



## **GENERAL OPERATING POLICIES AND PROCEDURES**

### **"Answers to Most Frequently Asked Questions"**

#### **GENERAL BUILDING POLICIES:**

- 1) Decorations, signs, banners, and similar materials may not be taped, nailed, stapled or otherwise fastened to ceilings, doors, walls, glass, columns, painted surfaces, fabric or decorative walls.
- 2) Helium balloons may not be sold or distributed inside the facility. Helium balloons may be approved through your Event Manager for permanent attachment to authorized displays. A deposit may be required prior to installation.
  - a) If helium balloons from an authorized display are released within the facility, labor costs to remove balloons from ceilings or ventilation fans will be charged.
  - b) Helium (or like) balloons distributed outside the CCC should not be brought into the facility.
- 3) No pressure-adhesive stickers or decals or similar promotional items may be distributed in the building. Labor costs to remove adhesive stickers, and decals will be charged.
- 4) Glitter or confetti is **highly** discouraged, and extraordinary housekeeping charges will be assessed if used.
- 5) Animals and pets are not permitted in the CCC unless the animal or pet is part of an exhibit, activity, or legitimate performance requiring the use of animals. Service dogs are an exception to this rule.
- 6) The CCC permanent directional signs and/or graphics may not be obstructed in any manner.
- 7) The CCC escalators and public elevators are not to be blocked or used to transport freight or equipment. All equipment and freight should be transported utilizing the freight elevator.
- 8) The CCC management must approve all outdoor welcome, organization, shuttle bus signs, and banners in advance.
- 9) The telephone number to any CCC office may **not** be published as an informational number or as an official show number.
- 10) Show managers, general service contractors and other outside vendors are responsible for any damage done to the CCC's property or equipment by their employees or exhibitors during their event, including move in and move out. Damage should be reported to the CCC Security Department immediately by calling (303) 228-8030.
- 11) The CCC does not provide furniture and equipment for exhibitors' booths. All arrangement for furniture and equipment for exhibitors should be handled by a general service contractor.
- 12) Movement of all the portable walls in the CCC is to be done only by CCC personnel.
- 13) Contractually, house lighting, ventilation, heat or air conditioning will be provided as required during show hours. Energy conservation is of prime concern and minimal levels of lighting and ventilation will be maintained during move in and move out periods. AV set ups, rehearsals and similar activities may be assessed a utility charge for special light and comfort level requirements.
- 14) Any distribution of freight, pallets or other equipment requiring the need for material handling equipment on facility carpeting or tile will require the use of floor protection to be provided and installed by the general services contractor. Locations where pallets or crates are dropped or high-lifts operated will require a bed of decorator carpet or plywood on top of the floor protection to further protect facility carpet and/or tile.
- 15) All utilities are property of CCC and it is prohibited to access, tamper, or otherwise utilize said utilities without proper arrangements. Costs for repairs, damages, etc. resulting from unauthorized use of utilities are show management's and/or an exhibitor's responsibility.
- 16) Unless prior approval is granted, no one under the age of sixteen (16) is allowed on the exhibit floor/loading dock during move in and move out.
- 17) Restrooms, concession stands, and/or CCC pantries may not be used as clean-up areas.

## **PUBLIC AREAS:**

- 1) The **CCC** is a multi-purpose facility, and often there will be more than one event at one time in the building. Therefore, the following areas are considered public areas and are under the exclusive control of the **CCC** management:
  - a) All lobbies and concourses
  - b) All exhibit hall upper lobbies areas
  - c) All ballroom lobbies/prefunction areas
  - d) Street level lobbies/corridor areas
  - e) All permanent food facilities
- 2) Activities (registration, exhibits, receptions, decorations, signs, banners, and portable ticket offices) planned in these areas must be approved by the **CCC**, so other tenants using the facility can be taken into consideration.

## **SMOKING POLICY:**

- 1) By Executive Order of the Mayor of the City and County of Denver, smoking in all City owned facilities is prohibited. The Colorado Convention Center provides a smoke-free environment.

## **FOOD AND BEVERAGE:**

- 1) Centerplate Catering (Centerplate) has exclusive catering, concession and liquor privileges at **CCC**. Centerplate has a full range of food and beverage capabilities ranging from concession stands to business lunches to elegant receptions and can design a program to fit your specific needs. It is not permissible to bring food and beverage into the **CCC**. Centerplate can be reached (303) 228-8050.
- 2) Food and beverage distributed by exhibitors are limited to products manufactured, processed or distributed by the exhibiting firm and are limited to sample size. Buy-out fees will apply. Please contract your Centerplate Catering Representative at (303) 228-8050 for more detailed information.
- 3) Concession stands and/or **CCC** pantries may not be used as clean-up areas.

## **SECURITY:**

- 1) The **CCC** maintains twenty-four (24) hour security for building perimeter and internal patrols.
- 2) Show management is responsible for the security of all areas covered by their contract at their expense.
- 3) The **CCC** management has the right to require event security, which may include off-duty Denver Police officers, from the time of initial occupancy to completion of move out. Ask your Event Manager for a copy of **CCC's** Security Protocol.
- 4) The **CCC** management maintains the right to set minimum event security staffing levels based on the type and size of event. All event schedules for security staffing will be submitted two weeks prior to your event to the **CCC** Security Manager for approval.

## **DELIVERY PROCEDURES:**

- 1) The **CCC** does not accept advance freight shipments for exhibitors or show management. Freight must be consigned to the general service contractor or show manager during the event period. If the show does not have a general service contractor, show management will need to be on site to accept any deliveries.
- 2) Mail received on site should be addressed to the appropriate show or event. Mail will be held in the **CCC** offices until the first day of move in, at which time it will be delivered to show management.

## **PARKING:**

- 1) The CCC has a 1,000-space parking garage. Affordable competitive rates are available. You may also refer to [www.denverconvention.com](http://www.denverconvention.com) for current rates and a downtown parking map.
- 2) Cars and/or trucks parked in marked fire lanes or in posted "no parking" areas will be ticketed and towed.

## **EXHIBIT HALL FLOOR PLANS:**

- 1) If you are using any part of the facility for exhibits, you must submit to **CCC** six copies of your floor plan to your Event Manager six months prior to move in for the Fire Prevention Bureau and the **CCC** approval.
- 2) Floor plans should conform to the following:
  - a) Name of show, show dates, building location and general service contractor should be printed on the plans.
  - b) Floor plans must be drawn to 1/16"=1' scale.
  - c) Exits and fire fighting equipment may not be blocked and should be indicated on floor plans.
  - d) All aisle widths must be 10 feet and clearly marked.
  - e) Contiguous booth space, in any dimension, of more than 100 feet is prohibited.
  - f) All areas to be used as food function areas should be clearly marked on the floor plan.
  - g) Clear access must be maintained to all permanent food facilities.
  - h) Clear access must be maintained to all restrooms and exits.
  - i) Floor plans need to include floor port locations.

## **RIGGING/SUSPENSION OF LOADS:**

The **CCC** management must approve all rigging/suspension of loads from any part of the facility structure.

- 1) If you are using any part of the facility structure for rigging or the suspension of loads, you must submit to **CCC** two copies of your rigging plot to your Event Manager six months prior to move in for the **CCC** approval.
- 2) The rigging plot should conform to the following:
  - a) Name of show, show dates, building location; the name of the contractor responsible for rigging, with contact information; and if applicable, the names of the audio, lighting and scenery contractors, with contact information should be printed on the plans.
  - b) Rigging plots must be drawn in 1/16"=1' scale.
  - c) Rigging plots must indicate locations of points, loads for each point, and a legend that explains the use of each point; such as audio, lighting, scenery.
  - d) Rigging plots must include facility column locations and roof steel locations.
- 3) Contact Dave Clow, Technical Services Lead (303 228 8126) for more specific information, requirements, and limitations regarding rigging/suspension of loads at the **CCC**.

## **EXHIBIT HALLS AND LABOR:**

- 1) Events are required to provide loading dock security during move-in and move-out hours. Ask your Event Manager for specifics on security protocol.
- 2) The **CCC** has its own Exhibitor Services Department responsible for telephones, electrical, water, air, and gas.
- 3) The set up, teardown, rehearsal and running of a general session, theatrical performance, or stage performance in the **CCC** may require the use of union personnel, IATSE, Local No. 7.
- 4) All signs, banners, displays suspended from exhibit hall ceilings must be approved in advance and hung by **CCC** or general service contractor personnel.
- 5) Labor for the installation and dismantling of exhibits, theatrical, audio visual and commercial presentations as well as for all material handling falls under IATSE, Local No. 7, jurisdiction in our facility. This labor is arranged through your general contractor.
- 6) Tape removal from the exhibit hall floor is the sole responsibility of the show manager and/or their general service contractor.
- 7) Trash haul charges are assessed through **CCC** and included on final billing to show manager.
- 8) Marshalling facilities will be scheduled by the general service contractor.
- 9) The **CCC** Engineering Department will do all fills and draining for hot tubs, ponds, pools, etc.

## **BASIC FIRE CODE REGULATIONS:**

- 1) Exits in all areas of the facility should not be blocked or covered for any reason.
- 2) Exterior and loading dock doors and fire doors may not be propped open.
- 3) All aisles should be kept clear, clean and free of obstructions.
- 4) Firefighting and emergency equipment should not be blocked or obstructed under any circumstances.
- 5) Materials used in the construction of displays must be fire resistant, such as draping, table coverings, banners, props, scenery, evergreen trees, bark, angel hair, shrubs. All exhibits and displays are subject to inspection by the Fire Prevention Bureau and/or CCC management for compliance.
- 6) Vehicles with gasoline engines that are to be displayed should have the following:
  - a) Battery cables disconnected.
  - b) Fuel level in gas tank is less than ¼ tank, and is not to exceed five gallons.
  - c) Must have protective covering under motors, drive trains and tires on any carpeted area.
- 7) Use or storage of liquid petroleum (LP) gas by exhibitors is restricted.
- 8) Operation of any heater, barbecue, heat producing or open flame devices, candles, lanterns, torches, welding equipment, smoke emitting devices or materials in the CCC should have written authorization by the CCC management and the Fire Prevention Bureau. Permits may be required.
- 9) All empty crates and boxes should be stored in areas approved and assigned by the CCC management and the Fire Prevention Bureau.
- 10) All electrical equipment should be U.L. (Underwriters Laboratories) approved.
- 11) Show management, exhibitors and general service contractors should comply with all City fire codes that apply to places of public assembly.
- 12) All general service contractor equipment should be propane or battery powered. Propane storage and transport is subject to Denver Fire Department regulations.
- 13) Any covered exhibit space over 100 square feet requires a smoke detector and a 2A10BC fire extinguisher.
- 14) Multi-level exhibits have special requirements in order to obtain approval from the Fire Prevention Bureau. Contact Operations for clarification and specifics, (303) 228-8013.
- 15) Storage in meeting room and ballroom corridors is not permitted.

**Circumstances and operations not covered in these rules and regulations will be subject to interpretation, stipulations and decisions deemed necessary and appropriate by CCC.**

**FOR A MORE COMPREHENSIVE LIST OF POLICIES AND PROCEDURES,  
REFER TO THE CCC EVENT PLANNER'S RESOURCE BROCHURE.**

**Questions should be directed to:**

**Event Management Department  
700 14<sup>th</sup> Street  
Denver, Colorado 80202  
(303) 228-8000  
(303) 228-8104 FAX**