

# EVENT CONTRACTORS/VENDOR'S GUIDELINES FOR KNOXVILLE CONVENTION CENTER:

## CLIENT EVENT CHECKLIST:

\*NOTE: Your event document & quote dates may vary depending on the timelines of the information that we receive. Information received after the listed dates below may result in late fees.

### **SEND ALL THE BELOW INFORMATION TO YOUR ASSIGNED EVENT MANAGER:**

- **60 Days Prior:**
  - **Labor needed for your event:**
    - Police, security, fire, medical, marshaling, cleaning, stagehands
    - Days and times needed.
  - **General Contractor/Subcontractor list**
  - **All Event Requirements/Equipment Needed**
  - **Event Timetable**
    - Move-in schedule
    - Freights/deliveries
    - Registration
    - Show office
    - Exhibits
    - General sessions
    - Meetings
    - Special events
    - Other activities
    - Move-out schedule
  - **Certification of insurance**
  - **Signed Contractor Safety Agreement Form for all outside vendors.**
- **30 Days Prior**
  - **Final floor plans**
    - Event rooms
    - Lobby
    - Registration
    - All Audio Visual requirements, locations & distances
    - If we cannot set staging, tables or tech area ahead of time. Will need to know what day and time we can set
  - 
  - **Final Show Program/Schedule**
  - **Event Information for signage:**
    - Verbiage for Marquee & Flat Screen TV's on concourses
    - Verbiage for digital room signs
    - Logos
  - **Media Requirements**
    - Information for event calendar
    - Photos, logos and verbiage for Facebook page
- **14-21 Days Prior**
  - Send all Communications & Technology requirements & locations.
  - Send all Internet requirements and locations.

## **CLIENT EVENT CHECKLIST CON'T:**

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### **SEND ALL THE BELOW INFORMATION TO YOUR ASSIGNED EVENT MANAGER:**

- **14-21 Days Prior**
  - Electrical needs and locations
  - House sound requirement if applicable (charge is \$150 per room/day)
  - On-site contact and number of staff working load-in, event, and load out
  - List of vehicles that need to use loading dock:
    - Arrival time and day
    - Departure time and day
    - Size of vehicle
- **7 Days Prior:**
  - Ceiling plots in relationship to rooms you are using:
  - Will need on Ceiling Plot:
    - What you are hanging on each point.
    - Weight of equipment on each hang point.

## **DECORATION:**

- All decorative materials such as loose fibers, board, curtains, hangings, table covers, etc., must be fire retardant treated in an approved manner. Materials used in display construction or decorating shall be made of fire retardant materials and be certified as flame retardant, Samples should also be available for inspection. Vendors/Licensee must dispose of any waste products they generate during the event in accordance with guidelines established by the Environmental Protection Agency and the facility.
- Do NOT lean any equipment against any of the walls or doors inside or outside the KCC facility.
- All Electrical cords must be taped down when they are in public areas or across door ways they must be taped in a bright color gaffers tape. You can purchase yellow gaffers tape through the KCC or provide your own. We use yellow gaffers tape.
- Please do not drill, core, or punch holes in the building.
- Signs must be of professional quality.
- Handwritten signs are not allowed.
- Signage or décor cannot obstruct any fire suppression equipment or exit.
- Under NO Circumstances are helium or Mylar balloons, or adhesive backed decals (except name tags) to be given away or used in the KCC. Any cost incurred by KCC from the use of, or removal of these items will be charged to the Licensee at the prevailing rate.
- NO Artwork inside the facility is allowed to be removed off concourses or walls.
- Decorations, signs, banners and streamers may not be attached, taped, command strips, nailed or otherwise fastened to any ceiling, window, equipment, painted surface or wall of the KCC. Any special decorations or signs must be approved by the KCC Management.

## **DECORATION CON'T:**

- You must provide your own painters tape or you can purchase through the KCC Contact your Event Manager for pricing.
- Confetti/Glitter/Rice are prohibited without prior approval by your Event Manager. Mylar Confetti is NOT allowed inside or outside the facility.
- Lewd or offensive language or pictures as determined by the KCC are subject to removal.
- The use of paper signs shall be limited to card index paper or poster board paper, equal to or less than eight square feet in size. Fabric signs are not limited in size, but shall be treated as decorative materials.
- If you are using Helium & Mylar Balloons for decoration including balloon arches or structures inside the building you must get approval from your Event Manager prior to your move-in day.
- If a Balloon goes to the ceiling it will be \$100 a balloon to take them down.
- If balloons are being inflated onsite using a helium tank, then the tank needs to be secured to prevent tip over and balloons must be inflated in the service hallways and NOT inflated in the rooms or on the concourses.
- NO painting or refinishing of signs, displays, or other objects will be permitted inside the venue. This activity may take place in approved loading dock areas if the surface is protected. Contact your Event Manger for details.
- NO open flames are allowed inside the facility; candles may only be used if the flames are enclosed.
- The use of unity candle for wedding ceremonies is only allowed with approval from your Event Manager prior to the wedding day. If approval is given, then the client must follow all rules dictated by the Fire Marshal for using those unity candle.
- No sparklers are allowed on property unless the proper permit is obtained. A copy of this permit must be submitted to your Event Manager prior to the event day.

## **DRONE PROCEDURES:**

Drones are not allowed inside or outside the KCC facility.

## **EQUIPMENT:**

The Knoxville convention center maintains a vast inventory of items to furnish basic sets. Equipment is subject to inventory and availability. Your Event Manger can discuss availability of equipment with you. All KCC equipment will be set up and operated by authorized building personnel only. Rooms will be set up on a one-time basis. Costs for any additional room changes, during any given day, will be paid by Licensee at the prevailing rates. Licensee is responsible for any KCC equipment used. KCC equipment should be left in the same condition as it was before Licensee's usage. Ask your Event Manager for Equipment pricing sheet.

## **EXCLUSIVE SERVICES:**

- \*Electrical, compressed air, water and gas
- \*Telecommunications, internet & cable
- \*Food and Beverage

## **FIRE MARSHAL RULES AND REQUIREMENTS:**

See separate Fire Marshal rules and regulations for Vendors/Exhibitors  
See separate Fire Marshal rules for all vehicles.

## **FLOORING:**

Any freight going to the meeting rooms and lobby space will require extra care to protect the carpet and doors. Where possible all movement MUST take place through the service corridors. In areas where this is not feasible, we require that all decorators and/or licensees tape down a layer of visqueen or plastic from Point A (origination point) to Point B (the final destination of the freight or project).

Area's requiring protection include but are not limited to storage rooms, production areas, exhibit space and under any vehicle being used as a display (vehicles must have carpet protection under engines, transmissions, and tires once in place).

Carpet protection is required for move-in and move-out and in the backstage storage areas. When rolling road cases, vehicles or any equipment across any of our carpeted floors, carpet protection must be applied in the area being traversed in order to prevent damage to the carpet. We require the use of Poly-Tak or other non-skid floor covering. Poly-Tak may be purchased onsite through M&M Productions. M&M Productions may also be contracted to install Poly-Tak. Please contact Barry Dunford with M&M Productions for pricing (865) 809-7235 [bdunford@mmproductionsusa.com](mailto:bdunford@mmproductionsusa.com)

## **FREIGHT ELEVATORS:**

For your experience the KCC has 2 freight elevators. One Elevator weight capacity is 5,000 lbs. weight capacity of the second elevator can accommodate up to 10,000 lbs. Both Elevators are accessible from all three floors. Entrance is external to Hall AB from loading dock: The dimensions are:

- 5,000 lb. Elevator: 5.7' W x 8'5" D and the door opening is 4' wide
- 10,000 lb. Elevator: 10' W x 20' D x 8' H

## **GREEN ROOMS:**

The KCC has three Greens Rooms to service the Lecture Hall on Level 2. They are furnished and available with the use of the Lecture Hall. Each room has a restroom and one also comes with a shower and is accessible from interior corridor to the stage in the Lecture Hall.

## **INSURANCE:**

- Every contractor must submit a copy of their current Certification of Insurance with the correct subrogation clause to the Event Manager prior to entering the building. Ask your Event Manager for a sample of the correct language.
- It is the responsibility of the contractor to make sure that the KCC has a copy of their current (up-to-date) insurance before entering the building. If a contractor's insurance has been updated, then a new copy needs to be submitted to the Event Manager prior to the contractor entering the building.
- You can also purchase insurance through the convention center at \$200, or the client can add you to their insurance if possible.

## **INTERNET:**

- There is free Wireless internet inside all the meeting rooms, Business Center, Henley Meeting Room, Grand Ballroom, Rotunda, 301's, 300's, 200's, Show Overlook, Board Room and Conference Room. Lecture Hall & Green Rooms and on all the concourses on 2<sup>nd</sup> and 3<sup>rd</sup> floor. Up to a 1000 users at one time and each connection is 1.5Mbps.
- There is no Free Internet on the 1<sup>st</sup> floor or inside the Exhibit Halls you would need to purchase from Shownets are provider.

## **MOVEABLE AIR WALLS:**

The moveable air walls in the KCC exhibit halls, various meeting rooms and grand ballroom are to be placed and removed by KCC personnel only. Do not adhere tape, push pins, etc. to the moveable walls.

## **EXHIBITOR/VENDOR MOVE-IN AND MOVE-OUT:**

- All events that use the Ballroom drop-off for exhibitor move-in and move-out must have a marshaling guard onsite during both the move-in and move-out. Marshaling guards are ordered with a minimum of 4 hours per shift at pre-vailing rate
- All Events that have tradeshow/conferences with vendors/exhibitors in the Exhibit Halls must have Marshaling guards for move-in and move-out.
- Contact your Event Manager for truck marshaling directions and maps.

## **MOVE-IN & MOVE-OUT:**

- Under NO circumstances shall anyone attempt to move-in or out any materials, etc. through the main entrance areas of the facility without prior approval from their Event Manager. The KCC's lobby and meeting rooms & Ballroom spaces carpet must be protected with visqueen or other approved covering in order to move-in/move-out exhibits, registration counters, freight, etc. on to carpeted areas. Any deviation from this procedure must be approved by KCC Management. Visquee/Plastic can be installed for your ahead of time with are in-house AV Provider M&M Productions.
- All contractors must check in with security upon arrival and departure. KCC security: (865)-251-6040
- Set-up prior to your contracted move-in days is NOT allowed must be on your contract to be able to drop items off or set-up in any space. Contact your Event Manager or Sales Manager for pricing and to add it.
- No deliveries of event items are allowed prior to the contracted move-in day(s) with the exception of linens.
- There will be a labor charge for our staff to bring any rental equipment from the dock to the rooms for clients or contractors. This charge will also apply for our staff to return any rental equipment to the dock for pick-up after the event.
- No equipment or items from the event may be left overnight for pick-up the next day. All equipment and items from the event must be broken down and removed from the building at the end of the event. If it can't be picked up after the event, then you will need to coordinate with your Event Manager.
- Any plants rented for events must be picked up after the event (that same night) or at the latest, the next day between 7am-12pm. Must be brought down to the loading dock for pick-up.
- Contact your Event Manager for truck marshaling directions and maps.

## **NOISE GUIDELINES:**

Knoxville Convention Center has a responsibility to ensure the quiet enjoyment of the facility for all our clients. KCC retains the rights to regulate the volume of any audio signals that interfere with any other Licensee's use of contracted space within the KCC.

## **LOADING DOCK:**

- Will be required to supply your Event Manager with a detailed schedule covering all move-in and move-out activities, including anticipated freight deliveries, general service contractor materials and exhibitor access times. The KCC may mandate changes in schedule to maintain the smooth operation of your event and any other events operating concurrently in the facility.
- Underground loading dock with 9 truck bays, 7 with dock levelers for easy-off loading.
- Capability to turnaround trailer trucks up to 74' in total length underground.
- Direct truck entry via two ramps and two 15'5" high x 27' wide sliding dock door.

### **LOADING DOCK CON'T:**

- Entrance through a secure gate into the loading dock via Cumberland Avenue that is 37'10" wide and 15'5" high. With 24/7 security on site at all times.
- Angle of ramp approximately 2% on the west wall to 14% on the east wall. The vertical curve at the west wall as "K-value" of 8 or less.
- Ramp into Exhibit Hall A: 60'L x 29' W with a 5% slope
- Ramp into Exhibit Hall B: 60' L x 35' W with a 1.5% slope
- Turning radius from Cumberland traveling west 52'
- Turning radius from Cumberland traveling east 33'
- Commercial and production trucks may be left overnight, however, no personally operated vehicles may be parked overnight in the loading dock. Must get Event Manager approval for any commercial or production trucks to stay in the loading dock.
- Trailers/ Box trucks approved to park at the loading dock must keep trailer doors unlocked and open while parked at dock. Only Trailers are allowed to stay at the dock the driver must unhook the and leave they cannot stay at the dock.

### **PARKING:**

- Knoxville Convention Center has a parking lot that is available to rent at \$400 a day. There are 154 parking spots at the lot.
- There is absolutely no parking allowed at the Clinch cutout.
- Please contact your Event Manager to assist with any parking or valet needs you may have.
- The Ballroom Drop-Off off Cumberland Avenue is our designated handicap parking area and is first come first serve.
- Clients and volunteers arriving for move-in and set-up may park in designated areas only with prior approval from their Event Manager. If allowed to park onsite during set-up and move-in, licensee and volunteers must move their car at least two hours before the event starts.
- Ask your Event Manager for parking maps and directions to the Locust Street Garage.

### **PYROTECHNICS:**

The use of Pyrotechnics within the KCC is strictly regulated by the City of Knoxville Fire Department Fire Marshal's office and must be approved at least 30 days in advance of intended event. They must fill out an application for Pyrotechnics permit application with the City of Knoxville Fire Department Fire Marshals' Office (865) 215-2283

## **RIGGING SERVICES TERM & CONDITIONS:**

If you plan to utilize rigging for your event, you will need to follow these guidelines:

- All items to be suspended, attached, or adhered to the facility must be installed and removed by a Certified Rigger. We require a copy of the Certified Riggers Certification at least five (5) business days before your contracted move-in day.
- The Certified Rigger is required to wear a safety harness at all times while operating our scissor lift or one that you provided. KCC does not provide rental of harness you must provide your own.
- No daisy chaining (plugging extension cords into another extension cord).
- Any fork lift/scissor lift that will be used on any of the KCC carpeted areas on the concourses or inside the meeting rooms/ballrooms are required to have tire booties on all the wheels. If you rent our scissor lift/fork lifts, we will provide the tire booties on all our equipment. If you bring in or rent your own forklift/scissor lift you will be required to also provide tire booties on all of the wheels. If you do not adhere to these rules will incur additional fees at the prevailing rate.
- All lifting equipment and overhead material used (including Truss and Chain Hoists) must conform to all applicable safety standards and are subject to inspection, approval, and possible replacement by KCC Rigging Services which could incur additional cost. All Chain hoists must have legible annual inspection
- No daisy chaining (plugging extension cords into another extension cord).
- certification sticker visible or a digital copy of the annual motor load testing must be on file with our office.
- Dead hangs only no bridling is allowed in the Grand Ballroom or the Exhibit Halls.
- Riggers are not allowed to walk truss unless safety lines are installed.
- Electrical cords and AV cables may only be hung in designated areas where existing hooks are in place. No taping them to the walls.
- All electrical and AV cables must be taped down (bright colored gaffers tape) or cord covers (“yellow jackets”) when cords/cables are running across doorways or down aisles.
- If you use tape on the walls and there is damage you will be charged a painting fee at the prevailing rate. Your Event Manager will do a walk through after you move-out to check the room for any damages.
- Ceiling Plots:
  - Ceiling Plot with load calculations must be submitted to your Event Manager 14 business days prior to your contracted move-in day. If the information is not provided you will be charged a \$150 fee per day, it is late.
  - For a DWG/CAD file of the Ceiling Plots for the Grand Ballroom & Exhibit Hall AB please ask your Event Manager.



## **RIGGING SERVICES TERM & CONDITIONS CON'T**

- Exhibit Hall AB:
  - Lowest point 30' from floor to rigging points
  - Rigging points are 15' apart running east to west and 30' apart running north to south in Exhibit Hall A & B.
  - 270 rig points with a limit of 1,000 lbs. per point from ceiling and steel truss.
  - Must ask Event Manger if you would like to hang from the beams instead of the hang points.
  - Ceiling height 30'
- Grand Ballroom:
  - 126 rig points with a limit of 1,000 lbs. per point from ceiling and steel truss.
  - Grand Ballroom Rigging Points are 12' apart running north to south and alternates 12'-20' running East to West.
  - Ballroom E has a Roll-up entrance door that is 12' wide x9' high.
  - Need to keep all service pocket entrances clear and a clear path for food and beverage staff to get in and out during food service. Equipment needs to be out of the way on either side of service pockets and there needs to be enough lite back of the house for them to get in and out.
  - Ceiling height is 28'6".

### **SHIPPING:**

The KCC will not accept advance shipments of freight materials prior to the contracted move-in date. All shipments delivered to the KCC after the official move-in date shall be addresses to the attention of the show name & your Event Manager name.

Under no circumstances with the KCC accept any C.O.D. deliveries.

The KCC does not handle any vendor/exhibitor freight you must contact are in-house Decorator ACES- Wesley Mullins 865-740-3710 [wes@allconventionexpo.com](mailto:wes@allconventionexpo.com) for pricing on drayage.

The KCC is not a daily pick-up for FedEx or UPS, so all exhibitors/licensees will need to make sure that all packages are sealed, have labels on them, and schedule a pick up time with the carrier once the event is over.

If the KCC calls to schedule a pick-up for the packages there will be a charge of \$40 a package since we do not have an account with UPS or FedEx.

If you have any additional questions regarding shipping or receiving, please contact your Event Manger.

### **ADDRESSES:**

#### **MAILING:**

P.O. BOX 2543  
Knoxville, TN 37901-2543

#### **SHIPPING:**

701 Henley Street  
Knoxville, TN 37902

**SHOW OFFICES:**

The KCC has three show offices which are offered to show managers when they rent Exhibit Hall B or Exhibit Hall A. Two come with Exhibit Hall A, one is overlooking Exhibit Hall A and one is inside Hall A. Hall B comes with one show office that is inside Hall B.

**SERVICE DESK:**

KCC staff will provide an Exhibitor Services Representative to assist exhibitors and ordering of KCC services during exhibitor move-in hours. Let your Event Manager know 30 days prior to your first contracted exhibitor move-in day times and days for the service desk.

**SOIL, WATER & GARDEN DISPLAYS:**

Displays must use a protective coating of fire retardant plastic, visqueen (minimum 6 ml), plywood or Masonite to protect the floor and all facility equipment. Curbing must be used to retain loose materials and prevent leaks and water seepage. Licensee is responsible for any associated cleaning and or damage incurred.

**SMOKING POLICY:**

Due to our “green” initiative smoking is prohibited in all indoor areas and no closer than 25 ft. from any entrance at designated smoking areas only.

**STORAGE:**

Any request for storage at the KCC must be directed to your assigned Event Manager.