



# **Policies and Procedure Manual**

**Meetings, Banquets, & Special Events**

Revised May 1, 2007



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. 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.

### **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 they must supervise any connection made to this system. If an outside vendor needs additional hook-up to the house sound, there will be a sixty-five dollar (\$65) per room fee assessed.

### **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.

### **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.

#### Here's what is included in rental price:

- General room lighting, heat and air conditioning on show day
- 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
- Audio-visual equipment and dedicated labor
- Natural gas, 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
- Key and lock services
- Water service for attendees
- Table Linens
- Coat check services

### **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.

### **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.

### **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, 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.

### **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. But 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 telephone banks, 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.
- "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 clean up of any dirt, bark, mulch or similar materials used for decorating purposes.

### **Elevators**

The Century Center has a freight elevator for transportation of freight, materials and equipment. Public elevators and escalators 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.

### **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 Services 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**

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. Period.

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 4 weeks prior to your event.

### **Event Personnel**

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 (and probably will) exercise the option to discard all such items.

### **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.)

### **Fog/Smoke Machines**

For public safety, fog/smoke machine usage is restricted to water-based chemicals. Approval must be obtained from the Century Center and the South Bend Fire Marshal.

### **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 Century Center. The Century Center can provide banquet service, snacks, luncheons, beverage service and concessions. No outside food/beverage is allowed in the Century Center.

### **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.

### **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.

### **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.

### **Helium Balloons**

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.

### **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.

### **Key and Lock Services**

The Century Center's Security Department provides all locks for securing leased space. As a service to our customers, the Century Center can provide the added security of custom locks for leased space, at the request of show management, for published prevailing rates, which include \$50 per lock change and \$200

per lost key. Contact the Event Management Department for all special door lock 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.

### **Lighting**

Rent includes lighting in public concourse areas and meeting rooms during move-in, show and move-out. During move-in and move-out, fifty percent (50%) lighting will be provided at no charge in exhibition halls. On 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.

### **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.

### **Motorized Vehicle Operation**

For the safety of employees and exhibitors, only trained and certified personnel must operate forklifts and material handling devices. Operating vehicles and engines shall not be left unattended.

Show Management operating the equipment is responsible for damages. And to help maintain our facility, any vehicles which drip oil or other staining solutions must have drip pans or dry absorption powder under the parked vehicles and engines.

### **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.

### **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, tapes 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 350 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.

### **Pyrotechnics**

The rules governing the use of pyrotechnics are very specific. So if you're considering adding pyrotechnics to your event, please spend a few minutes getting fully acquainted with them.

Any contractor that intends to use pyrotechnics in the facility shall hold a valid federal license issued by the U.S. Department of the Treasury - Bureau of Alcohol, Tobacco and Firearms, for the use of "low explosives." A copy of this license shall be provided to the Event Management Department at least one month prior to the event date. The use of pyrotechnics within the licensed area shall be approved by the Customer who shall remain directly responsible to the Century Center for all activities as described in the License Agreement. A complete description of the pyrotechnic activity shall be prepared and submitted to the facility 30 days in advance of the event and include the following information:

- Permit from South Bend Fire Department.
- Plots showing exact location, type, and number of devices.
- Protective materials and equipment for activity.
- Location and number of fire extinguishers for activity.
- Schedule of activities, number of certified pyrotechnic operators, and their locations.
- Schedule for pre-show pyrotechnic test to be conducted in the presence of a South Bend Fire Inspector.
- Pyrotechnic contractor shall provide a certificate of insurance to Century Center Management naming Century Center, Global Spectrum and it's employees and City of South Bend and their employees as additional insured.
- In addition to the above requirements the contractor must be licensed by the State of Indiana.

### **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.

### **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, banquet or reception style one (1) time. Changes to the original set will be charged per day rental.

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

Of course, 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 and supervisory personnel of the responsible party for corrective measures.

Those provisions of the NFPA 101 Life Safety Code 1994 edition and the 1997 Uniform Fire Code for public assembly facilities have been established as a standard for review of occupancies and events in the Century Center. The information contained in this outline is a summary of relevant provisions contained in these Codes as well as standard operating procedures established in cooperation with the Fire Marshal of South Bend. Reference copies of these codes are available in the Event Management Department.

1. All curtains, drapes and decorations must be constructed of flameproof material, or treated with an approved flame proofing solution. (Treatment shall be renewed as often as may be necessary to maintain the flame proofing effect.)
2. All exits, hallways and aisles are to be kept clear and unobstructed at all times.
3. A 20 ft. roadway shall be maintained for fire equipment access to all parts of the building displays.

4. No part of a stairway, whether interior or exterior, hallway, corridor, vestibule, balcony or bridge leading to a stairway or exit, shall be used to in a manner that will obstruct its use as an exit or that will present a hazardous condition.
5. 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.
6. 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.
7. All outside displays that are under cover of the building roof or extension of the roof or porch area shall be governed by the same rules of an inside display.
8. No exit door shall be locked, bolted or otherwise fastened or obstructed at any time the Century Center is open to the public. Moreover, it shall be unlawful to obstruct, or reduce passageway or other means of egress. Additionally, all required exits shall be so located as to be discernible and accessible with unobstructed access thereto.
9. All sawdust and shavings shall be thoroughly treated with an approved flame-retardant product, stored and maintained in a manner approved by the Fire Marshal. Hay and straw are not allowed in the Century Center.
10. 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. 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. Carpeting or visqueen must be placed underneath the vehicle for any possible leakage.
11. The use of liquefied petroleum gases inside building, tents or other areas is strictly prohibited, except for demonstration purposes when approved by the Century Center and the South Bend Fire Marshal. Maximum LPG allowed for exhibition purposes is a 16-oz non-refillable cylinder. There may be a maximum of 24 containers stored in any one location.
12. All trash and refuse shall be removed daily from the Century Center.
13. Provide and maintain approved fire extinguishing equipment in all areas as designated by the Century Center and the South Bend Fire Marshal.
14. All standpipe and hose cabinets shall be kept clear and unobstructed at all times.
15. All hydrants and fire department connections shall be unobstructed at all times.
16. All electrical connections shall be in accordance with the Electrical Code.
17. All electrical cords, sound cable or other trip hazards shall be safeguarded.
18. All appliances fired by natural gas shall be approved by the Facility Operations Manager, the Century Center and the South Bend Fire Marshal, and installed in accordance with NFPA 54 National Fuel Gas Code before being used.
19. The Century Center and the South Bend Fire Marshal must approve the use of welding and cutting equipment for demonstration purposes.
20. Cylinders of compressed gases are prohibited unless approved by the Fire Marshal and secured according to requirements outlined in the 1997 Uniform Fire Code. The Facility Public Safety Manager along with the Century Center and the South Bend Fire Marshal shall check egress of the facilities before it is occupied for any use. If such inspection reveals that any element of the required means of egress is obstructed, inaccessible, locked, fastened, or otherwise unsuited for immediate use, admittance to the building shall not be permitted until necessary corrective action has been completed.
21. There shall be no obstruction blocking exit doors from the outside of the Century Center, such as vehicles parked in front of the doorways or barricades across sidewalks, etc.
22. No curtains, drapes or decorations shall be hung in such a manner as to cover any exit signs.
23. No vehicles shall be parked in fire lanes outside the Century Center.
24. No flammable liquid or material shall be used or admitted inside of the Century Center except by approval of the Century Center and the South Bend Fire Marshal. Prohibited materials include, but are not limited to kerosene, motor fuel, explosives, cryogenic gases, etc.
25. No person shall cause or permit any open flame, candles, and torches, etc. to be used in any place of assembly, except that candles may be used on tables if securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials and only if approved by the authority having jurisdiction. The candle flame shall be protected.
26. All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Marshal and installed in accordance with the provisions of the City Building

- and Fire Codes. Cooking equipment shall be placed on a noncombustible surface, such as metal, hardwood board or glass and be separated from each other by a minimum horizontal distance of 2 ft. Countertop fryers not exceeding 288 square inches and single well may be used without the necessary ventilating hood and surface protection requirement, provided there are two (2) ten (10) pound B.C. extinguishers positioned on each side of said fryer. All cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e., Underwriters Laboratory or Factory Mutual.
27. All cooking equipment shall have regulator(s) at appliance and gas cylinder(s). 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.
  28. All aisles in the exhibit hall shall be maintained at a minimum of ten (10) feet clearance.
  29. All covered structures in excess of one hundred (100) square feet in area shall be protected by an automatic smoke detection system approved by the Fire Marshal.
  30. All floor plans submitted shall be totally representative of the halls, rooms, lobby and hallways and/or areas the events are held in, and include such as the location of manual pull stations, fire hose standpipe closet, exits, aisles, etc.

### **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.

### **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.

### **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 are responsible for receipt of any & all deliveries.

### **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.

**Smoking**

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

**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.

**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.

**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.)

**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.

**Tips & Gratuities**

Century Center employees are strictly prohibited from accepting tips or gratuities. But since this truly is a team effort, we encourage customers who may wish to compliment Century Center staff for excellent performance to make a contribution to the Century Center's Employee Activity Fund.

**Trash Removal**

For events producing trash, a trash removal fee of \$120.00 per trash pull will be charged to the Client.

**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. 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. Carpeting or visqueen must be placed underneath the vehicle for any possible leakage.

**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.