



The
Baltimore
Convention Center

EVENT OPERATIONS

&

EVENT PLANNING GUIDE

BALTIMORE CONVENTION CENTER

Welcome to the Baltimore Convention Center and thank you for entrusting us with your event. Since opening our doors in 1979 it has been our mission to provide our clients with superior customer service and an experience that will encourage you to return to the City of Baltimore and the Center with your event or return as a tourist.

To assist with your event planning, we have created this Event Operations and Event Planning Guide. The guide covers our facility policies and procedures, safety and fire regulations, and industry best practices that will provide you with the information you need prior to the start of your event at the Baltimore Convention Center. We want you, your event contractors and your attendees to have a successful experience in our Center and City.

We encourage you to review this document and consult with your Sales Manager or Convention Services Manager to assist you with your questions or need for clarification of our policies and procedures.

We look forward to hosting your event. Enjoy Baltimore!

Sincerely,



Peggy Daidakis
Executive Director

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EVENT OPERATIONS GUIDE

I. BALTIMORE CONVENTION CENTER PARTNERS

A. Food & Beverage Services – Sodexo Live!

Sodexo Live! is the exclusive food and beverage provider for the Baltimore Convention Center. Both the Center and Sodexo Live! have committed significant resources to providing the most comprehensive offering of quality food and beverage services of any facility in the country. The catering sales manager will work closely with you to accommodate individual and specific requirements for your catering services and concession needs. Floral centerpieces, specialty linens, and themed décor can be arranged through your Sodexo Live! sales manager for your event.

RETAIL

The catering sales managers assigned to your event will discuss options for permanent and portable concession areas based on the needs of your event. Sodexo Live! reserves the right to open concessions at their discretion throughout the Center and within licensed premises. Retail outlets cannot be blocked or moved.

SAMPLING

Any trade show exhibitor who wishes to provide sample food or beverages that they normally produce in the ordinary course of their business is required to notify Sodexo Live!, in writing, as to the nature of the proposed product sample. Items dispensed are limited to products manufactured, processed, or distributed by that exhibiting firm, must be directly related to the purpose of the show, and are dispensed in the contracted areas only. Please refer to the section on Cooking in Exhibits on page 13 for more information.

COAT CHECK

Sodexo Live! can arrange coat check services for your event and will also provide staffing.

LEFTOVER FOOD

Health laws prevent Sodexo Live! from allowing guests to remove food that is not pre-packaged from the premises. At the conclusion of an event, any surplus food will be donated where viable to our local Maryland Food Bank or other similar organization. In instances where the food is not recoverable, it is converted through our composting program.

COVID-19 Updates

The Baltimore Convention Center and Sodexo Live! Continue to assess our enhanced health and safety protocols regarding COVID-19 and how they may impact our future offerings. They will be updated in accordance with guidance from public health authorities. With this in mind, several revisions were made to our room sets policies for our meeting rooms and ballrooms space:

- Water cooler units, which were deemed to have high touch surface areas, have been removed from all locations within the facility. In their place, the Baltimore Convention Center installed complimentary touchless water bottle fillers in select locations in our lobby and exhibit hall spaces for the guest's use. Please contact your Sodexo Live! Catering representative if you would like to discuss renting, touchless water cooler units.
- The Baltimore Convention Center purchased specialized classroom tables with a finished surface to be more eco-friendly by reducing the need of linens. Additionally, our Operations Team uses electrostatic sprayers, which work best on hard surfaces, to disinfect your contracted spaces.

B. Utilities – Edlen Electrical Exhibition Services

Edlen Electrical Exhibition Services provides exclusive electrical, plumbing, and compressed air services at the Baltimore Convention Center as the exclusive in-house utility contractor.

Edlen will provide a total of four 20-amp circuits for the Licensee in the contracted registration area at no charge. Power in the meeting rooms on the 300 Level is complimentary up to 1,500 Watts provided the service does not exceed capacity and there are no additional power requirements.

Level 100 (Exhibit Hall):

- Power in 120/208 volts or 277/480 volts up to 400 amps per drop
- Compressed air at 100 pounds of pressure
 - Exhibitors must provide their own adapters and regulators
- Water and Drainage
 - Exhibitors must provide their own adapters and regulators

Level 200-300 (Meeting Space):

- Power in 120/208 volts up to 400 amps per drop
- Phase configuration is limited compared to Level 100. Higher amperages are available but must be run from distribution panels to the exhibits on all levels of the facility.

Level 400 (Ballroom):

- Power in 120/208 volts or 277/480 volts up to 400 amps per drop

All electrical equipment must be approved by Underwriters Laboratories and must comply with federal, state, and local codes. Extension cords must be a minimum of 14 gauge, two-wire, and grounded. Two-wire extension cords are prohibited. All non-current carrying metal parts of fixed equipment, which are able to be energized, shall be grounded.

Edlen is required to refuse connections where the wiring or equipment is not in accordance with electrical codes and therefore reserves the right to inspect all electrical devices and connections to ensure compliance with all codes, for which labor charges can be incurred.

Utility panels and mechanical equipment rooms must not be blocked under any circumstance. Additionally, any damages resulting from improper installation or defective equipment not approved or installed by an authorized Edlen Electrical Exhibition Services employee will be charged directly to the user.

C. Telecommunications - M.C. Dean, Inc.

The Baltimore Convention Center has an exclusive partnership with M.C. Dean. M.C. Dean offers free Wi-Fi in public lobby spaces and will work with you to accommodate all of your additional internet requirements throughout the Center.

M.C. Dean can provide over 2,000 simultaneous connections during event days and can typically receive loads of 1.5 Mbps, which can be increased depending on your bandwidth needs. The Center is equipped with a Digital Meridian Telephone System capable of handling the following types of services: local and long distance calls, modem lines, voicemail, call forwarding, call waiting, ISDN lines, T-1 lines, IP addresses, multi-line stations and cable television connections, cat 5 wiring, and fiber optic capabilities.

M.C. Dean will provide a service desk during exhibitor set-up to function as the central area for exhibitors with questions regarding telecommunications services, placing floor orders, and making payments.

Dedicated lines, circuits, or other special requests provided by telephone carriers are available and must be coordinated with M.C. Dean to facilitate timely installation. Telecommunications service order forms are furnished to event management and general service contractors upon request.

D. BALTIMORE BUSINESS CENTER

The Baltimore Convention Center has a business center to service any and all of your business needs. The Baltimore Business Center team of dedicated staff can assist you with copying, printing, faxing, shipping, equipment rental, and even the creation of promotional items or ID tags for your attendees. The Baltimore Business Center is open during normal business hours 8:30am - 4:30pm on event days but can schedule to be open in accordance with your event needs. For your convenience, order online with the Baltimore Business Center and have your materials waiting for you at the Convention Center and then directly ship out your packages after your event closes.

E. Audiovisual - Projection

Projection Presentation Technologies is the preferred audiovisual provider at the Baltimore Convention Center and the exclusive operator of the house audio system. They provide audiovisual and related services delivering innovative solutions to constantly raise the bar in technology for meetings, presentations and conventions. There are many efficiencies and conveniences that come with using Projection over another audiovisual company including, but not limited to, use of the house sound system and control of the Center's assisted listening devices.

F. Theatrical Lighting & Rigging - International Alliance of Theatrical Stage Employees (I.A.T.S.E.), Local 19

The Center has a labor agreement with the International Alliance of Theatrical Stage Employees (I.A.T.S.E.), Local 19 Union. Licensee is responsible for hiring and informing exhibitors that they must also hire I.A.T.S.E. Local 19 for the following services:

- Labor for theatrical lighting (flown or ground supported) rigging, and light operation
- Loading and unloading of trucks associated with theatrical lighting and rigging services

All labor requests are due 30 days prior to the start of work required for your event. Your Convention Services Manager will coordinate a meeting and/or conference call with the I.A.T.S.E. Local 19 Union Chief Shop Steward to discuss your needs. A Good Faith Estimate based on the manpower needed to safely perform assigned tasks will be presented to you for signature. The Good Faith Estimate is an estimate only and you will be responsible to pay for actual hours worked and associated charges. You are required to sign and send the Good Faith Estimate to your Convention Services Manager, the I.A.T.S.E. Local 19 Union Chief Shop Steward, and Projection. Work cannot start until the signed Good Faith Estimate is received with payment.

Projection coordinates the payment process for the I.A.T.S.E. Local 19 Union labor and equipment rental. Full payment is due 2 weeks prior to the start of your event. A credit card will be required to be kept on file for any additional services that occur onsite. If there are any additional hours worked from the original estimate, charges must be settled prior to leaving the Baltimore Convention Center.

II. SERVICES AND REQUIREMENTS

A. Cleaning and Room Refreshes

The contracted space as listed in the License Agreement will be clean and ready for use on the first day of move-in and is expected to be returned in the same state of cleanliness at the end of Licensee's contracted time.

1. Exhibit Halls ONLY:

- During installation, event days and move-out of event, Licensee is responsible for removing any and all debris from the premises including, but not limited to, tape, crates, boxes, wrappings, and pallets.
- The Center will clean trash from non-carpeted aisles. The General Services Contractor is responsible for all carpeted areas in the exhibit hall (The Center staff is not allowed in or behind booths or registration counters).

2. All Contracted Areas:

- If the event (including move-in and move-out) produces amounts of debris or tape residue requiring special housekeeping services, Licensee will be charged accordingly for labor and equipment.
- The Center will clean and supply the restrooms in addition to providing trash removal services in the corridors, public spaces, and areas used for meetings throughout the day. Room refreshes will be arranged with your Convention Services Manager.
- Items left behind cannot be removed by any employee of the Center or Licensee's contractor without proper authorization. If an item is sold onsite, a receipt will be required to prove ownership.

B. Event Security

Events with exhibits are required to provide 24 hour event security once property items are brought into the Center (at least 2 officers per hall). Security for meetings and banquets will be reviewed with Licensee at least 30 days prior to event start date.

1. All contracted security agencies must be licensed and bonded in the State of Maryland and wear uniforms while on duty at the Center.

- All weapons and firearms are prohibited inside the Convention Center.
- If armed security is preferred, armed security services can only be provided by the Baltimore City Police Department. Off-duty Baltimore City Police Officers can be hired at Licensee's expense through the Baltimore City Police Department Overtime Unit. This Overtime Unit can be reached at **(410) 396-2141**.
- A final event security deployment plan, in consultation with the Center, is due to the Center 30 days prior to event start date and must include guard positions and the hours during which the positions will be filled.

2. The contracted security firm is responsible for the following:

- Maintaining a security supervisor on site during the entire duration of its supervision of the event.

- Facilitating safe crowd management and screening at entrances and exits to event space.
 - Notifying the Center's Public Safety Department (verbally and in writing) of each incident in leased space that requires official action such as theft, property damage, or injury. The Center's Public Safety Department will also prepare a written report of each incident.
3. The Center reserves the right to require additional security personnel and to modify the proposed deployment if warranted by the nature of the event.

C. Emergency Medical Service Coverage

The Center requires all athletic and sporting events to hire an emergency medical service technician to remain on the premise during all event hours. Scheduling emergency medical staff during other types of events is encouraged despite the size or nature of the event. The Center is equipped with a furnished EMS office located in the loading dock area for your event use. The Center's Public Safety officers monitor all calls from the facility's landlines and are automatically notified when one is used to dial 9-1-1 in order to assume their duties as First Responders.

D. Additional Fees

Additional fees may be applied for services requiring trash removal, labor, equipment, room changes, damages, fire watch and air conditioning and heat during move-in and move out periods. Please review the Rate Sheet with your Convention Services Manager regarding fees that could be applied to your event. Center employees are prohibited from accepting tips or gratuities.

E. Damages

Center representatives, Licensee, and the designated General Service Contractor will inspect leased areas of the building prior to move-in and during move-out to determine existing conditions of the spaces. Any type of damage to the Center must be reported immediately and will be charged to the Licensee accordingly.

III. DÉCOR

The Center must approve decorations in advance in regard to methods, materials, and locations of special installations. Approval will be determined with respect to other events in the building, as well as the needs of the Licensee.

Any Baltimore Convention Center kiosk or display in public areas such as retail outlets, ship displays, and ATM machines may not be moved or blocked.

A. Balloons

1. Mylar balloons are prohibited in the Center.
2. Helium-filled balloons must be fastened or installed appropriately. Licensee will be charged accordingly for the cost incurred to remove unfastened balloons from the ceiling and surrounding fixtures.

B. Candles

1. Open flames are prohibited. Votive candles or vessel candles, which fill up 50% or less of the candle vessel, will be allowed for banquets in a controlled and confined space.

C. Signage

1. All signs must be professionally produced.
2. **Polystyrene Core (Foam-Core) signage is prohibited in the building.**
 - Due to our inability to dispose of polystyrene core signage we can no longer permit it to be left onsite.
 - Event organizers may use polystyrene core signage that is reused by the organization annually but must take all of this type of signage with them at move-out.
 - The Center is requiring 100% compliance with this policy. Non-compliance will result in additional housekeeping and disposal fees to be billed directly to the client.
3. Banners, clings, and other decorative signs must be approved at least two weeks prior to installation in addition to a detailed sign placement plan which lists the location, quantity, and dimensions of all hanging decorations.
4. Signs, banners, clings, or similar materials may not be taped, nailed, stapled, or directly attached to ceilings, walls, windows, or other surfaces in any way without prior written approval.
5. The use of Velcro, stick-on decals, or similar items is strictly prohibited in the facility.

6. Any necessary cleaning or repair that is directly related to signs, banners, decals or materials provided by the Licensee will be assessed a clean-up and/or repair fee and will be charged accordingly on invoice.

D. Tape

1. The use of tape on any vertical surface, including but not limited to, painted walls and portable walls within the facility is strictly prohibited.
2. Only non-residue vinyl tape such as SHURTAPE 665 will be permitted for the carpets and floors. Please ask your Convention Services Manager for a list of suppliers.

E. Miscellaneous

1. Glitter and confetti are prohibited in the Center.
2. Smoke of fog machines must be water-based and must also be pre-approved by the Center.
3. Display or use of hay, straw, wood chips, bamboo, or lumber are permissible only if treated with a flame retardant and pre-approved by both the Center and the Fire Department.
4. Welding or cutting will be permitted 25 feet from the building at the loading dock area only and will require a hot work permit and prior written approval.
5. Any type of controlled pyrotechnics or fireworks inside the building will require prior written approval from the Center and will require hiring a licensed pyrotechnics contractor in addition to all relevant permits from the Baltimore City Fire Department. The Center may also require that a Fire Watch be present at the expense of the Licensee.

IV. EXHIBITS

A. General Booth Information

1. Booths cannot block visibility or access to emergency exits.
2. Booths cannot interfere with access to any of the Center's service areas, concession stands, or mechanical rooms.
3. All materials must be flame retardant or fabricated from inherently fireproof materials. Any material that cannot be made flame retardant is prohibited. The Baltimore City Fire Department reserves the right to perform a flame test of exhibit materials at his or her discretion. Exhibitors are required to have a flame retardant certificate available for review at all times.
4. Marking of booths or aisles is only permitted on the exhibit floor with chalk or non-residue leaving vinyl tape (i.e. SHURTAPE 665). Marking floors with shoe polish is prohibited.

B. Multi-Story and Enclosed Booths

1. A floor plan is required for each multi-story and enclosed exhibit a minimum of 90 days out from the first event day. The diagram must include load capabilities for the second level and must meet the following minimum life safety requirement:
 - No less than two means of egress from each load bearing area(s) in excess of 200 square feet in a multi-story exhibit, or from each covered assembly area in excess of 200 square feet.
 - Final approval will be provided by the Baltimore City Fire Department.
2. A single exhibit or group of exhibits with ceilings that do not require sprinklers must be separated by a minimum of 10 feet where the aggregate ceiling exceeds 300 square feet.
3. Single level booths greater than 300 square feet and covered with a ceiling must be protected by a fire extinguishing system approved by the BCFD.
4. Each enclosed or covered area must display a charged and approved fire extinguisher in addition to being protected by an audible smoke detector. This includes storage closets built into the exhibit.

C. Cooking in Exhibits

1. If cooking is required as a part of an exhibit, prior written approval must be obtained from both Sodexo Live! and the Baltimore Convention Center.
2. The following information must be provided to both Sodexo Live! and your Convention Services Manager at least 45 days prior to move-in:
 - A list of all exhibitors who plan to cook and distribute food at the event.
 - Final exhibit floor plan which indicates each exhibitor referenced above.
 - Manufacturer's specifications for all cooking equipment, including drawings or photographs of such equipment and a description of the proposed cooking method(s).
3. Cooking devices must be either electric or butane-powered. They must also be approved and recognized by a testing laboratory (i.e. U.L., F.M.).
 - Frying equipment must be used with a grease shield.
4. The following safety requirements must be met:
 - Individual cooking or warming devices shall not exceed 288 square inches of surface area.
 - The surface holding the cooking or warming devices must be of non-combustible material.
 - Cooking or warming devices and heated products must be isolated from the public by either placing the device(s) a minimum of 4 feet away from the front of the booth, or by providing a Plexiglas shield between the devices and heated products.
 - At least 2 feet must be maintained between cooking devices within the same booth.
 - An approved fire extinguisher and metal lid for each device, or an approved automatic extinguishing system must be provided within each booth utilizing cooking or warming devices.
 - The use or storage of any flammable or combustible liquids, compressed gas cylinders, hazardous materials, or chemicals as fuel is strictly prohibited.

D. Animals in Exhibits

1. The Center will allow animals that are licensed and up to date on vetting for exhibitions with written approval from the Center.
2. Animals approved to be on the premises must meet the following confinement guidelines:
 - Animal(s) is to be on a leash at all times, if not confined to a pen.
 - Animal(s) must be under constant control at all times.
 - Animal exhibits are not permitted on carpeted areas.
 - The owner or handler will be fully responsible for their animal(s) at all times.

- The general service contractor will be responsible for providing (and disposing of) plastic sheeting and any other required floor covering for the animal exhibit.
- The general service contractor and animal owner or handler will be jointly responsible for the removal of any and all waste from the animal exhibition area.

E. Vehicles

1. For Move-in & Move-out

- Only gas and electric motorized vehicles are allowed in the Center. Propane is prohibited.
- Gasoline and diesel fueled material handling equipment may not be stored overnight in exhibit halls.
- Vehicles which drip oil or other staining solutions must have drip pans or dry absorption powder under the parked vehicles and engines.
- All operating motor vehicles, including forklifts or any other material handling device must be attended by a trained and certified operator.
- Only electrically operated forklifts with carpet protection are permitted in carpeted areas of the Center. If any damages occur as a result of such operation, the Center's Public Safety Department must be notified immediately.

2. For Display Purposes

- Gasoline powered vehicles must have fuel maintained at $\frac{1}{4}$ tank or 5 gallons, whichever is less. Fueling or fuel removal within the Center is prohibited.
- Natural gas powered vehicles must have the tank purged before entering the building.
- Fuel tank caps must be locked or taped shut.
- Battery cables must be disconnected, and the connecting leads wrapped with electrical tape.

3. For Demonstration Purposes

- A mechanized or motorized part demonstration powered by either propellant or electrical system must have prior written approval from both the Center and the BCFD.
- A moving vehicle demonstration requires the submission of full written details of the proposed demonstration no less than 30 days prior to decorator move-in. After review by Center management, the request will be forwarded to the BCFD for review and approval.

F. Drones, Remote Pilot Aircraft Systems (RPAS) and Unmanned Aerial Vehicles (UAVs)
Drones, RPAS, and UAVs can be approved on a case by case basis with advanced notice. All vehicles must abide by the Federal Aviation Administration (FAA) and Department of Homeland Security guidelines.

- Prior written approval from the Center is required no later than (30) days prior to the first show day.
- Please ask your Convention Services Manager for a copy of our full policy which outlines our requirements for requesting approval and guidelines once approved.

G. Crate Storage

The designated general service contractor is responsible for all event crate storage. Exhibitors and exhibitor-appointed contractors may arrange for storage with the designated general service contractor.

1. All crates and containers must be stored either offsite or inside trailers, which should remain in the assigned loading dock(s).
2. Boneyards- All requests for such space require prior written approval from the Center and must be indicated on the final floor plan.
3. Storage of flammable or combustible materials, mixtures, liquids, gases, hazardous waste, or medical waste without approved certified containers is prohibited. All approved materials and containers must remain outside in the loading dock area.

H. Freight & Shipment

1. The Center cannot accept, unload, or store any shipment of show freight, materials, or equipment unless arranged with the Business Center. If items are shipped directly to the Baltimore Convention Center, the Licensee or General Service Contractor must be available to accept the delivery.
2. Deliveries can only be done through the loading dock area and must be during the Licensee's contracted date and times as listed in the License Agreement. Any advance shipments will be rejected. When shipping items, please use the following label:

SHIPMENT LABEL

Baltimore Convention Center

Event Name

Attn: *Licensee / General Service Contractor Name*

Contracted Space (example: Hall A)

One West Pratt Street

Baltimore, MD 21201

3. Drivers hauling freight that is directly shipped to the Center will be required to report to the designated general service contractor at a pre-arranged truck marshaling facility.
4. The Center reserves the right to limit the number of trucks loading or unloading in the exhibit hall(s) if the freight handling operation presents clear or apparent safety concerns (i.e. there are too many vehicles in the hall, resulting in an excess amount of vehicle exhaust).

I. Heating, Ventilation, and Air Conditioning

The Center will typically leave the air conditioning and heat off on during move-in and move-out to save energy. If you would like A/C or heating to be turned on at this time, please contact your Convention Services Manager for rates.

V. DOCUMENTATION

A. Authorization of Signature

The Licensee can assign authorization to individuals within the organization to order services. Please complete and return the Authorization Form to your Convention Services Manager prior to your event.

B. Licenses

1. Sales Tax License

Any event which sells a product or merchandise to the general public or large private groups will be responsible for collecting the 6% Maryland Retail Sales Tax. The Licensee is responsible for ensuring that this requirement is met by all applicable exhibitors. All inquiries should be directed to:

Comptroller of the Treasury
State of Maryland, Retail Sales Tax Division
301 West Preston Street, Room 404
Baltimore, Maryland 21201
Phone: (410) 767-1540/1543

2. Trader's License

Licensee or exhibitors who wish to sell items are required to have a Trader's License or Exhibitor's Affidavit prior to the event. The Licensee is responsible to contact the Comptroller's office regarding requirements in Maryland. All inquiries should be directed to:

Comptroller of the Treasury
Field Enforcement Division
80 Calvert Street, Room 314
Annapolis, Maryland 21404
Phone: (410) 260-6240

C. Insurance Requirements

1. The Center requires each Licensee to provide proof of coverage in the amount of three million dollars (\$3,000,000.00) of Commercial General Liability Insurance per occurrence for claims arising out of bodily injuries or death, and property damages. The term of such coverage shall coincide with the Period of Utilization section in the License Agreement (including move-in and move-out days) and must be provided to the Center 45 days prior to the first day of move-in.
2. Insurance should include the following language in the description section:
Event Name (Event Dates, including move-in/out days)
The Mayor, The City of Baltimore, The Baltimore Convention Center, its employees and agents are additional insured.

D. Floor Plan Approval

1. Event floor plans must be submitted to the Center at least 90 days prior to the event move-in date and thirty days prior to publishing or distributing any material containing such information. Floor plans should be drawn to scale and should clearly label the following:
 - Name / Date of event
 - Name of area in use (e.g. Hall A)
 - Designated general service contractor
 - Date of initial drawing
 - Date and number of all revisions
 - Labeled location of all exits
 - All measurements
2. The Convention Services Manager will submit your floor plan(s) to the Baltimore City Fire Department and to the Center's Public Safety Department for review and approval of aisles and exits. If the final floor plan is changed after receiving approval, the revised plan must be approved at least seven business days prior to the first day of move-in.
3. The Center's Public Safety Department reserves the right to review and make edits to the floor plan onsite and close an event until necessary modifications are made to ensure that all BCFD regulations have been met.

E. Event Personnel Identification

The Center requires Licensee, staff, service providers, and attendees to be easily identifiable while working and attending events within the building and may restrict access to anyone that does not comply.

1. The Exhibition Services & Contractors Association (ESCA) has developed a national Worker Identification System (WIS) badge program that allows entry into participating facilities, which have been registered with the WIS program. All Licensee event personnel is expected to be badged accordingly. Please contact your Convention Services Manager for more information.
2. A complete staff list for each labor call is required to be pre-submitted to your Convention Services Manager.

VI. SAFETY AND SECURITY REGULATIONS

A. Baltimore City Fire Department (BCFD) Regulations

The following BCFD regulations are strictly enforced. Please read and comply with the following regulations:

1. All meeting rooms, ballrooms, and exhibit halls have a maximum occupancy that may not be exceeded. The Center reserves the right to deny further entry into rooms, if necessary. For information on maximum occupancies per room, please check with your CSM.
2. All tripping hazards must be eliminated.
3. Exit signs must be visible from any location in the room despite any decorations, furnishing, or equipment. If event-related material obstructs the visibility of an exit sign, a replacement, reflective sign, indicating the exit location is required to be installed.
4. All doors leading to required fire exits must be kept unlocked and visible at all times when the space is in use.
5. The Center prohibits securing rooms by chain or deadbolt. If your event requires additional security measures, please contact your Convention Services Manager.
6. All materials must be flame retardant or fabricated from inherently fireproof materials. Any material that cannot be made flame retardant is prohibited.
7. No combustible materials, merchandise, or signs shall be attached to, hung or draped over side and rear dividers of booths or attached to table skirting facing aisles, unless fire resistant.
8. Any type of controlled pyrotechnics or fireworks inside the building will require prior written approval and may require hiring a licensed pyrotechnics contractor in addition to obtaining and providing all relevant permits.
9. Welding or cutting for demonstration purposes will be permitted in the loading dock area only and requires a permit and prior written approval.

B. Entrances and Exits

There are six primary entrances into the Center. The Licensee will be assigned public entrance lobbies for the event based off the space contracted. Public accessibility will be based on your specific daily requirements and overall event activity. Doors will be unlocked 30 minutes prior the start of an event (including registration) and locked 30 minutes after the last event ends on premises.

1. During move-in and move-out, all event personnel shall enter the facility using the Public Safety Office entrance on Charles Street.
2. A list of authorized personnel (show and General Service Contractor staff, exhibitor-appointed contractor staff, temporary help, exhibitors, and other workers affiliated with an event) entering prior to the event start time must be given to your Convention Services Manager in advance.
3. Everyone is subject to inspection of bags, packages and containers brought into or taken out of the Center.
4. The Center's Public Safety Department reserves the right to restrict access to anyone who does not comply with policies or who is not on the event roster(s) provided by the Licensee.

C. Emergency Features

The Center has an Emergency Preparedness Plan. We will share our plan with you and work with your emergency plan to assure communication is similar should an emergency occur while on site. Listed below are current features in place at the Center:

1. Illuminated exit signs supported by an emergency power generator.
2. Flashing "strobe" lights providing visual warnings throughout the facility indicating a fire.
3. An "Automatic Voice Alarm" system designated to direct an emergency evacuation of the entire building in a swift, safe, and orderly fashion.
4. A communication system containing several integrated features that facilitate early detection of hazardous or emergency situations, as follows:
 - A multi-channel radio system, housed in the Public Safety Office.
 - Closed-circuit television cameras located throughout the facility.
 - Emergency telephones located in all elevators.
 - Smoke detectors and a sprinkler system covering all areas of the Center.
5. Automated External Defibrillators (AEDs) located throughout the building.

- **Scooters, Segways and Skateboards**

The use of skateboards, in-line skates, roller skates, and hover boards are prohibited within the Center. Seated scooters and other Segways with U.L. certification are permitted; however, the Center may limit access based on high foot traffic within the building.
- **Hazardous Material**

Licensee is responsible for submitting written requests to bring any hazardous material or substances into the Center. In addition, a Safety Data Sheet is required for each request.

 1. Special handling of hazardous materials is required for proper disposal and can be coordinated with your Convention Services Manager. Additional fees may apply.
- **Smoking Policy**

The Baltimore Convention Center complies with the City of Baltimore's health code by prohibiting smoking, vaping devices, and e-cigarettes within 50 feet of all entrances. In accordance with this code, there are no designated smoking areas inside the Center.

 1. Employees / Contractors: There is a designated smoking area across from Dock11.
 2. Attendees / Exhibitors: Urns are strategically located outside of each main entrance for designated smoking areas.
- **Weapon Policy**

Personal or concealed weapons, or replicas of any kind (i.e. fake sword), are prohibited in the Center.

VII. ADA ACCESSIBILITY

A. The Center complies with the Americans with Disabilities Act to provide the following accommodations:

- Sidewalk curb cuts into main lobby areas
- Thresholds at each entrance which are level with the floor
- Standard wheelchair accessible restrooms
- Exterior automatic sliding doors
- Emergency systems which provide both flashing strobes and voice alarms
- Meeting room signs equipped with Braille indicators
- Elevators equipped with Braille indicators, chimes, and raised letters
- Visual line indicators (flashers) and amplified handsets available through the Center's Telecommunications Department
- Wheelchair lift which raises up to stage level

B. Assisted Listening Devices

The Center has built-in infrared transmitters in rooms 314-350 which send signals that are patched into the house sound system directly to one of 20 battery powered receivers. This option is available to the Licensee and attendees, when using Projection, our preferred audio visual company.

Transmitters are battery operated and last approximately 8 hours before needing to be recharged. Attendees must return the equipment at the close of each daily meeting.

Stand-alone units that are directly attached to a dedicated port on a mixer are also available. These units can work with independent sound systems. The listening devices must be supplied by an outside AV company if they are providing an external audio system.

Licensee will be charged accordingly for any missing or damaged devices.

C. Service Animals

Service Animals that are individually trained to do work or perform tasks for people with disabilities will be permitted inside the Center. Animals must be licensed and up to date on vetting and appropriate permits.

EVENT PLANNING GUIDE

I. SALES AND SERVICES TEAM

A. Sales Manager

Your Sales Manager will work with you to determine what space best fits your needs and will help you to accomplish your event goals from the early booking phase through the contracting phase.

B. Contract Administrator

Your Contract Administrator will work closely with your Sales Manager during the contract phase and may contact you for additional information while creating your License Agreement and any amendments you would like to make. The Contract Administrator will send you your executed License Agreement.

C. Convention Services Manager (CSM)

Your Convention Services Manager will be your main point of contact once the License Agreement is executed. The CSM will work closely with you prior, during, and following your event. They are here to guide and provide you with helpful information, resources, and recommendations to ensure that your event is executed flawlessly. They will be the liaison between you and the Center's in-house service providers.

II. SALES PROCESS

A. Event Inquiry

To help us determine the space requirements for your event, a booking form is required to be completed. The booking form includes the following information:

- Purpose or description of event
- Three date options
- Previous history of event, including locations and dates
- Contact information, including phone number and e-mail address

B. Center Tours and Confirmation of Space

1. A tour of the building will be scheduled with your Sales Manager to assist in your planning process.
2. After confirming space with your Sales Manager, you will receive a License Agreement outlining space usage and facility and payment requirements.

C. Exhibit Hall Rental: What is Included?

1. Move-in & Move-out Days
 - Exhibit hall space and designated show office
 - Energy-efficient lighting
 - Aisle cleaning until a carpet is installed by your service contractor
2. Event Days
 - Exhibit hall space and designated show office
 - Full lighting and appropriate HVAC during event hours
 - Cleaning of the restrooms, show offices, and BCC trash receptacles during event hours

D. Meeting Room & Ballroom Rental: What is Included?

1. Move-in & Move-out Days
 - If move-in and move-out days have been contracted, the room(s) will be set as arranged with your Convention Services Manager.
2. Event Days
 - One complimentary set-up per room (theater, classroom, banquet, or conference).
 - Head table water service
 - Full lighting and appropriate HVAC during event hours
 - Cleaning of the restrooms, show offices, and BCC trash receptacles during event hours

E. Use of Public Spaces and Entrances

1. Public space and entrances can be utilized by any attendee entering the Convention Center for an event. The Center will assign an entrance for your guests to utilize and advertise as the lobby to enter your space. Your assigned entrance will be based on your contracted space within the Center.
2. The Center will assign a registration area within the public lobby space for you to utilize for guests to register. Any other usage of this space must be approved and may incur additional charges.

III. GENERAL PLANNING GUIDELINES

A. Seating Guidelines

1. General Guidelines for All Setups

- Center aisles must be a minimum of 10 feet in ballrooms and exhibit halls and 6 feet in meeting rooms.
- At least 10 feet of space must be between the event setup and the nearest concession stand or exit.
- All doorways must be free from obstruction. A replacement reflective sign must be visibly hung in the place of any exit sign that would otherwise be visibly blocked.

2. Theater Style Guidelines

- Theater seating is a seating arrangement where chairs are arranged in rows facing the head table, stage, or speaker. This type of seating can also be arranged in a Chevron style.
- Fire code allows a maximum of 15 chairs across per row and up to 20 rows back before a cross aisle is required.
- For Exhibit Halls and Ballrooms, the cross aisle must be a minimum of 10 feet.
- For Meeting Rooms, the cross aisle must be a minimum of 6 feet.
- All rows of chairs in a theater set must be “ganged” or locked together.

3. Classroom Style Guidelines

- Classroom or schoolroom seating is a seating arrangement in which rows of tables with chairs face the front of the room and each person has a space for writing. This type of seating can also be arranged in a chevron style.
 - Tables utilized for this setting 6’x18” or 8’x18”.
 - A six-foot table seats 2-3 people and an eight-foot table seats 3-4 people.

4. Banquet Style Guidelines

- Banquet seating is a seating arrangement where oval or round tables with seating are set for catered functions or meetings.
- Banquet tables are 55" x 60" ovals seating 8-10 people each.
- The standard is to set round tables 12 feet from table center to table center.
 - For large setups, 10 foot center and cross aisles are required.
 - Tables set for fewer than 10 people may incur additional charges for food and beverage functions. Please refer to your Catering Sales Manager for more information.

5. Conference, Hollow, or U-Shape Guidelines

- This style of seating is typically used to create a conference or boardroom environment where chairs are set around the perimeter of the tables.
 - Tables utilized for this setup are wider than our standard classroom tables. These are 6' x 30" or 8' x 30" and will be skirted in the place of modesty panels.

B. Lighting levels

Lighting can be arranged through your Convention Services Manager. Low-level lighting is allowed but the building's emergency lighting capabilities must be maintained at all times. At no time will the Convention Center lower its lighting levels to total darkness.

1. Exhibit Halls

- Dimmable overhead lighting consisting of 120 Watt induction lamps is available in all of the Exhibit Halls. Quartz lighting, also dimmable, is available in Halls E, F, G, and Swing.

2. Meeting Rooms

- Dimmable overhead lighting consists of fluorescent lamps augmented by 8.5 Watt LEDs.

3. Public spaces

- Lighting in the Sharp Street, Charles Street, Otterbein, and Camden Lobbies, as well as in the corridor, consists of 100 Watt combination of LEDs and fluorescent.

C. Room Changeovers

Any room changeovers after the initial setup will incur a fee.

Changeovers for food and beverage functions will be offered complimentary. Please refer to the Rate Sheet for more information.

D. Staff and Attendee Parking

Licensee will be provided up to three complimentary parking passes in assigned loading docks. Licensee must provide contact information including driver's name and vehicle make at least seven days in advance.

A list of convenient parking locations, throughout the City, can be provided upon request.

E. Public Safety Office

The Center has a public safety department which provides 24/7 coverage of the facility. The public safety office is located at the entrance of the loading dock area off of Charles Street.

1. Keys, Locks and Securing Event Space
 - Your Convention Services Manager processes all requests for building keys, lock changes for contracted meeting and show office rooms, and scheduled locking and unlocking of leased space.
 - Electronic key cards are available at no charge.
 - The Center respects customers' security and privacy and will therefore not open any space to which customers have received keys except when authorized or in the event of an emergency.
 - Center staff will coordinate daily servicing of the locked spaces with Licensee.
2. Lost & Found
 - All lost and found articles are either turned into the Center's Public Safety Office or to a designated area arranged with Licensee. Every effort is made to identify the owner and return all articles.
 - Lost and found articles whose ownership cannot be determined are recorded and stored at the Center for a 30-day period. Articles left beyond 30 days will be disposed of as directed by Center Management.

IV. BUILDING MEASUREMENTS

A. Ceiling Heights

Listed below are the ceiling heights for the various ceilings in the Center. A minimum of 18" between the ceiling and decorative structure is required.

LOBBIES

Pratt Street Lobby	40'
Sharp Street Lobby	14'
Otterbein Lobby	16'
Charles Street Lobby	40'
Ballroom Foyer	13'

EXHIBIT HALLS

Halls A-D	16.8' - 30'
Hall E	11.0' - 30'
Swing Hall	14.6' - 30'
Hall F	29.0' - 30'
Hall G	18.2' - 30'

MEETING ROOMS

304-306; 311-313	9'
301-303; 314-326; 333-336	12'
307-310; 347-350	14'
327-332; 337-346	16'

BALLROOM

Ballrooms I-IV	28'
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B. Hang Points & Rigging

1. Hang Points

- Exhibit Halls A, B, C, and D and the Ballrooms feature strategically located tracks in the ceiling which allow suspension of truss or graphics such as banners, placards, and directional signage. The track area has the capacity to support various loads from the ceiling structure.
 - Halls A-D can support up to 500 lb. per point, unless spanner truss is installed.
- Exhibit Halls E, F, G, and Swing are equipped with hanging points at 10'x15' centers and can handle vertically hung loads only.
 - Halls E-G can support up to 1,000 lb. per point.
- There must be at least 18 inches of space between any truss or graphic and the Baltimore Convention Center structure (i.e. ceiling, sprinkler, etc.).

2. Rigging

- Banners, clings, and other decorative signs must be approved at least three weeks prior to installation in addition to a detailed sign placement plan which lists the location, quantity, and dimensions of all hanging decorations.
- Rigging may only be attached to the facility structure, leaving the Center's mechanical systems untouched. This includes, but is not limited to, ducts, electrical conduit or raceways, plumbing, acoustical baffles, and sprinkler pipes.
- Theatrical lighting and rigging must be arranged through I.A.T.S.E. Local 19 Union (see page 8 of Operations Guide).

C. Dock Measurements

The Center has 23 available loading docks. Seven docks are equipped with dock levelers and nine docks have truck levelers.

Trucks, cars and equipment can be driven directly onto the exhibit floor. The dimensions of the doorways and loading docks are listed in the following chart and are divided by the “East Side Docks” and “West Side Docks.”

Dock/Door/Ramp	Location	Size	Access To:
EAST SIDE DOCKS			
Doorway	Docks 1-9	9' W x 8'10" H	Halls A-D 300 Level
Roll-Up Door	Connects Charles Street to Hall A	23' W x 14' H	Hall A-D
Roll-Up Door	Charles Lobby	18' W x 16'5" H	Hall A, Lobby
Portable Wall	Connects Hall B to East Dock Ramp	41'11" W x 17'10" H	Halls A-C
Roll-Up Door	Connects East Dock Ramp to Halls C-D	26'8" W x 15'8" H	Halls C-D
Roll-Up Door	Connects East Dock Ramp to Docks 1-9	14'11" W x 16'10" H	Halls A-D
East Dock Ramp	Between Halls B-C and Hall D	14'4" W x 17" H	Halls A-D
WEST SIDE DOCKS			
Doorway	Docks 11-13, 17-20, 22-28	13'3" W x 18'8" H	Halls E-G 300 Level 400 Level
Roll-Up Door	Connects Loading Dock to Hall E	17'9" W x 14'10" H	Hall E
Roll-Up Door	Connects Loading Dock to Hall F	15'11" W x 14'9" H	Hall F
Roll-Up Door	Connects Loading Dock to Hall G	19'9" W x 14'3" H	Hall G
Roll-Up Door	Conway Tunnel	14'4" W x 17" H	Docks 1-28
Roll-Up Door	Lower Pratt Lobby	17'2" W x 8'4" H	Halls E-G
West Dock Ramp #1	Connects Dock to Hall E	19'4" W x 15'2" H	Hall E
West Dock Ramp #2	Connects Dock to Hall F	18'10" W x 15'8" H	Hall F
West Dock Ramp #3	Connects Dock to Hall G	22'3" W x 15'5" H	Hall G
The following docks have interior levelers: 1, 3, 5, 7, 9 The following docks have exterior levelers: 13, 17, 19, 20, 24, 26, 28			

D. Elevator Dimensions

There are several elevators in the Center. The following dimensions can help you in determining marketing material for passenger elevators and freight needs for freight elevators.

Passenger Elevators are not to be used for transporting freight.

#	Location	Access To:	Type	Car Size			Door Opening			Capacity (lb.)		
EAST SIDE												
1	Hall D East	100-300	Passenger	5' L	X	6.1' W	X	7' H	3.5' W	X	7' H	3,500
2	Charles Lobby East	100-300	Passenger	5' L	X	6.1' W	X	7.1' H	3.5' W	X	7' H	3,500
3	Back Hall East	100-300	Passenger	7.5' L	X	5.3' W	X	8' H	3.9' W	X	8' H	3,500
4	Back Hall East	100-300	Freight	13' L	X	9.5' W	X	7.5' H	10' W	X	7.5' H	8,000
WEST SIDE												
1	Pratt Lobby West	100-300	Passenger	4.2' L	X	6' W	X	7' H	3.5' W	X	7' H	2,500
2	Hall E West	100-400	Passenger	4.3' L	X	6' W	X	7' H	3.5' W	X	7' H	2,500
3	Hall F West	100-200	Passenger	4.2' L	X	7' W	X	7' H	3.5' W	X	7' H	2,500
4	Loading Dock West	100-400	Passenger	8.5' L	X	7' W	X	8' H	4.1' W	X	8' H	9,000
5	Loading Dock West	100-400	Freight	22.5' L	X	9.9' W	X	9.9' H	9.9' W	X	9.9' H	13,000
6	Loading Dock West	100-400	Passenger	8.5' L	X	7' W	X	8' H	4.1' W	X	8' H	9,000
7	Hall G West	100-300	Passenger	4.2' L	X	6' W	X	7' H	3.5' W	X	7' H	3,000
8	Pratt 300 West	300-400	Passenger	4' L	X	6' W	X	7' H	3.5' W	X	7' H	2,500

E. Floor Load Limits

Floor load limits must be followed and not increased beyond what is listed below:

1. Exhibit Hall: 350 lb. per square foot
2. Lobby Areas: 100 lb. per square foot
3. Levels 200, 300, 400: 100 lb. per square foot

V. SUSTAINABILITY

Environmental Policy

The Baltimore Convention Center is committed to building, implementing and expanding on an innovative environmental management system that sustains the needs of the Center's daily operations, meets the standards of the City of Baltimore's sustainability efforts, and serves to educate and benefit our staff, industry partners, and clientele on the importance of the reduction of our carbon footprint. The cornerstones of our environmental policy are:

- Waste Reduction and Diversion
- Energy Conservation
- Water Quality and Consumption
- Air Quality
- Responsible Procurement Processes
- Continuing Education
- Community Involvement

Certifications

The Baltimore Convention Center holds level one certification of the APEX/ASTM Green Meetings for Venues Standard. The US Environmental Protection Agency and the Green Meeting Industry Council partnered with APEX and ASTM to develop a voluntary list of standards that when implemented help to create a more sustainable meeting. We were the first US destination on the east coast to achieve this certification.

The following is a summation of programs and procedures utilized by the Center to reduce its environmental footprint by alleviating the types and amounts of waste that are typically produced by meetings and in turn disposed of in local landfills:

Diversion by Donation

The Diversion by Donation Program partners with community based not-for-profit groups to donate goods and food products that go unused by events that take place at the Center. The Center partners with several community organizations to ensure that tons of solid waste left over by exhibitors is diverted from area landfills each year.

With a goal to reduce culinary waste the Center's catering partner works closely with the Maryland Food Bank to supply edible goods to Baltimore's food vulnerable populations.

Pallet Program

The pallet recycling program not only serves to reduce waste, but has reduced waste removal costs by close to \$20,000.

Cardboard Baling

The cardboard baler program is an important tool in waste reduction and diversion on average over 50 tons of cardboard waste is diverted with this program.

Composting

Food scraps and other organic materials collected by the Center are processed into a high-mineral-content fertilizer. This compost is then taken to a local composting facility and resold to a locally owned small business as a soil conditioner.

Water and Energy

The Center partnered with Constellation Energy in 2012 on an energy savings program that included major upgrades to HVAC equipment, plumbing systems, and a total replacement of our lighting controls including the changeover of our entire exhibition all lighting from halogen to induction technology. These changes along with converting our sinks and toilets to low flow fixtures support an energy savings equivalent to planting 27,823 trees.

Environmental Design

The Center uses lighting and motion sensors in all meeting rooms to reduce the use of artificial light. Our 27,000 sq. ft. Outdoor Terrace is planted with drought resistant native vegetation and houses a green roof canopy.

Administrative Practices

The Center also uses single stream recycling in conjunction with other administrative procedures that serve to reduce waste in daily operation including the use of recyclable office supplies, recycled printing paper, eco-friendly and bio-degradable items in retail areas, and the use of farm-to-table practices whenever possible.

How You Can Help

Arrangements can be made with your Convention Services Manager for all the programs we have listed. We ask you to share our programs with your service contractors, staff, exhibitors and attendees prior to arriving on site, so they can assist us with our sustainability programs. Additional information can be supplied via website and social media prior and during your conference.

VI. RESOURCES

- A. Event Planning Checklist
- B. Authorization Form
- C. Rate Sheet



Event Planning Checklist

Use as a general guideline. Dates may vary based on contract.

9-10 MONTHS	
<input type="checkbox"/>	Review Contract with Convention Services Manager (CSM)
90 DAYS	
<input type="checkbox"/>	Contact BCC Partners
<input type="checkbox"/>	Send Preliminary Floor Plans to CSM
45 DAYS	
<input type="checkbox"/>	DUE: Completed Event Schedule
<input type="checkbox"/>	DUE: Sample Material for banners, clings, decorative signage plans
<input type="checkbox"/>	DUE: Sodexo Live!: Catering & Concession SPECS
30 DAYS	
<input type="checkbox"/>	DUE: Required Event SPECS & Checklist
<input type="checkbox"/>	DUE: Event Information Form
<input type="checkbox"/>	DUE: Revised Floor Plans for Final Approval
<input type="checkbox"/>	DUE: Catering Contract with 90% Deposit
21 DAYS	
<input type="checkbox"/>	DUE: Edlen Electrical: Utilities Service Order Form
<input type="checkbox"/>	DUE: M.C. Dean, Inc.: Telecommunications Order Form
<input type="checkbox"/>	Review Work Orders & Changeover Fees with CSM
14 DAYS	
<input type="checkbox"/>	DUE: 100% of I.A.T.S.E. Bill (if applicable)
<input type="checkbox"/>	Send Final Details to CSM
5 DAYS	
<input type="checkbox"/>	DUE: Remaining Balance for Catering
<input type="checkbox"/>	DUE: Guaranteed Numbers for Catered Functions
3 DAYS	
<input type="checkbox"/>	DUE: Baltimore Business Center Order Shipping/Receiving Form
POST-EVENT: Within 7 Days	
<input type="checkbox"/>	DUE: Peak Room Night (if applicable)
<input type="checkbox"/>	DUE: Final attendance count to CSM
<input type="checkbox"/>	Review any final billing with CSM. Final invoice will be sent separately.



AUTHORIZED SIGNATURE FORM

As the Licensee, you are designating the following people to be authorized to order additional items or make changes that could incur charges to the rooms listed below and as listed in your License Agreement.

You are responsible to inform the individuals of all contractual terms and policies, as listed in the License Agreement and the Service Manual.

All charges incurred will be the responsibility of the Licensee and will be due upon receipt of final invoice.

Event Name: _____

Event Dates: _____

Edlen (Electrical Services & Equipment)

Authorized Personnel: _____ Location: _____

MC Dean (Telecommunication Services- Phone & Internet)

Authorized Personnel: _____ Location: _____

Sodexo Live! (Food & Beverage Services)

Authorized Personnel: _____ Location: _____

Baltimore Business Center (Printing & Shipping Services)

Authorized Personnel: _____ Location: _____

PROjection Presentation Technology (Audio Visual Services)

Authorized Personnel: _____ Location: _____

International Alliance of Theatric Stage Employees and Moving Picture Machine Operators (IATSE), Local 19 (Labor Agreement) (Processed by PROjection Presentation Technology)

Authorized Personnel: _____ Location: _____

Public Safety

Authorized Personnel: _____ Location: _____

Client Services (Setup Changes and Additional Equipment)

Authorized Personnel: _____ Location: _____

Building Services (Air Conditioning & Equipment)

Authorized Personnel: _____ Location: _____

Licensee's Signature: _____ Date: _____