



The Baltimore Convention Center

On-Site Attendee Guide

Attending In-Person Events at the
Baltimore Convention Center



Welcome

We are grateful that you have chosen to attend this in person event at the Baltimore Convention Center. Our teams of event professionals are here to ensure you experience a safe and successful event.

This document contains key information that speaks directly to the attendee experience at the Center and is designed to walk you through the safety procedures and requirements in place for your wellbeing, prior to your arrival.

Careful consideration has gone into creating new procedures that support optimal health and safety that may include, but are not limited to temperature checks, visual guidance, and other new technologies. We have worked closely with your event organizers to decide what will serve you best.

The new processes are just one small part of the world-class customer service we will provide during your time with us. Our commitment to providing exceptional experiences inside a clean and safe facility is spelled out in our Clean Space Commitment below. These measures are also in place for the health and wellbeing of our staff who are here to serve.

Welcome back to the Baltimore Convention Center! We are excited to show you all that Charm City has to offer, safely.

Clean Space Commitment



Training and Certification

We are committed to:

- Maintaining our Global Biorisk Advisory Council (GBAC) STAR™ Accreditation for facilities for the health and safety of our employees and visitors.
- Educating our staff, providing training and certification through ISSA the World Wide Cleaning Association.



Sanitation and Cleanliness

We are committed to:

- Increasing our sanitation staffing levels during and after event hours.
- Increased attention to high-touch areas throughout our entire facility.
- Thorough space sanitization at the end of each event day.
- Sanitation stations located throughout public spaces for the care and comfort of our visitors.



Communication

We are committed to:

- Utilizing all communication channels including our website and social media platforms to ensure a clear understanding of our operational procedures.
- Utilizing signage throughout the facility to provide clear guidance for safe and healthy meeting practices.



Equipment & Technology

We are committed to:

- The utilization of advanced technology to create clean, healthy, and safe meeting spaces including:
- Electrostatic sprayers as a more effective means of cleaning.
- MODUS thermal imaging available to monitor temperature prior to entry of the facility.
- Touchless point-of-sale options in retail spaces.



Collaboration

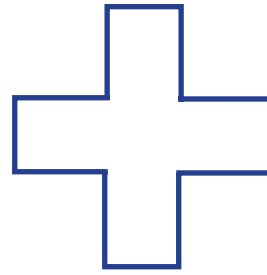
We are committed to:

- Collaborating with other industry professionals including facility managers, event planners, distributors, and professional organizations.
- Following standard guidelines set forth by City, State, and Federal governments for safe and healthy meetings.



On-Site Guide to Attending Events

The Baltimore Convention Center team has dedicated time and attention to creating a safe, welcoming environment with your care and comfort in mind. We continue to focus on educating our staff in new processes and procedures, as well as, investing in, acquiring and implementing the latest technologies.



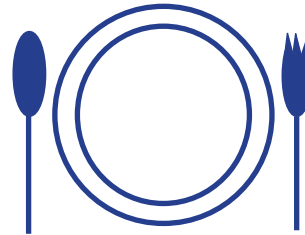
Wellness

Hand sanitization stations are located throughout the facility, easily accessible from entry into meeting areas.



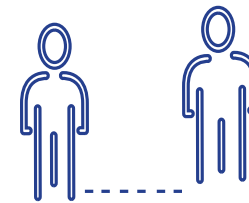
Cleanliness

During and after event hours, the frequency of cleaning has been intensified with an increased emphasis on cleaning and sanitizing high touch areas.



Food & Beverage

All new point-of-sale cash registers give customers touchless transaction options. Simply To Go menu options offer easy retail food selections with minimized contact.



Physical Distancing

Great measures have been taken to arrange seating inside sessions and in our lobby space to adhere to physical distancing recommendations during, between, and after sessions.



Upon entry attendees may be screened using the MODUM High Accuracy Body Temperature Detection System. Designed to measure body temperature within 0.54 degrees, the unit measures heat up to 16.4 ft away.



New easy-to-follow, directional signage has been placed throughout the Center to make physical distancing while moving about the facility safe and easy. Although not a requirement, guidance is in place for your comfort.

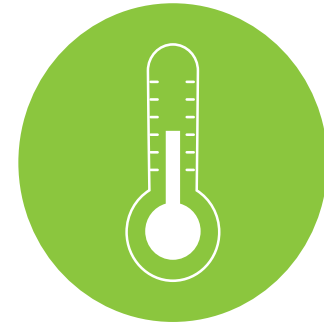


Health and Safety Suggestions

While regulations concerning health and safety are changing, we have outlined some key elements with suggestions from the Baltimore City Health Department and in partnership with show management. The following suggestions help to ensure the wellbeing of our visitors, clients, and staff. We appreciate the cooperation of all that enter the building and want you to manage your visit to best serve your personal comfort level.



Sanitizing Stations
Please wash your hands or use hand sanitizer as often as possible as you move throughout the day.



Health Screening
Visitors entering the facility may be subject to health and temperature screenings. If you are feeling unwell, experiencing illness or have a temperature of 100.4 higher, please contact your healthcare provider.



Masking Mandates
Face and nose coverings are required for anyone participating in activities in the building.



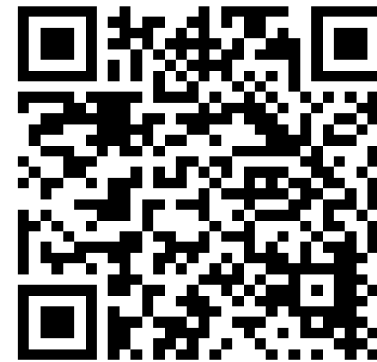
Physical Distancing
Physical distancing is recommended wherever possible. We have left in place markers and furniture arrangements that make it easy for visitors to feel comfortable in a safe environment.



For more information visit our website at www.bccenter.org or use the QR Code below to be taken directly to our COVID-19 FAQ page to learn more.



To learn about our [GBAC STAR™](#) accreditation for facilities health and our Clean Space Commitment



Let's get social

