



GLASS
CITY
CENTER

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PLANNER'S GUIDE



LEGENDS
GLOBAL

GLASS CITY CENTER
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Toledo, Ohio 43604
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www.glasscitycenter.com

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Steve Miller, General Manager
Daniel Armstrong, Director of Finance & HR
Carol DuPuis, Director of Sales
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Greg Setola, Director of Operations
Steve Snyder, Director of Event Services

GLASS CITY CENTER OVERVIEW

Owner	Lucas County
Management Company	Legends Global
Facility Address	401 Jefferson Ave Toledo, OH 43604
Website	www.glasscitycenter.com
LEED Rating	Gold

ABOUT US

Following a major \$70M expansion and renovation in 2023, Glass City Center—in the heart of downtown Toledo—has become the preferred NW Ohio venue for conventions, business conferences, exhibits and events. GCC features 28 well-equipped meeting rooms, a 75,000 square foot column-free Expo Hall and a beautiful 16,000 square foot Grand Ballroom. Glass City Center is a 501c3 non-profit corporation and employs 30 full time and up to 75 on-call, on-demand staff. We host over 500 events annually including 50 conventions, industry trade shows, consumer shows, athletic competitions and other entertainment events.

There are 550 first class guest rooms, either attached or within a two-block radius of our facility. Kwik Park manages the 150 basement level parking spaces and another 220 spaces in nearby surface lots. There are almost 6,000 spaces within easy walking distance of the building.

Our professional staff is here to serve you, our customers, and guests.

FREQUENTLY ASKED QUESTIONS

What can you do sales/marketing wise?

Our sales department is your first source of contact with our facility. Our staff will guide you through the booking and contracting phase of your event. Initial details and financial agreements are established at this point. Your salesperson is available for your service before, during, and after your event.

As a client of the Glass City Center (GCC), our marketing team can offer several services free of charge should you wish to promote your event through various marketing channels. Our facility offers a full-service booking, marketing, and sales department.

Sales Director - Carol.Dupuis@MeetToledo.org

Sales Manager - Kelly.OBoyle@MeetToledo.org

Marketing Director - Troy.Roeske@MeetToledo.org

Digital Marketing Manager - Bailee.Lane@MeetToledo.org

What is the role of the event coordinator that will be assigned to me?

After the contract is finalized, we will assign an Event Coordinator to collaborate with you on planning and executing your event.

Your Event Coordinator will serve as your main point of contact for all operational requirements. They aim to be responsive, effective, and innovative in facilitating your event's transition into the GCC. The Coordinator will also connect you with our service providers. Please maintain regular communication with your Event Coordinator throughout the planning process to ensure a successful event production.

What additional costs may I incur that are not included in rent?

Based on the requirements of your event, costs for the following may apply:

- Utility Services (Electrical services, plumbing services, compressed air)
- Audio-visual
- Catering
- Union Labor/Rigging
- Equipment Rental
- Security
- Medical
- Telecommunications (voice, data, internet, Wi-Fi, cable tv)
- Parking (Kwik Park)

Your Event Coordinator will provide you with an itemized event estimate based on your event's specific needs.

What is included in a meeting room rental?

A one-time set up includes theater, classroom or conference, banquet style, along with a lectern, and one registration table. Please contact your Sales or Event Coordinator for more details.

Can I bring in and set up my own computers within the Center?

Yes. We do not provide a business center, so we encourage clients to bring their own computers and/or printers.

Is the GCC a union facility?

Yes. Based on the needs of your event, certain union jurisdictions apply. Please see your Event Coordinator for more details.

Who handles security and public safety at the Center?

Depending on the requirements and characteristics of your event, additional security will be necessary. The expense for event security will be the responsibility of the Licensee. For a detailed security plan and proposal, please reach out to your Event Coordinator.

Is there parking available near the GCC?

Several parking locations are within a few blocks of the GCC. There are 150 spaces in the underground garage on Monroe Street at the St. Clair intersection. The Port Lawrence garage is located on St. Clair, opposite of our Jefferson Avenue entrance which includes an enclosed walkway into the GCC. Several other lots are within a few blocks. See all downtown Toledo parking at parksmart.org/ or <https://kwikparking.com/locations/>.

EVENT SERVICES

GCC offers the following in-house services to all licensees utilizing the building. While you may not need or require all the services listed, they are offered for your convenience to assist you in producing a quality, successful event. Any of the listed services required for your event **must be provided through the GCC**. Please contact your Event Coordinator for hourly rates.

EVENT SET UP/TEAR DOWN LABOR - EXHIBIT HALL


The GCC has an experienced event set up and tear down labor team. Please contact your Event Coordinator for additional information and rates.

SECURITY

The GCC maintains 24-hour building security and a state-of-the-art camera and alarm system. Should your event require additional event security personnel, the GCC’s security contractor must be employed. Your Event Coordinator can assist you in determining your anticipated security needs. If GCC management determines that security as planned is inadequate to protect your guests, based on past experiences, increased coverage will be scheduled at your expense.

Event Security services will be provided under the following guidelines:

- Four-hour minimum per guard per day.
- For every ten security positions (per day) a security supervisor is required. If over twenty, an event manager is also required.
- 72-hour notice is required for the last-minute changes and cancellations.



SECURITY & MEDICAL POLICY

Security Required:

- Any public event serving alcohol
- Any sports/dance/cheer competitions and events with children = 2 bag checks per door
- Any event with more than 800 people
- Graduations = metal detection or Evolv required
- Any event with more than 10 vendors, a dockmaster is required

Clients cannot book their own security to be used in our buildings. If the client already has security on staff, they will be allowed if the company can provide PISGS License and DPS Licenses in advance for the working officer(s)

# of People	# of Security	Bag Check	Magnetometer/ EVOLV	Medical
0-800	Optional	Optional	Optional	EMS Optional
801 – 2,000	2	Required	Optional	EMS Optional
2,001 – 4,000	4	Required	Required	EMS Required
4,000+	6	Required	Required	EMS Required

Waiving of policy must be approved by a Director or GM

5/2025

GUEST SERVICES & USHERS

Guest services/ushering services are available at the GCC, including ticket takers, badge checkers, coat check, and doormen. All licensees **must employ the GCC guest services/ushering staff**. Staffing levels should be discussed with your Event Coordinator for rates and additional information.

TECHNICAL/PRODUCTION PERSONNEL

The GCC provides technical professionals, including sound technicians, electricians, stagehands, riggers and spot operators, to assist you with the production of your event. Your Event Coordinator will provide you with rates and additional information.

INSURANCE REQUIREMENTS

Licenseses using any part of the facilities of the GCC are required to have insurance coverage in effect during their entire occupancy, including move-in, event days and move-out. Your event bears the full cost of insurance coverage. A certificate of insurance (COI) complying with the following requirements is due in our office at least thirty 30 days in advance of your event. Usually, a simple phone call to your existing insurance carrier can take care of this quickly. Fax copies are acceptable. Ensure a worry-free event with our tailored, on-site event insurance options. Our team can help secure the necessary liability coverage to meet contractual requirements efficiently.

- Comprehensive General Liability insurance with limits not less than \$1,000,000.00 each occurrence, combined single limit, for bodily injury or death and property damage including coverage for personal injury, contractual operation of mobile equipment, products and liquor liability (if applicable).
- Workers Compensation insurance covering licensee’s employees.
- Employer’s Liability insurance with limits not less than \$1,000,000.00 each accident, covering injury or death to any employee which may be outside the scope of workers compensation insurance.
- Automobile Liability insurance with limits not less than \$500,000.00 each occurrence, combined single limit for bodily injury and property damage including loading and unloading operations.

Both the Comprehensive General Liability, and Comprehensive Automobile Liability insurance policies described above must include the **Toledo/Lucas County Convention & Visitors Bureau, Inc., SMG, Lucas County Board of Commissioners, and respective Board of Trustees, officers, employees and agents, as additional insured.**

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 4/26/2023

INSURED: Toledo/Lucas County Convention & Visitors Bureau, Inc.

INSURER: West Bend Mutual Insurance Co. (13259) and Philadelphia Indemnity Ins. Co. (18834)

CODE	TYPE OF INSURANCE	POLICY NUMBER	ISSUE DATE	REVISION DATE	LIMITS
A	COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/>	1026451	1/1/2023	1/10204	EACH OCCURRENCE: \$1,000,000 COMBINED SINGLE LIMIT: \$3,000,000 MED EXP. (ANNUAL BASIS): \$10,000 PERSONAL & ADV. INJURY: \$1,000,000 GENERAL AGGREGATE: \$3,000,000 PRODUCTS LIABILITY AGG: \$3,000,000
A	AUTOMOBILE LIABILITY ANY AUTO <input checked="" type="checkbox"/> BOAT <input type="checkbox"/> RECREATED <input type="checkbox"/> AUTO ONLY <input type="checkbox"/> AIRBORNE <input type="checkbox"/> TRUCKS ONLY <input type="checkbox"/> EXCLUSIONS ONLY <input type="checkbox"/>	1026451	1/1/2023	1/10204	COMBINED SINGLE LIMIT: \$1,000,000 BODILY INJURY (per accident): \$500,000 PROPERTY DAMAGE (per accident): \$500,000
A	UMBRELLA LIAB. EXCESS LIAB. CLAIMS MADE <input checked="" type="checkbox"/>	1026451	1/1/2023	1/10204	EACH OCCURRENCE: \$3,000,000 AGGREGATE: \$3,000,000
B	CYBER LIABILITY	PHSD1734469	7/2/2022	7/2/2022	\$1,000,000

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES: Glass City Center and SMG, Toledo/Lucas County Convention and Visitors Bureau, Inc., and the Lucas County Board of Commissioners are additional insureds with respect to the general liability per written contract.

CERTIFICATE HOLDER: SMG, Toledo-Lucas County Convention & Visitors Bureau, Inc., Glass City Center, 401 Jefferson Street, Toledo, OH 43604-1663

CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

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GCC GUIDELINES

guidelines • information • regulations

AIRWALLS

Airwalls are in the following Center areas:

- Exhibits Halls ABC
- Grand Ballroom ABC
- Meeting Rooms Summit B & Summit C
- Meeting Rooms Jefferson A & Jefferson B
- Meeting Rooms Jefferson DEFG
- Meeting Rooms Overlook 1, 2, & 3
- Meeting Rooms Overlook 5 & 6
- Meeting Rooms Overlook 7, 8, 9, & 10

Only the center's staff are authorized to move the airwall. Please inform your Event Coordinator well in advance of any airwall adjustments needed before the event. Last-minute requests to open or close the airwall during the event may result in a labor charge and require the room to be vacant. Additionally, all event-related equipment, including audiovisual gear, must remain at least three feet away from the airwalls. Charges may apply if equipment is placed within that three-foot zone.

AMERICANS WITH DISABILITIES ACT (ADA) AND AUTISM CERTIFICATION

The GCC is an ADA-compliant facility that provides accessible features throughout our meeting and event space. Elevators are located at street and pre-function levels. Restrooms located throughout the Center are ADA accessible. Wheelchairs are available upon request and are limited in quantity. Please contact your Event Coordinator to discuss arrangements for guests with special needs. The GCC is an Autism Certified Center by the IBCCES. Sensory rooms are available during events if planned accordingly. All GCC staff are Autism certified.

ANIMALS/PETS

Service animals are allowed in the Center, but non-service animals and pets require prior approval from management. The requesting party is responsible for obtaining all necessary permits and licenses, including contacting the Board of Health for any applicable permits.

AUDIO VISUAL SERVICES

At the GCC, we leverage technology to enhance our event planning services and ensure seamless experiences for our clients and attendees. One of the key technological components that we utilize is Markey's AV, the GCC's in-house and preferred audiovisual solutions. Markey's AV helps us deliver high-quality audiovisual experiences for events of all sizes, from small meetings to large conventions. A Dante box is required to patch into house sound. Our technicians must be used for in-house hookups.

Additional audio/visual authorized contractors are:

- Synchronicity
- Great Lakes Sound and Lighting
- Stage It Productions
- Premier Event Technology
- RGB Productions

BOX OFFICE

The Glass City Center is a Ticketmaster exclusive venue. All public online ticket sales must be processed through Ticketmaster unless prior written approval is granted by GCC. Licensees are not permitted to independently sell tickets online or through third-party platforms.

If circumstances allow for the Licensee to handle on-site ticket sales only, the Licensee is responsible for providing all physical tickets and a change bank to GCC box office personnel in advance of the event.

Box Office Services: At the election of the Licensee, GCC can provide box office management services for the event. These services include staff scheduling, overall supervision, supplying and managing a change fund, cash handling, on-site ticket sale reconciliation, and settlement. Box office services are subject to an additional daily fee. Your Event Coordinator can guide you through this process and provide an estimated cost.

Taxes: There are currently (as of 1/21/26) no local, state or federal taxes on all tickets here at the GCC.

CLEANUP/TRASH REMOVAL

The production of most exhibit hall events generates a high volume of trash and debris. The GCC exclusively provides trash removal and cleaning services from move-in through move-out at the sole expense of the Licensee. These charges will include the cost of compactor pulls during pre-show, show, and post-show trash removal. Your Event Coordinator will provide you with the fees associated with this service. If your event does not guarantee extra trash compactor pulls, then no additional fees are assessed. If you have cardboard, we ask you to please contact our team whether you need to keep boxes or recycle them.

COAT CHECK/COAT RACKS

GCC will operate a fully staffed coat check for your event in a convenient and appropriate location for the use of your attendees. Self-check for meeting room events is available. Please contact your Event Coordinator for arrangements and pricing. Non-attended coat racks are available at a fee. See your Event Coordinator for details.

CRATE/BONE YARD STORAGE

Bone yards are permitted in the GCC with prior approval. The proposed bone yard location cannot obstruct emergency access and egress, automated external defibrillators (AEDs), fire extinguishers, or emergency exit signs. Bone yards must be kept tidy and organized at all times. Storage should not exceed a height of 10 feet and must include 10-foot aisles every 50 feet, as well as be pipe and draped. Crates should maintain a five-foot buffer from air walls and a three-foot buffer from other walls. Crates and combustible shipping materials may be stored on the loading dock within trailers or in designated pre-approved interior dock areas.

DAMAGES

Any damage to the GCC should be reported to the Event Coordinator without delay. Show Management is liable for any damages that exceed normal wear and tear. Clients are encouraged to arrange pre- and post-event walk-throughs with the Event Coordinator to evaluate the condition of the GCC. Although the Center will manage repairs for any damages, the Licensee will bear the financial responsibility for any building damages that occur during the license agreement period.

DRAYAGE

The General Service Contractor is responsible for providing all drayage (e.g. unloading, loading and delivery of equipment) associated with your event. If there is no general service contractor, or if Licensee or exhibitors wish to make other drayage arrangements, your Event Coordinator can assist you with this.

DRONE POLICY/UNMANNED AERIAL VEHICLES

The operation (flight) of any drone or unmanned aerial vehicles at the GCC, whether indoors or outdoors, is prohibited unless prior written permission is granted by Legends Global management at the GCC. Please consult your Event Coordinator for more information on the rules and regulations regarding the use of drones and unmanned aerial vehicles at the GCC. Static drones may be displayed within exhibit space without prior approval from Legends Global management.

ELECTRICAL/UTILITIES

Your event might require electrical or utility services for general session audio/visual, show offices, press rooms, production offices, dances, parties, etc. All power utility connections must be performed by GCC staff. Please coordinate your utility requirements with your Event Coordinator early in your planning. Your Event Coordinator will provide you with an estimate of your utility/electrical connection charges (see Glass City Center "Electrical Utilities Connection" Form on **page 33** for further details).

EMERGENCY OPERATING PROCEDURES

The Emergency Operating Procedures are designed to outline plans for managing various emergency situations that may arise within the GCC. The GCC will take necessary actions to ensure public safety and well-being, coordinating these efforts with emergency response services and show management. In case of an emergency, it may be necessary to evacuate part or all the facility following established procedures. Prompt notification is crucial to minimize injury and damage. All emergencies should be reported to our 24-hour Security Office by calling 419-321-5001.

When reporting an emergency, please provide the following information:

- Location
- Nature of the emergency
- Number of people involved
- Nature and extent of any injuries
- Any other relevant information that may assist responding emergency crews

EXHIBITOR SERVICES (EXCLUSIVES)

GCC is the exclusive provider of the following service: utilities (electrical, plumbing services, compressed air, or any other utility necessary for the event), cleaning, security, set up/tear down of GCC owned equipment, telecommunications (voice, data, internet, fiber, Wi-Fi, cable television), food and beverage, coat check, box office labor, and rigging services.

FIRE AND SAFETY REQUIREMENTS

An appointed Toledo Fire Inspector has ultimate responsibility and enforcement power within the facility and will make the final determination on compliance. If the Fire Department, at its sole discretion, determines that an Inspector will be required during your event, you will be billed at the prevailing hourly rates of the department. All required permits are the responsibility of the show manager. Copies of permits must be furnished to the Event Coordinator.

Listed below are some of the more common key items regarding the rules and regulations of the building:

DISPLAY VEHICLES:

When exhibiting motor vehicles inside the GCC the following requirements must be abided by:

- ¼ tank of gas or less
- Disconnecting the battery
- Taping shut the gas cap
- Using a drip pan under vehicle's engine OR provide Vis queen to put underneath the entire vehicle
- Avoiding all carpeted areas of the building

COOKING:

The Toledo Fire Department may require a test of all cooking equipment prior to the event opening.

Additional requirements include:

- Food producing grease-laden vapor is prohibited.
- Cooking and heating devices shall be placed on non-combustible surface and separated two feet from any combustible item and separated from the public by four feet.
- Each exhibitor must provide a 20-pound BC fire extinguisher, or an approved automatic extinguishing system located in their booth.
- Open Flame: The use of open flame devices is not permitted within the GCC.

COMPRESSED GAS:

The use of compressed gas is permitted within the GCC with prior approval by the Fire Department under the below conditions:

- Cylinders are limited to one-pound capacity and a booth may only contain one cylinder at any one time. Reserve cylinders shall be limited to 20 and must be secured in a safe area not accessible to the public. ****All canisters not being used need to be properly secured****
- Propane tanks larger than one pound must be stored outside of the facility in the designated area located outside of the loading dock, unless being used on a forklift. ****All canisters not being used need to be properly secured****

FORKLIFTS:

You are permitted to use propane tanks within the GCC during load in and out days if they are properly secured and have been properly inspected prior to and after use each day.

Propane tanks on forklifts must be removed from the GCC during all event hours and stored outside within the approved propane storage locations. A maximum of one propane tank may be left on one forklift in case needed during show hours for any reason.

FLOOR PLAN LAYOUTS:**The exhibit area requires:**

- Open emergency exits. Exhibits and/or equipment are not permitted to block exits.
- 10-foot clearance around all emergency exits with clear unobstructed access.
- 15-foot clearance from main entrance/exit.
- Crate storage in designated and approved area(s).

Final plans must be received for review at least one month prior to the event date. Once received, your Event Coordinator will have plans reviewed for approval. Any changes after the 72-hour limit may incur an additional labor charge.

Plans submitted must include the following:

- CAD format sent to Event Coordinator in PDF to scale.
- Aisle size and locations, service aisles, mandatory emergency egress aisles.
- Exit signs, fire extinguishers, hoses, AED locations and utility floor ports.
- Exhibit booths, General Service Contractor booths, food stands/bars, registration area, bone yard, and service desks.
- Pipe and drape lines, baffles and perimeter lines.
- Name of event, general service contractor, load in, open and load out day(s) of event.

FREIGHT DELIVERY

The GCC will not accept any freight or materials **more than two (2) days prior to your contracted date** (any exception upon approval of your Event Coordinator). All freight must be delivered to the GCC by your general service contractor, a recognized common carrier, UPS, or Federal Express. The freight must indicate the name of the event, exhibiting company and booth number. Your Event Coordinator can assist you in obtaining a local drayage company if you require early Toledo delivery.

GLITTER/CONFETTI

The use of glitter, confetti, sand, or simulated snow materials is prohibited in the Center unless you obtain prior approval from your Event Coordinator. If approved, additional cleaning fees may apply, and a fire detail may be required at the Licensee's expense. Furthermore, adhesive-backed decals (stickers) are not allowed as giveaways or promotional items. Any costs incurred by the Center for the removal of these materials will be charged to the Licensee.

GOODS LEFT ON PREMISES AFTER EVENT

In the Licensee's Agreement it states the earliest "time-in" and "latest-out" that must be observed by the Licensee for the contracted areas. If materials, goods and merchandise are not removed in accordance with the Agreement, the GCC will remove all such materials, goods and merchandise at the expense of the Licensee. The GCC will not be responsible for any claims for damages or loss should this action become necessary.

GRATUITIES

GCC employees **are not allowed to accept individual gratuities**. It is against GCC policy for any employee of the GCC to accept gratuities or gifts from a licensee. Please refrain from making offers to individual employees. **This policy does not apply to food & beverage service employees.**

HELIUM BALLOON REMOVAL

Helium balloons are permitted in the GCC only when they are securely anchored to exhibits. If, at the conclusion of your event, one or more balloons are found drifting in the ceilings of the GCC, you will be charged a fee for their removal.

HOUSEKEEPING

GCC provides housekeeping services for continuous cleaning of all public areas including hallways, lobbies, restrooms and association or manager offices. These services are included as part of your rental. For exhibit events, booth and carpet cleaning services should be provided by your decorator.

INTERNET

GCC is the exclusive provider of wired and wireless internet services.

Premium Wireless: GCC offers several premium wireless options for exhibitors, show managers or attendees. Your Event Coordinator can provide details and pricing.

Wired: Wired Internet is available throughout the exhibit hall floor, meeting rooms and the Ballroom. GCC strongly recommends a hardwired connection for all "mission critical" applications such as registration, credit card processing and high data volume presentations. Please see your Event Coordinator for details.

KEY CARDS

If the client would like an access badge to a meeting room, we can provide based on needs and what is rented in the contract, providing that there is an access badge reader on that room. Any access badge created will have a form that will need to be signed by the client. This form states that if the badge is not returned, the client will be charged \$25 per card not returned. In most cases, not everyone on the client's team will receive an access badge. The security team can also mask the doors to allow them to be locked or unlocked at certain times.

LOADING DOCK – N. SUPERIOR STREET

The loading dock is for move-in/move-out purposes only. Each exhibit hall has access to and from the loading dock, a ramp to each hall, and four (4) truck-height dock bays. Our staff will make every effort to maintain a safe and effective loading dock operation. You may be required to engage a Dockmaster to coordinate scheduling of delivered materials and movement of exhibitors, decorators, and show vehicles. **If GCC Management determines that a Dockmaster is required for your event, one will be scheduled at your expense.** Please supply your Event Coordinator with all information regarding your move-in/move-out activities in order to facilitate the smooth operation of our event.

Exhibitor loading and unloading may only be done at the loading dock entrances and only during scheduled move-in and move-out. Use of passenger elevators or pedestrian entrances for load-in/out is prohibited except for hand carried materials. Damage to the facility caused by exhibitors violating this policy will be charged to the client. Exhibitors, including personally owned vehicles (POV's) are given thirty (30) minutes to load/unload.

Once loaded/unloaded, vehicles must be removed from the dock area or be subject to tow at the owner's expense.

POV's have the option of parking in the underground parking garage below the GCC at prevailing rates. Oversized vehicles have the option of parking at the large surface lot located on Washington & Summit Street. Please coordinate this option with your Event Coordinator or the Safety & Security Manager.

LOST AND FOUND

GCC's lost and found can be reached at 419-321-5001. While GCC will attempt to hold lost and found items to be returned to their rightful owners, GCC reserves the right to discard any lost and found items at any time.

MEDICAL SERVICES

To keep your event staff and attendees safe, the GCC offers on-site paramedics through Mercy Health Services, if applicable. Events of 2,000 attendees per day or more will require a paramedic on site during event hours. Licensee can also hire their own health services or nurses.

MEDICAL WASTE

Any hazardous waste disposal and cleanup must be approved prior to move-in. GCC does not handle the disposal of medical show waste, but your Event Coordinator can assist you in planning with the appropriate provider. Standard rates will apply. Sharps need to be in red containers and clearly labeled as such, to avoid being disposed of in our regular trash pickup. Please **DO NOT** leave needles and sharps boxes unattended.

MEETING ROOMS

Maximum capacities for meeting room facilities may be obtained from your Event Coordinator or from your sales representative. Capacities may decrease with the addition of staging or audio/visual equipment. Please check with your Event Coordinator prior to preparing your room specifications for your event.

A meeting room standard set is provided in each room **one time at no charge**. The "Standard Setup" includes tables and chairs for a banquet, theater, classroom, or conference setup, a skirted head table, a head table riser if needed, podium, daily cleaning, and room refreshing once per day. Any additional equipment will be charged to you at the prevailing rates. A changeover to a different set after the initial set will be charged on a per-hour labor basis.

NOISE LEVELS

GCC reserves the right to require any group whose noise levels disturb another group within the facility to reduce their sound to a reasonable level that does not disturb any other group. If you feel that your event will have high noise levels at any time (including bands, loud music for dancing, shouting, singing or other noise), please plan with your Sales Manager and Event Coordinator to ensure that no other group will be near your event. GCC is not responsible for any losses or damage associated with sound level requirements.

PROHIBITED ITEMS

ALL ITEMS, including jackets and bags may be subject to search upon entry. Guests that elect not to consent to this screening will be denied entry. **The following items are prohibited inside the GCC:**

- Weapons
- Pyrotechnics
- Air Horns
- Skateboards
- Segways
- Laser Pointers
- Drones/Unmanned
- Noise Makers
- Bicycles
- Hoverboards
- Food and Beverage
- Aerial Vehicles
- Fireworks
- Roller Skates
- Animals (Service Animals are permitted)

The use of tobacco products (including vapor and e-cigarettes)
Any items affecting the safety of guests or show participants.

The above list is not a comprehensive list and is subject to change.

ROOM CHANGEOVERS (CONVERSIONS)

All non-exhibit events (meeting rooms), general sessions, meal functions, seminars, offices, etc. are set to your specifications one time per day at no charge. Any change or conversion different from the approved, signed set up will be charged to you on a cost-of-labor basis. Your Event Coordinator will provide you with an estimate of changeover charges once your schedule and setup requirements have been received.

SIGNAGE

We recognize the need to promote your event outside of your contracted event space to direct or draw attendance. All requests for promotional and directional signage, outside of the contracted event space must be submitted for review to your Event Coordinator at least two months prior to the first scheduled move-in date. Please review the guidelines and policies regarding location, type, size and number of signs and banners. Signage is prohibited except for hand carried materials. Damage to the facility caused by exhibitors violating this policy will be charged to the client. Exhibitors, including personally owned vehicles (POV's) are given thirty (30) minutes to load/unload.

All sign/banner placement requests for common areas must be approved by GCC Management prior to placement. This can be done by submitting a Signage Plan to your Event Coordinator at least three weeks in advance of your move-in date.

Walls, floors, ceilings or other areas of the facility or its furnishings or fixtures are not to be painted or have permanent coverings applied.

Signs, decorations and related materials may not be taped, wired, tacked, stapled, nailed or affixed in any manner to painted surfaces, columns, handrails, fabrics or decorative walls in the GCC. Applicable cleaning fees will be applied.

Permanent Center signs, banners, artwork, etc. may not be blocked or covered in any manner. Temporary signs may not be attached to permanent center signage.

Decals or window clings must be a 3M low tack product and must be tested and approved at least 30 days in advance of the event. Tape is not allowed to hang signs at the GCC. The use of double-face tape and cloth tape is permitted on concrete floor surfaces only.

A fee per location will be charged if decals damage any building surfaces or if decals are not removed at the end of the event. *Additional charges may apply to repair any damage caused by signage or decals.

GCC maintains the exclusive right to approve and charge a flat fee for all revenue-producing signage outside of any contracted event space. Revenue-producing signs or banners are those that derive revenue or value trade from a commercial or exhibiting company or corporation for advertising a product or service.

SITE VISITS

If prospective clients are interested in event space, they can arrange a site visit with one of our Sales Managers. A member of the Event Services team can be made available as well as any requested service providers such as Markey's AV or AVI (food and beverage).

SOLICITATIONS

No solicitations or collections shall be made in the Center, whether for charity or otherwise.

SMOKING

By direction of the General Manager of the GCC, and in accordance with Ohio Revised Code section 3794, smoking is prohibited anywhere within the GCC. This includes vaping and e-cigarettes.

STAGEHANDS

Labor options and rates should be discussed with your Event Coordinator early in the process.

All labor must be scheduled by the Event Coordinator. **The following rules apply:**

- Each person working shall be paid a four (4) hour minimum with any hour or fraction thereof after the four (4) hour minimum being paid in one (1) hour increments.
- All work performed in excess of eight (8) hours within a twenty-four (24) hour period, excluding time worked for a "performance" at the "performance rate," shall be paid at one and one-half (1 ½) times the hourly rate. All work performed between 12:00A.M. and 8:00 A.M., except for family shows, will be paid at one and one-half (1 ½) the standard rate. All employees not receiving eight (8) hours turnaround time for the start of the next day will be paid at one and one half (1 ½) times the rate of pay up to (8) hours, after which time they will be paid at two (2) times the hourly rate through the remainder of the day.
- All employees shall be given an unpaid one (1) hour meal break every five (5) hours.
- Riggers will be required to perform only the "rigging" duties. Riggers will be responsible for the complete set up of all rigging apparatus for safety issues. Rigging work shall be defined as the attachment or hanging of equipment, signs, drapery, masking, etc. to or from the structure of the Exhibit Halls or Ballroom, which requires the use of special skills and equipment. Such work shall be paid at the "rigging rate" and shall require a minimum of at least three (3) riggers.

TAXES

The Licensee is responsible for all applicable State and local taxes, including but not limited to state sales tax and any other taxes. In the event the Licensee is holding tax exempt status, they must present a tax-exempt certification to the Event Coordinator, otherwise taxes will be charged. Any entity, event or exhibitor conducting business during the event must also follow all the taxation rules and regulations applicable. All clients, as well as exhibitors and/or other vendors, conducting sales during an event, are responsible for obtaining the appropriate business license(s) and paying applicable state and local taxes.

CONCESSIONS/CATERING

CONCESSIONS

GCC maintains an exclusive on-site food and beverage contractor (AVI) for all concession services in the building. They will operate concession stands in the exhibit halls when estimated attendance is sufficient. They will operate concession stands during move-in periods if sufficient exhibitors are present. **GCC will not allow outside food or beverages to be carried into or sold on the premises.** An exception to this rule is the sale or sampling of food by show exhibitors.

Examples include:

Sale: If an exhibitor in their normal course of business sells a food product, and if that product is appropriate to that particular show, and they have a city vendors license, then the product may be sold in a package intended for off-premises consumption and with a minimum retail price of \$8.00.

Sampling:

All samples must relate to the primary product of the exhibitor and must be of sample size (2 oz. toothpick portion).

These are general guidelines only. Each item must be pre-approved by the Event Coordinator/food & beverage operator prior to sale or sampling.

CATERING

GCC maintains an exclusive on-site contractor for all food & beverage (catering services). Whether your event requires a small continental breakfast or a full-catered meal service for groups of 10 - 3,000, the GCC & AVI will service all your catering needs. Their expertise and award-winning cuisine will make your event a successful and memorable occasion. Please contact our Food & Beverage Department at (419) 725-9270.

CONCERTS/DANCES

Concerts and dances will be booked in the GCC subject to the following policies and conditions:

- An approved rental application must be on file before any date will be held on either a tentative or definite basis. Approval is based on references, prior history of promotion in similar facilities, financial standing and appearance history of the act.
- Promoters must submit written confirmation from the talent agency to the General Manager of the GCC stating that they are the promoter of the act in question. Licensee Agreements will not be issued without such confirmation.
- Dates will not be held for talent agencies or groups without a specific promoter. All tentative dates are held on a 24-hour first right-of-refusal basis.
- Total payment is due prior to the event date. The General Manager has the right to request from the promoter the total rental balance and all other charges upon signing of the contract.
- All event labor including **security, ushers, ticket takers and sellers will be contracted through the GCC**. Note: The GCC may require the use of uniformed Lucas County Deputy Sheriffs for your event, depending on the expected attendance and special security need.
- No tickets will go on sale until all the above conditions are met.
- Tickets can only be sold through Ticketmaster unless a waiver is approved by the General Manager.

NOVELTY AND PROGRAM SALES

GCC has the exclusive rights to sell all novelties at the facility; thus, all novelty and program sales are subject to control by the building.

The procedure is as follows:

GCC will take a beginning and ending inventory of all merchandise brought into the facility.

GCC will provide sellers, assign merchandise and make payment to sellers. The number of sellers assigned will be determined by the GCC based on anticipated attendance and volume of merchandise offered. No person will be allowed to sell other than those assigned by the GCC.

Upon conclusion of the event, the GCC will receive a negotiated percentage of gross sales (total gross sales less Ohio sales tax). The sales tax will be remitted by the GCC to the Ohio Department of Taxation.

There will be no exception to the above rules without the specific consent of the GCC General Manager. Please contact your Event Coordinator for further details on selling merchandise within the GCC.

GENERAL SERVICE PROVIDERS

Listed below are general service contractors you may wish to contact for bids on your event. These firms have operated within the GCC and comply with all rules and regulations regarding certificates of insurance, worker's compensation and wage and hourly rules.

ArtCraft Display
George Fern Company
Meredith Party Rental
SeaWay Display
Excel Decorators, Inc.

Your Event Coordinator will be happy to put you in contact with these contractors.

DIGITAL SIGNAGE

One of the features of our venue is the extensive network of over 60 digital monitors strategically placed throughout the building. **These digital monitors serve multiple purposes in event planning and execution:**

1. Information Placement
2. Branding and Advertising Opportunities
3. Real-Time Updates
4. Enhanced Communication
5. A way for us to directly connect with our planners and attendees when we aren't around

Digital Monitor Check Sheet

Vertical
Screen Size: 40x 22.5 inches
Pixels: 1080 x 1920 max

Horizontal
Screen Size: 40x 22.5 inches
Pixels: 1920 x 1080 max

Meeting Rooms
Screen Size: 28 x 16.5 inches
Pixels: 1920 x 1080 max

Formats Accepted

- BMP: 8, 16, 24, and 32 bit
- PNG: 8, 16, and 24 bit
- JPEG
- Videos/PowerPoints as MP4

FAQ's

- If your graphic needs to be placed in a **"Common Area"** location, your graphic will be rotated with regular GCC information.
- If you have **multiple graphics** that are rotating on one monitor, please send a **video (MP4) file** of the rotating slides as you want them.
- Timed screen changes** are only for **meeting room monitors, no common areas.**

Example Designs

Digital Monitor Contact
Digital Marketing Coordinator
 Bailee Lane
 Bailee.Lane@meettledo.org
 (419)-321-5036

*Please send content a 14 days in advance of event. Monitors can be pre-designed by client or we can design for you. If you need them designed, please contact the Digital Marketing Coordinator at least 30 days in advance of event.

TIMELINE

18 Months prior to event:	Glass City Center Management to mail license agreements for signatures.
17 Months prior to event:	Licensee signs/returns License with initial deposit of 50% of rental fee. Glass City Center executes contract and copy sent to Licensee.
4-6 Months prior to event:	Initial contact with Event Coordinator.
3 Months prior to event:	Detailed planning meeting with Event Coordinator. Meet with Food & Beverage Department (if food & beverage is required).
30 Days prior to event:	Copy of Insurance due to the Glass City Center. Final balance is due. Final diagram completed for approval of the Toledo Fire Inspector.
20 Days prior to event:	Any changes due to Event Coordinator.
14 Days prior to event:	Signed Hall or Meeting Room Set up required.

Note: Events contracted within the 18-month time frame will necessitate a schedule modification. Deposits are non-refundable.

CONTACT US

EVENT STAFF DIRECTORY

Carol DuPuis, Director of Sales Carol.Dupuis@MeetToledo.org
Kelly O’Boyle, Sales Manager..... Kelly.OBoyle@MeetToledo.org

Steve Snyder, Director of Event Services Steve.Snyder@MeetToledo.org
Kegan O’Brien, Manager of Event Services Kegan.Obrien@MeetToledo.org
Katie Annarino, Event Coordinator Katie.Annarino@MeetToledo.org
Jenna Wilkinson, Event Coordinator Jenna.Wilkinson@MeetToledo.org

Abby Piotrowski, Catering Director (AVI) Abigail.Piotrowski@MeetToledo.org
Bridget Timbrook, Catering Sales Mgr. (AVI) Bridget.Timbroom@MeetToledo.org
Tyrin Rome, Sales Manager (Markey’s) TRome@markeys.com

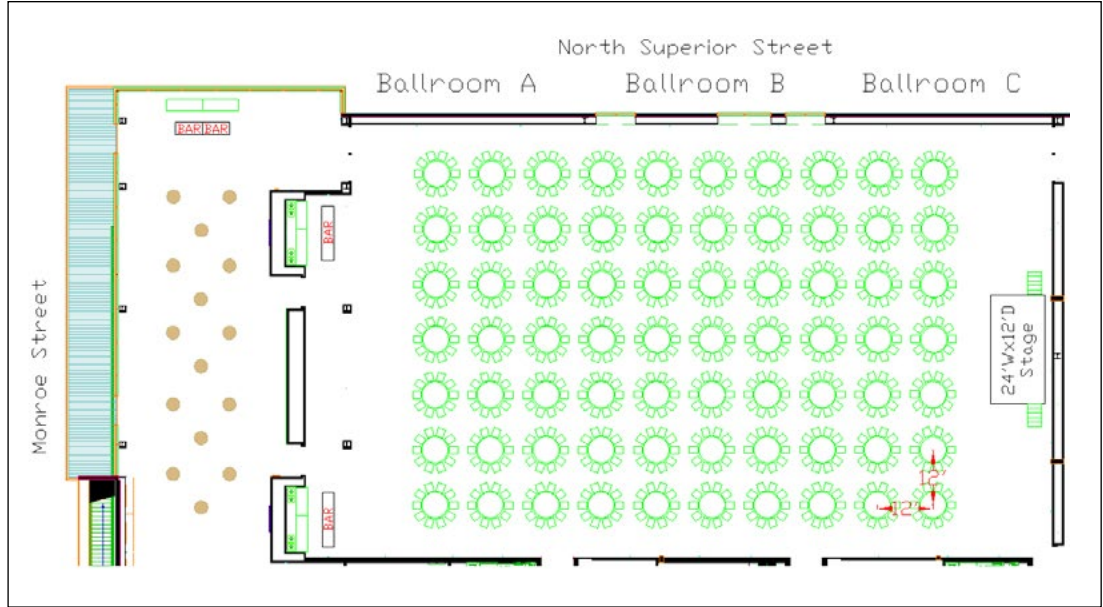
A way for us to directly connect with our planners and attendees when we aren’t around.

GLASS CITY CENTER SECURITY OFFICE

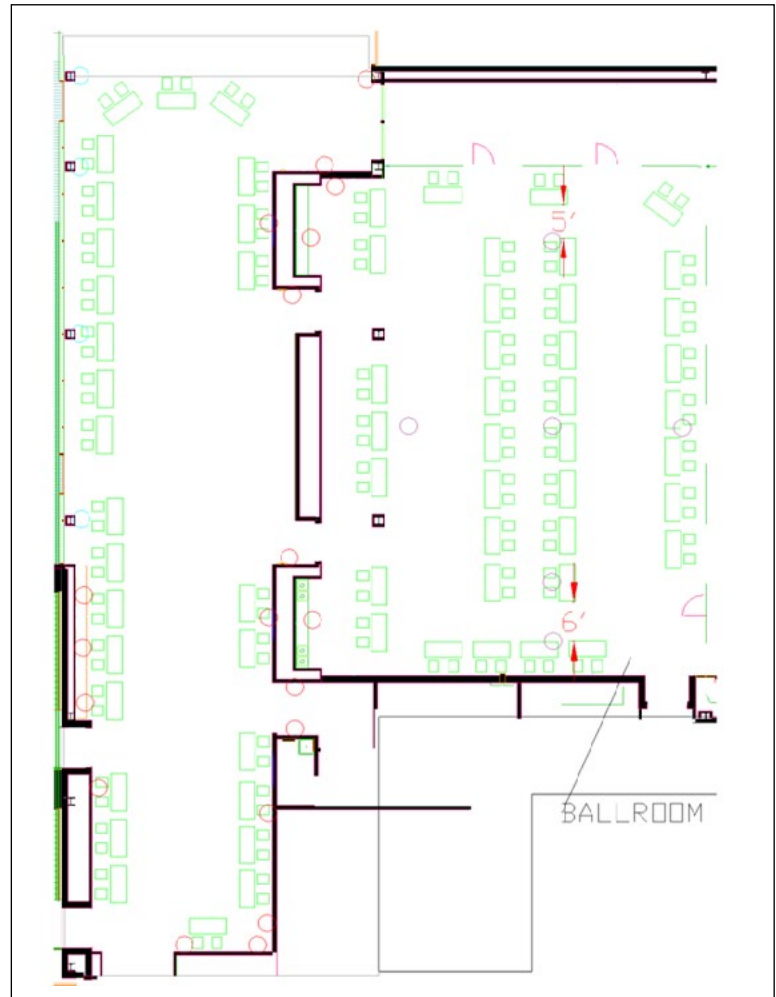
(Open 24 hours) 419-321-5001
Glass City Center Box Office 419-321-5007

EXAMPLE DIAGRAMS

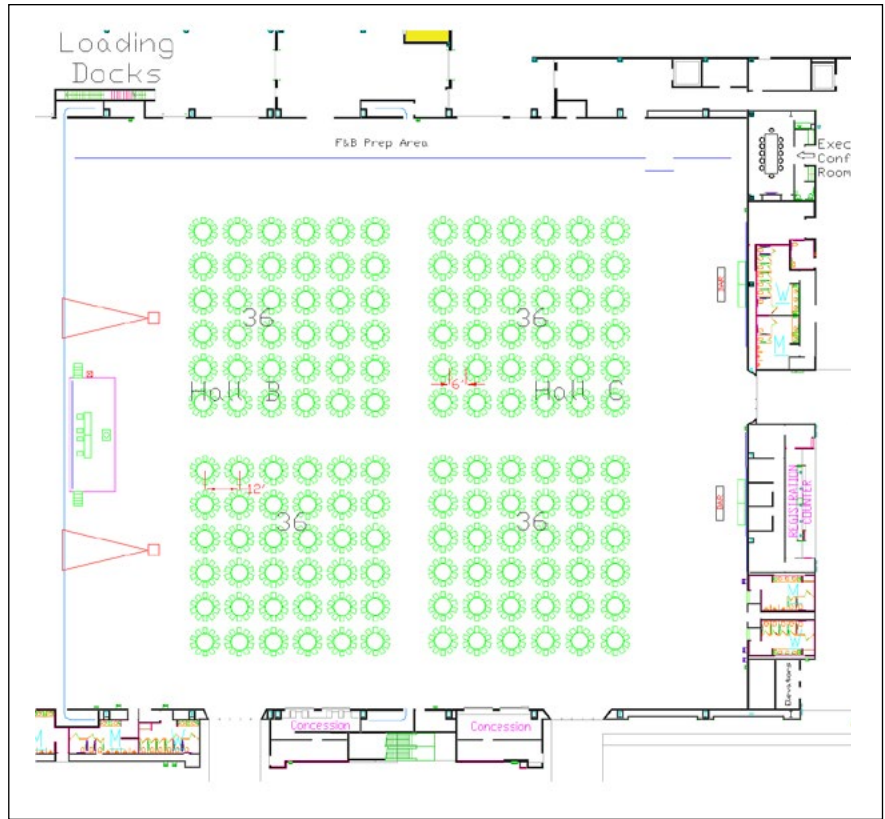
BALLROOM
BANQUET



BALLROOM VENDOR
BOOTHS



EXPO HALL BANQUET

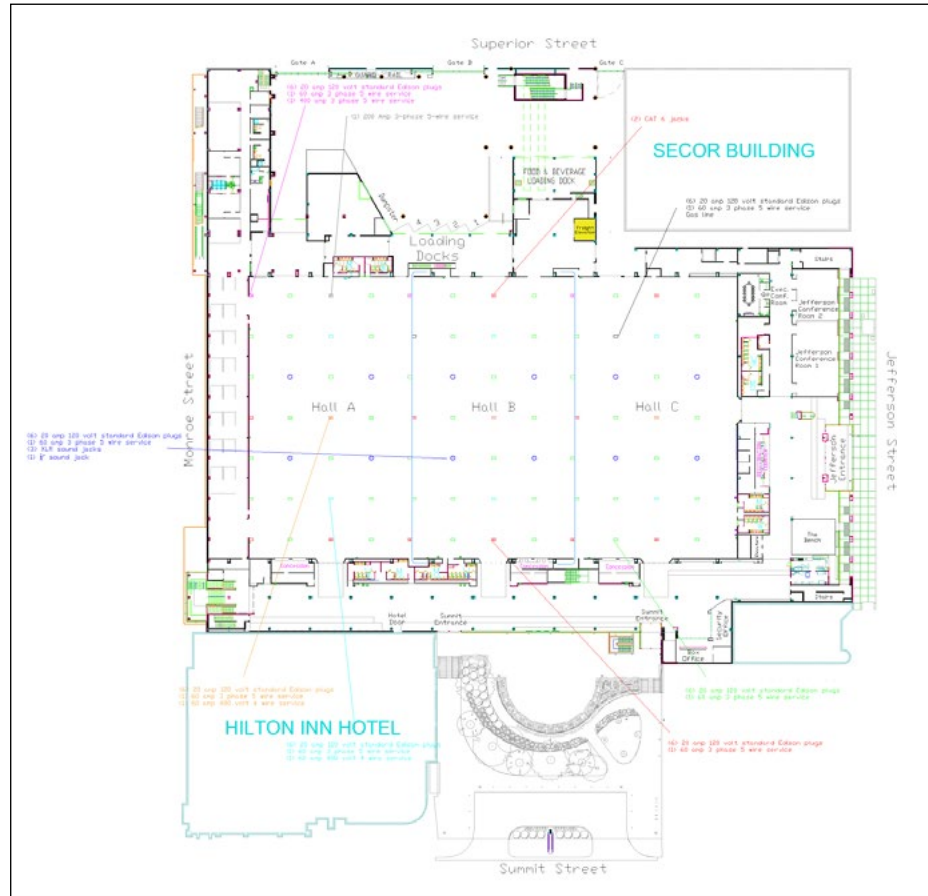


EXPO HALL DANCE COMPETITION



POWER MAPS

EXPO HALL



BALLROOM



UTILITY ORDER FORM



Glass City Center

GLASS CITY
CENTER

401 Jefferson Avenue - Toledo, OH 43604
phone: 419-255-3300 fax: 419-255-7731
www.glasscitycenter.com

FOR OFFICE USE ONLY

RECEIVED BY _____	DATE RECEIVED _____
AUTHORIZATION NUMBER _____	FORM OF PAYMENT _____

120 VOLT ELECTRICAL CONNECTIONS*

QTY	AMOUNT	PHASE		neutral required	ADVANCE > 7 days out	STANDARD < 7 days out
		single	three			
	500 watt	(Standard outlet)		N/A	\$60.00	\$80.00
	1000 watt	N/A	N/A	N/A	\$65.00	\$85.00
	2000 watt	N/A	N/A	N/A	\$75.00	\$95.00
	3000 watt	N/A	N/A	N/A	\$85.00	\$105.00
	Outlet Splitter (4 additional outlets)				\$10.00	\$15.00

*All Electrical Connections Come with 1 Extension Cord that has 1 Outlet

208 VOLT ELECTRICAL CONNECTIONS**

QTY	AMOUNT	PHASE		neutral required	ADVANCE > 7 days out	STANDARD < 7 days out
		single	three			
	20 amp				\$100.00	\$130.00
	30 amp				\$110.00	\$140.00
	40 amp				\$120.00	\$155.00
	50 amp				\$130.00	\$165.00
	60 amp				\$175.00	\$200.00

** 100, 200 & 400 amp services available. Please call for information & pricing.

**208/480 hardwire connections are included provided unit has cord attached

** Additional electrical service needs require a labor rate of \$45.00 per hour.

OTHER UTILITIES**

QTY	SERVICE	STANDARD
	Water/Drain: Constant Flow	\$150.00 ea
	Water/Drain: 1 time fill (3,000 gallons or less)	\$70.00 ea
	Water/Drain: 1 time fill (Above 3,000 gallons)	\$0.02/gallon
	Water/Drain services is a 5/8" hose supply	

Please call for location and availability on all services offered

INTERNET SERVICES *

QTY	SERVICE	STANDARD
	Hardline Internet Connection	\$200 for event
	Wireless Internet Connection	\$50.00 per day

Clients who wish to order an internet package for their event, please contact the Event Coordinator for pricing

Please call for location and availability on all services offered

AUDIO / VISUAL EQUIPMENT

The Glass City Center can offer a full line of audio/visual equipment & services.
For additional information or to receive a quote, please contact the Event Coordinator.

GLASS CITY CENTER - INVOICE & RECEIPT

ORDERS CANNOT BE PROCESSED WITHOUT ENCLOSED PAYMENT - (mail to above address)

EVENT NAME _____ EVENT DATE _____

COMPANY _____ PHONE _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

ORDERED BY _____ TITLE _____

TOTAL ORDER AMOUNT \$ _____ **BOOTH NUMBER (required)** _____

Check Enclosed (check payable to Glass City Center)

Credit Card (fax form to 419-255-7731)

ACCOUNT NUMBER _____

NAME ON CREDIT CARD _____

EXPIRATION DATE _____ SEC. CODE _____

TODAY'S DATE _____

(Must be 7 days prior to show to qualify for "Advance Rate")

AUTHORIZED SIGNATURE _____

I agree to the terms on the back of this form

SPECIAL NOTES/INSTRUCTIONS

Or Email receipt to: