above referenced code:

- Exit doors must remain unlocked and unobstructed at all times.
- Compressed, flammable gases are prohibited inside the building.
- Non-flammable compressed gases (e.g., helium, nitrogen) are prohibited inside the building during events.
- Flammable or combustible liquids/materials (pool chemicals, pesticides, herbicides, poison, radioactive materials, etc.) are prohibited inside the building unless prior arrangements have been made. MSDS sheets must be submitted to the Operation Manager who will then forward them to the TFM for approval. Licensee must make prior arrangements for disposal with a hazardous chemical and materials handling company prior to arrival. The name of company, phone number, address and the confirmed time of pick up must be communicated to the Operations Manager in writing prior to the hazardous materials being brought on property. If these arrangements have not been made prior to the event and hazardous materials are left behind, the Licensee will be charged directly for the disposal and handling fees.
- Hazardous chemicals and materials (gasoline, kerosene, propane, cleaning solvents, and other petroleum-based materials) are prohibited inside the building unless approved by the TFM.
- Explosives and blasting agents are prohibited inside the building.
- Combustible materials within exhibit booths shall be limited to a one-day supply.
- Combustible waste is to be collected as it accumulates and stored in non-combustible, covered containers in a designated area outside the building and properly disposed of daily.
- Fire hose cabinets, portable fire extinguishers, fire alarm pull-stations, and Fire Department connections shall not be obstructed or obscured from view.
- All fuel-powered vehicles (forklifts, cranes, etc.) not on display must be removed from the building prior to show opening.
- All forklifts must be equipped with a fire extinguisher.
- No combustible materials, merchandise, or signs may be attached, hung, or draped over flame-retardant divider draperies.
- Open flame devices are prohibited. A small number of candles may be permitted, if TCC and TFM grant prior approval. Candles are to be protected by hurricane lamps, glass globes, wire mesh cages or similar enclosures and securely supported on non-combustible bases, located away from any combustible materials.
- Sprinklers must protect single-level covered areas over 300-sq. ft. and multi-level exhibit booths or an approved fire watch shall be provided.

## **Operations (Continued)**

- Covered areas, including tents, over 100 sq. ft. shall require a permit from the TFM and must have a battery-operated smoke detector installed.

**Floor Plans:** TCC will work with the Licensee/Decorator to ensure floor plans meet building and TFM Approval. The Licensee/Decorator should submit, via e-mail, a CADD drawing (dxf or dwg) to the TCC Operations Manager for review. Upon review, the Operations Manager will forward the floor plans to the TFM within 21 days of receipt if no changes are needed. If changes are needed, the floor plan will be sent back to the Licensee/Decorator with notes for changes. Once the changes have been made, the Licensee/Decorator shall resubmit the floor plan to TCC. TCC will then print needed copies and forward to the TFM for final approval. TCC will invoice the Licensee/Decorator \$50.00 plus tax for the cost of approval for floor plans received 60 days prior to event move-in date. Floor plans received less than 60 days prior to event move-in date will incur a cost of \$100.00 plus tax. Licensee/Decorator wishing to receive copies of TFM approved floor plans must provide written information as to number of copies needed and where to send them. Modifications to an approved floor plan must go through the same review and approval process as the original floor plan. Exhibitions and trade shows cannot open without the approval of TCC and the TFM.

Floor plans should be drawn to scale and must clearly indicate all of the following:

- Name and date of show
- Name/location of TCC licensed space
- Original date of submission and all revised dates, if applicable
- All aisle dimensions and exits
- Booth dimensions - Double-decker booths must be identified
- Location of fire hoses and extinguishers
- Border pipe and drape or hard wall backdrops
- Net and gross square footage
- Location of decorator and TCC Service Desk and storage areas
- Registration areas
- Motorized equipment and vehicle displays
- Floor ports
- Entrance displays

Any variance to these guidelines must be submitted in writing to TCC for approval by TFM.

### Floor Plan Guidelines:

- All points of ingress and egress should have a minimum of 20' clearance
- All interior aisles should be a minimum of 10' wide
- A person should not have to travel more than 200' to an exit
- Dead-end corridors should be no longer than 20'
- Exhibit booths or exhibit enclosures more than 50' from the exit access aisle are required to have at least two exits opposite each other
- Exhibit booths must line up on floor ports to assist in the accommodation of utility connections. Additional labor and material fees may apply if booths are not aligned with floor ports

## **Operations (Continued)**

- Pre-function space must be contracted if the Licensee/Decorator will have anything more than an eight-foot table with two chairs outside their contracted meeting room(s). Prior to occupying pre-function space, detailed floor plans must be submitted and approved by TCC and TFM.
- No exhibit booths, registration tables, or any other equipment may be set-up within ten feet of any public areas, common spaces or concession stands.

**Floor Protection:** During move-in and move-out, carpeted areas must be protected from forklifts, scissorlifts, the movement of crates, registration counters, placement of vehicles, pallet jacks, signs, furniture and all other rolling stock. This may be accomplished by the use of six mil reinforced polyethylene sheeting. In the case of heavy freight, the use of plywood or other similar material may be required. The Licensee is responsible for removing all tape and residue marks from the floor. An applicable fee for removal of residual tape may be assessed at one and one-half times the prevailing labor rate if not completely removed. The use of carpet, duct, gaffer or other high residual tapes on terrazzo flooring is prohibited. Only TCC approved tapes may be used including Polyken 105C, Renfrew #174, Asiachem SST-736 or equivalent. Facility must be returned in same condition as found prior to the event.

The use of steel-wheeled rolling stock on any terrazzo flooring is prohibited without the protection of plywood or other similar materials. When off-loading counters, booths and other heavy objects, the use of floor protection and extreme care is required. Worn or torn floor protection shall be replaced immediately.

**Food Preparation/Cooking:** Cooking on TCC property requires a special permit issued by the TFM. Permit information can be obtained by contacting your CSM. Guidelines listed below are for Cooking/Food Preparation:

- Booths cooking or warming food must have a 2A-10BC fire extinguisher with an updated inspection tag.
- Booths using deep fryers must have a Class K fire extinguisher with a current inspection date.
- Exhibitors are responsible for having the proper fire extinguisher with a current inspection date. TCC does not rent any fire extinguishers.
- The Licensee, at the Licensee's expense, must provide an appropriate number of utensil clean-up areas.
- Devices using combustible oils or solids shall have a 40BC or larger fire extinguisher with an up-to-date inspection tag in the booth.
- Holding tanks or grease barrels for disposal of cooking residue (oil, grease, etc.) must be appropriately disposed of daily. Disposal of cooking residue into TCC's drainage system is strictly prohibited. Arrangements for these services must be made in advance.
- A fire watch will be required during all show hours.
- Sternos are permissible if placed on fireproof plates or ceramic tiles.
- All cooking equipment must be UL listed, meet the NFPA 101 Life Safety Code, be isolated from the public by at least

## **Operations (Continued)**

four feet, be limited to 288 square inches of cooking surface, have an automatic shut off, and be kept two feet from any combustible materials and other appliances.

**Freight:** TCC does not accept any freight. All inbound and outbound shipping must be arranged prior to the show through the Licensee's decorator. For those events not contracted with a decorator, our Business Center will accept packages up to 150 lbs. with advanced notice. A list of firms willing to provide freight service over 150 lbs. can be provided by your CSM.

**Keys:** Upon request TCC will provide four keys per room on a complimentary basis. Fees will be assessed for additional keys, lock changes, lost and non-returned keys.

### **Lighting:**

- "Show" lighting consists of metal-halide in the exhibit halls.
- "Work" lights are 50% of lighting in the exhibit halls.
- Ballrooms utilize dimmable incandescent and non-dimmable metal halide lighting.
- Meeting Rooms utilize dimmable incandescent and fluorescent lighting.

**Loading Docks:** TCC has dock facilities for the purpose of loading and unloading freight for events. Normally loading docks are assigned in the following manner. Please check with your CSM to confirm exact dock space for your event.

Upper Docks  
East Hall – Docks 1-10  
Central Hall – Docks 11-14  
West Hall – Docks 15-22

Platt Street Dock  
Internal Use - Dock 1  
Ballroom Event - Dock 2  
Ballroom Event - Dock 3  
Internal Use - Dock 4

**Permits:** Special permits are required for events involving cooking, pyrotechnics, tents, specialized traffic plans and multi-level booths or other potentially hazardous situations. Permit information may be obtained by contacting your CSM. It is the responsibility of the Licensee to ensure all exhibitors are in compliance.

**Rigging:** All rigging plots, indicating location, weight loads per point and qualifications of riggers, must be submitted to the Operations Manager at least 30 days prior to the first show day for approval. Rigging installation may require the supervision of TCC personnel to ensure proper loading. Ceiling rigging in meeting rooms and ballrooms is only permitted from airwall tracks at pre-approved loads.

### **Signs/ Banners:**

Interior Banners: TCC will hang one banner complimentary within the Licensee's leased space. Additional banners can be hung by TCC staff and charged at the prevailing rate per banner. Banners may also be hung by Licensee's decorator or production company. In order for TCC to hang banners, they must have grommets. Locations of banners and how they are installed are subject to

## **Operations (Continued)**

approval of the TCC Director. Protection of the facility and safety of attendees are our primary considerations.

**Exterior Banners:** Exterior banners may be considered when the building is being used exclusively by one Licensee. Installation and removal of exterior banners will be charged at the prevailing rates. Limited locations are available and are subject to the final approval of the TCC Director with consideration given to hanging requirements, ability of banners to withstand adverse weather conditions, and related specifications. Once approval has been obtained from TCC Director, banners may also be hung by Licensee's decorator or production company.

### **Signs:**

- Signs must be professionally produced to ensure proper quality, typeset, and appearance.
- Signs shall be mounted and displayed appropriately. Signs cannot be taped, nailed, or screwed to walls, doors, or related fixtures. Signs can be placed on an easel in a manner that does not block an aisle or exit.
- Signs cannot block exit signs, emergency exits, fire alarms, or suppression equipment.
- Sign preparation (i.e., painting, etc.) is not permitted on TCC property.
- Please be advised that handmade or improper signs will be removed immediately.
- For proper hanging of signs, please see page 13 under "Decorating".

**Vehicles:** Motorized equipment and vehicles may be displayed during events provided the Licensee has TCC & TFM approval and the following conditions are met:

- Fuel tanks must have less than ¼ tank of gas or contain less than 10 gallons of fuel, whichever is less. Vehicles or equipment fueled by LP gas must comply with NFPA #58 and may not be used during show hours.
- Fuel caps must be taped shut or have a locking cap.
- Hot lead battery cables must be disconnected, taped, and secured.
- TFM must approve the number and location of vehicles.
- Fueling and de-fueling cannot take place on premises.
- Vehicle keys must remain within the building at all times.
- Vehicles cannot be jump-started on premises.
- Fire Watch is required for 3 or more vehicles.
- Persons under the age of 16 will not be allowed to operate a motorized vehicle on TCC property.
- Vehicles cannot be parked in fire lanes or block exits.
- Vehicles of any type which have been approved for use in carpeted areas must have non-marking tires and carpet must be covered with heavy-duty polyethylene sheeting.
- TCC personnel must supervise display vehicle ingress and egress to/from the facility.

# Audiovisual

**Audiovisual:** TCC has its own in-house preferred provider for all your audiovisual needs. We would welcome the opportunity to submit a bid based on your individual needs. Equipment, rates and operating policies are available upon request.

Should you use an outside company for your audiovisual needs, please inform your CSM. All outside companies must have a current Service Provider Agreement on file with TCC. The Licensee will be assessed electrical charges on all audiovisual equipment. Should Licensee choose the in-house audiovisual provider, standard electrical (less than 20 amps) is included in the rates quoted.

The house audio system is exclusive to TCC. In order to use the house sound system, audio equipment must be rented through the Audiovisual Department. Should Licensee choose to use another company for audio needs, independent speaker systems would be needed. There is no patch fee.

**Business Center:** *cybercenter* specializes in providing a full range of creative business services to the guests at TCC. Services include, but are not limited to, laser and color printing, document scanning, and ground/air shipping. Individual Internet and computer workstations are also available. Business Center hours are Monday-Friday 8 a.m. to 5 p.m., and during other hours upon advance request.

# Food and Beverage

All food, beverages, cafés and restaurants on the premises are operated and managed exclusively by TCC's in-house food and beverage provider.

**Cafés and Restaurants:** Cafés and/or restaurants within the exhibit hall and in public space will be open/closed at the discretion of TCC's exclusive caterer. Should the Licensee request to have a particular café open that would not normally be opened, the Licensee must guarantee a minimum dollar amount of sales designated by the in-house caterer in writing. Likewise, should the Licensee want to close a particular café, a request should be made in writing to the TCC exclusive caterer for approval.

**Catering:** Arrangements for all catered functions are made through the catering sales office. Outside food or beverage is not allowed on premises. Alcoholic beverages are not allowed to leave TCC property.

TCC reserves the exclusive right to sell food/beverage during all events and an applicable fee may be assessed if the Licensee requests that any café or restaurant be closed. Ten feet of access space must be maintained in front of all cafés and restaurants. TCC also reserve the right to close stands based on limited activity.

# Security

**Security:** TCC provides 24/7 building security coverage to monitor fire alarm, surveillance and other essential systems. TCC is also able to provide for all Licensee's individual security needs through its in house security provider.

Licensee is responsible for providing an event schedule a minimum of 45 days prior to the event to the Security Director. TCC's Security Director will design a security plan based on the event schedule, hours and type of activity. Should Licensee choose an outside security service, the security plan must still be approved by the TCC Security Director. Certain positions are required to be filled by TCC Security.

Coordination of services and emergency communication requirements must be confirmed with the TCC Security Director prior to the event. The TCC Director reserves the right to make the final determination of security required to ensure the safe and secure operation of each event.

# Personnel & Equipment Rate Sheet

	Incentive Rate	Standard Rate		Incentive Rate	Standard Rate
<b>Labor /Personnel</b>			<b>Equipment Rental and Services (cont.)</b>		
<b>(per hour)</b>			Computer Hub	\$75.00	\$112.50
Labor Casual	\$15.00	\$22.50	Internet Connection	\$750.00	\$1,125.00
Labor Casual Overtime (11pm - 7am)	\$30.00	\$45.00	Internet Additional Connections	\$100.00	\$150.00
Labor Skilled	\$45.00	\$67.50	Internet Technical Support	\$100.00	\$150.00
Labor Skilled Overtime (11pm - 7am)	\$90.00	\$135.00	ISDN Line	\$425.00	\$637.50
<b>(per hour - 3 hour minimum)</b>			Chair	\$5.00	\$7.50
Paramedic	\$28.00	\$42.00	Coat Rack	\$10.00	\$15.00
Paramedic - holiday	\$42.00	\$63.00	Dance Floor - 3' x 3' (per section)	\$5.00	\$7.50
Fire Watch	\$33.00	\$49.50	Easel	\$5.00	\$7.50
Fire Watch - holiday	\$50.00	\$75.00	Extension Cord 25'/50'	\$5.00	\$7.50
Police Officer - on property	\$36.80	\$55.20	Lectern	\$30.00	\$45.00
Police Officer - traffic	\$42.70	\$64.05	Lectern-sound	\$40.00	\$60.00
Police Officer - on property - holiday	\$55.20	\$82.80	Lost Keys (per key)	\$50.00	\$75.00
Police Officer - traffic - holiday	\$64.05	\$96.07	Pipe & Drape - 3' high (per linear foot)	\$1.00	\$1.50
<b>(per hour - 4 hour minimum)</b>			Pipe & Drape - 8' high (per linear foot)	\$2.00	\$3.00
Ticket Seller /Ticket Taker	\$18.00	\$27.00	Pipe & Drape - 12' high (per linear foot)	\$5.00	\$7.50
Box Office Supervisor	\$20.00	\$30.00	Risers 4' x 8' (per section) exhibit hall level	\$20.00	\$30.00
Greeter	\$18.00	\$27.00	Risers 6' x 8' (per section) ballroom level	\$25.00	\$37.50
Ushers/Hosts	\$18.00	\$27.00	Rope & Stanchion (per section)	\$16.00	\$24.00
Badge Checker	\$18.00	\$27.00	Table - skirted	\$30.00	\$45.00
Supervisor 1:5 ratio	\$20.00	\$30.00	Table - no skirt	\$15.00	\$22.50
Event Security Guard	\$16.12	\$24.18	Telephone Instrument Replacement 1 or 2 lines	\$50.00	\$75.00
Event Security Guard - holiday	\$24.18	\$36.27	Telephone Instrument Replacement 4 lines	\$100.00	\$150.00
<b>Equipment Rental and Services</b>			Telephone Line (local)	\$229.00	\$343.50
Airwall Relocation - Ballroom	\$50.00	\$75.00	Telephone Line (long distance)	\$259.00	\$388.50
Airwall Relocation - Meeting Room	\$25.00	\$37.50	Telescopic Seating	\$500.00	\$750.00
Airwall Relocation - Exhibit Hall	\$250.00	\$375.00	Single Sink	\$50.00	\$75.00
Banner Hanging (per banner)	\$25.00	\$37.50	Double Sink	\$100.00	\$150.00
Booth Package (per booth)	\$125.00	\$187.50	Water Fill & Empty 0-49 gallons	\$30.00	\$45.00
Dumpster (per load)	\$350.00	\$525.00	Water Fill & Empty 50-99 gallons	\$55.00	\$82.50
Lock Changes (per Meeting Room)	\$50.00	\$75.00	Water Fill & Empty 100-199 gallons	\$80.00	\$120.00
Lock Changes (per section - Ballroom)	\$100.00	\$150.00	Water Fill & Empty 200-499 gallons	\$105.00	\$157.50
Room Turns	50% of Published Rate		Water Line Only	\$175.00	\$262.50
Dollies - 4 wheels only (per use)	\$25.00	\$37.50	Drain Line Only	\$150.00	\$225.00
Forklift (with driver, per hour)	\$100.00	\$150.00	<b>Air Conditioning (per hour non-show hours)</b>		
Genie Lift (per use)	\$50.00	\$75.00	Ballroom (per section)	\$75.00	\$112.50
20 Amp (2000) Watts	\$115.00	\$172.50	Ballroom (per section) Overnight (11pm - 7am)	\$120.00	\$180.00
30 Amp 208V 1 Phase	\$245.00	\$367.50	East or West Exhibit Hall	\$100.00	\$150.00
100 Amp 208V 3 Phase	\$565.00	\$847.50	East and West Exhibit Hall	\$200.00	\$300.00
200 Amp 208V 3 Phase	\$895.00	\$1,342.50	East or West Exhibit Hall Overnight (11pm - 7am)	\$145.00	\$217.50
300 Amp 208V 3 Phase	\$1,375.00	\$2,062.50	East and West Exhibit Hall Overnight (11pm - 7am)	\$245.00	\$367.50
400 Amp 208V 3 Phase	\$1,755.00	\$2,632.50	Meeting Room	\$50.00	\$75.00
Booth Cleaning (per square foot)	\$0.25	\$ 0.30	Meeting Room Overnight (11pm - 7am)	\$95.00	\$142.50

Rates are effective October 1, 2008 - September 30, 2009 and are exclusive of taxes which are currently 7%. Rates are subject to change.

\*Incentive rates are confirmed if all meeting specifications are received at least 21 days prior to the first show day of your event.

For more information please see page 10. All pricing is based on available inventory

# Telephone Numbers

<i><b>DEPARTMENT</b></i>	<i><b>TELEPHONE</b></i>	<i><b>FAX</b></i>
	<i>813 area code unless otherwise noted</i>	
Administrative & Fiscal	274-8443	274-8918
Ambassador Service	274-7843	274-8918
Audiovisual	274-7840	274-7839
Boat Docking	274-7759	274-7331
Catering	274-7779	274-7854
Convention Services	274-7759	274-7331
<i>cybercenter</i> – Business Center	274-7838	274-7839
Exhibit Services	274-7761	274-7859
Guest Services	274-8312	274-7331
Operations	274-8425	274-8951
Parking, City of Tampa	274-8946	274-8927
Sales & Marketing	274-8422	274-7776
Security	274-8444	274-7324
Tampa Bay & Company	223-1111	229-6616
Tampa Convention Center	274-8511 (800) 426-5630 (Toll free)	274-8472
Technology and Computer Services	274-7764	274-8918

# Index

ADA.....	2,
Advertising.....	1, 2, 6
Air Conditioning.....	13
Alcoholic Beverages.....	2, 3, 20
Ambassador Services.....	5
Ancillary Expenses.....	1, 8, 10
Animals.....	9, 13
ATM.....	5
Audiovisual.....	2, 10, 12, 19
Balloons.....	13
Banners.....	1, 17, 18
Boat Docking.....	10
Booking Policy.....	6
Booth Cleaning.....	2, 12,
Box Office.....	1, 2, 8
Business Center.....	17, 19
Cafés.....	20
Cancellation.....	8
Catering.....	20
Children.....	2
Cleaning.....	2, 12, 13, 14
Coat and Luggage Checking.....	5
Compliance.....	2, 3, 17
Contract Administration.....	8, 9
Convention Services.....	10, 11
Cooking.....	3, 16, 17
Copyright Fees.....	2
Cost Estimate.....	1, 10
Courtesy Phones.....	5
Crate Storage.....	13
Credit Cards.....	8
Decorating.....	13
Decorators.....	11, 13
Defibrillator.....	5
Deposit Terms.....	8
Dumpster.....	13
Electric.....	2, 12, 19
Event Settlement.....	8
Exclusive Services.....	2, 12
Exhibitor Forms/Services/Kits/Lists.....	12
Fire.....	1, 3, 14-18
First Aid.....	2, 3
Floor Plans.....	7, 15-16
Floor Protection.....	16
Food and Beverage.....	1, 2, 4, 8, 10, 12, 16, 20
Freight.....	17
Front Drive.....	6
Front Drive Ambassadors.....	3
Garden.....	6
General Provisions.....	2-4
Gratuities.....	3

## **Index (Continued)**

Guest Services .....	2, 5
Heating .....	13
Identification Badges .....	3
Incentive Pricing Program.....	10
Insurance .....	1, 8, 9, 11, 13
Internet .....	2, 12, 19
Keys .....	17, 18
License Contract .....	1, 8, 9, 13
Linens .....	10
Loading Dock .....	17
Lock Changes .....	17
Lighting .....	17
Lost and Found .....	5
Meeting Room Set-up .....	10
Merchandise Fee .....	6
Net Square Feet.....	9
Operations .....	13-18
O.S.H.A.....	3
Paramedic .....	1, 3, 4
Parking .....	3, 4
Payphones .....	5
Permits .....	17
Personnel .....	2, 4, 5, 10, 17, 18
Plumbing .....	2, 12
Pre-Event Meeting .....	10
Preferred Services.....	2
Pre-function Space .....	6, 16
Public Areas .....	7, 16
Re-assignment of Space.....	7
Rigging .....	1, 17
Riverwalk.....	7
Safety .....	5, 9, 14, 17
Sales and Marketing .....	6, 7
Sampling .....	1, 4
Security .....	12, 4, 8, 12, 21
Service Desk .....	12
Signs .....	1, 17, 18
Smoking .....	4
Sound .....	2, 19
Storage .....	13, 15
Tax Exemption .....	9
Telephone .....	2, 5, 6, 12
Ticketing .....	8
Utilities .....	2, 12
Vehicles .....	3, 14, 16, 18
Web site.....	4
Wheelchair .....	5
Wi-Fi .....	4, 12