

EVENT CONTRACTORS/VENDOR'S GUIDELINES FOR WORLD'S FAIR EXHIBITION HALL:

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**
 - Exhibit Halls
 - 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
 - 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:

*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:

- **14-21 Days Prior**
 - Electrical needs and locations
 - On-site contact and number of staff working load-in, event, and load out
 - List of vehicles that need to use loading dock for move-in/move-out:
 - Arrival time and day
 - Departure time and day
 - Size of vehicle's
- **7 Days Prior:**
 - Ceiling plots in relationship to Exhibit Halls 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 WFEH 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 WFEH 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 WFEH. Any cost incurred by WFEH from the use of, or removal of these items will be charged to the Licensee at the prevailing rate.
- Any signage placed outside of the WFEH and on the Holiday Inn Hotel Property needs to be approved with the Holiday Inn staff.
- 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 WFEH. Any special decorations or signs must be approved by the WFEH Management.

DECORATION CON'T:

- You must provide your own painters tape or you can purchase through the WFEH 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 WFEH 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. No Balloons can be inflated inside the Exhibit Halls or on the Promenade get with your Event Manager for what space you can use.
- 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.
- 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.
- WFEH does not provide any carts for exhibitors to rent or use. You must contact ACES are in house decorator to order carts.

DRONE PROCEDURES:

Drones are not allowed inside or outside the WFEH facility.

EQUIPMENT:

The World's Fair Exhibition Hall has a limited amount of inventory items to furnish basic sets. Equipment is subject to inventory and availability. Your Event Manger can discuss availability of equipment with you. All WFEH 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 WFEH equipment used. WFEH equipment should be left in the same condition as it was before Licensee's usage. Ask your Event Manager for Equipment pricing sheet.

Any additional equipment the WFEH cannot provide will be provided by are in house Decorator ACES.

EXCLUSIVE SERVICES:

- Electrical & water
- Wireless Internet
- Food and Beverage
- Security Labor
- Cleaning Labor

PREFERRED SERVICES INCLUDE:

- Audio Visual: M&M Productions: Barry Dunford (865) 809-7235 or bdunford@mmproductionsusa.com
- Decorator: All Convention and Exposition Services (ACES) Wesley Mullins (865) 740-3710 or wes@allconventionexpo.com

FIRE MARSHAL RULES AND REQUIREMENTS:

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

FLOORING:

In an effort to ensure that our facility floors continue to look great, the WFEH requires that all Licensees, exhibitors, contractors, and subcontractors comply with the following guidelines:

- Any counters that will be sitting directly on the tile area on the promenade will need carpet to remain under them.
- For the floors in our exhibit hall: The WFEH requires that use of Kendall 105 or TC1900 carpet tape, and NOPI floor marking tape in the exhibit hall. Any costs incurred by the WFEH for tape or tape residue/stickers not removed will be charged at the prevailing rate.
- visqueen or plastic must be placed on our floor and under all items for those events that bring in mulch, dirt, rocks, brick, etc. for use as exhibit materials. These types items cannot be dumped directly on the floor without visqueen or plastic protection.
- It is the responsibility of the exhibitor to comply with all WFEH floor requirements and provide all necessary supplies. All tape and residue marks must be removed from the Exhibit Hall floor and disposed of immediately after the show. Duct/masking/scotch tape is not permitted for use in the facility. Any costs incurred by the WFEH for tape not removed by Licensee will be charged at the prevailing rate to the Licensee.

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.

INSURANCE CON'T:

- It is the responsibility of the contractor to make sure that the WFEH 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:

- Please refer to the Internet Order form on our website or call our on-site office at (865) 522-5669
- All wireless internet needs are handled by are in house staff.
- All hard wire internet lines please call (865) 522-5669 for a quote.

MOVEABLE AIR WALLS:

The moveable air walls in the WFEH exhibit halls, are to be placed and removed by WFEH personnel only. Do not adhere tape, push pins, etc. to the moveable walls.

EXHIBITOR/VENDOR MOVE-IN AND MOVE-OUT:

- All Events that have vendors/exhibitors in the Exhibit Halls must have Marshaling guards for move-in and move-out. Marshaling guards are ordered with a minimum of 4 hours per shift.
- All exhibitors must report to the Blackstock Lot before they come to the Loading dock for move-in and move-out.
- Contact your Event Manager for truck marshaling directions and maps.
- If there are multiple events going on at the WFEH your Event Manager will coordinate the move-in/ move-out procedures for your specific event. Knoxville Police Officers will be required for traffic control as well as the marshaling guards at a prevailing rate.

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 WFEH lobby tile flooring must be protected with visqueen or other approved covering in order to move-in/move-out exhibits, registration counters, freight, etc. on to tile areas. Any deviation from this procedure must be approved by WFEH Management. Visquee/Plastic can be installed for your ahead of time with are in- house AV Provider M&M Productions.

- 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.

MOVE-IN & MOVE-OUT CON'T:

- No deliveries of event items are allowed prior to the contracted move-in day(s) with the exception of linens.
- 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:

The World's Fair Exhibition Hall has a responsibility to ensure the quiet enjoyment of the facility for all our clients. WFEH retains the rights to regulate the volume of any audio signals that interfere with any other Licensee's use of contracted space within the WFEH.

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 WFEH may mandate changes in schedule to maintain the smooth operation of your event and any other events operating concurrently in the facility.
- Covered loading dock with 2 truck bays, plus one drive-in garage door for direct on-floor delivery.
- Drive-in garage door is 14' H x 12' W
- Two loading dock garage doors each are 12' H x 10' W
- Slope Loading Dock ramp is 16.5%
- Trailers/ Box trucks can only use the dock bays for move-in and move-out once they are unloaded or loaded they need to leave the dock bay. No vehicles, trailers, or trucks can stay at the loading dock.

PARKING:

- World's Fair Exhibition Hall has a parking lot that is available to rent at \$400 a day. There are 182 parking spots at the lot.
- There is absolutely no parking allowed outside the building or at the loading dock.
- Please contact your Event Manager to assist with any parking or valet needs you may have.
- Ask your Event Manager for parking maps and directions to the Locust Street Garage.

PYROTECHNICS:

The use of Pyrotechnics within the WFEH 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. WFEH does not provide rental of harness you must provide your own.
- 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 WFEH Rigging Services which could incur additional cost. All Chain hoists must have legible annual inspection Certification sticker visible or a digital copy of the annual motor load testing must be on file with our office.
- 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.
- No daisy chaining (plugging extension cords into another extension cord).
- 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 Exhibit Hall 1-3 please ask your Event Manager.
 - Lowest Point of ceiling is 24'

SHIPPING:

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

Under no circumstances will the WFEH accept any C.O.D. deliveries.

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

The WFEH 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 WFEH 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:

935 World's Fair Park Drive

Knoxville, TN 37902

SHOW OFFICES:

The WFEH has one show office inside Exhibit Hall 1 and is offered to show managers when they rent Exhibit Hall 1.

SERVICE DESK:

WFEH 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 WFEH must be directed to your assigned Event Manager.