



Event Planning Guide

Thank you for selecting the Albuquerque Convention Center for your upcoming event. As an SMG-managed facility, you have our motto of the "Three C's:"

Customer Service, Cooperation & Cleanliness

We have prepared this event planning guide to provide you with basic information about our Facility and to guide you through the initial planning process. We also encourage you to stay in contact with our dedicated staff, who are ready to assist you in planning your successful event.



*Worldwide Entertainment and
Convention Venue Management*

(Revised: February 2010)

Polices, rental rates and equipment rental charges noted herein are subject to change without notice and supersede any version of this guide printed prior to February 1, 2010. This Event Planning Guide and its contents are incorporated by direct reference in your License Agreement. Circumstances and operations not covered in these rules and regulations will be subject to interpretations, stipulations, and decisions deemed necessary and appropriate by the Center's General Manager.



TABLE OF CONTENTS

GENERAL INFORMATION	1
Mailing Address & Staff Contacts	1
Directions & Parking	2
EVENT PLANNING CHECKLIST	3
EVENT PLANNING SERVICES	
Audio Visual	4
Box Office	4
Deposits	5
Electrical & Other Utilities	5
Engineering	6
Equipment Inventory/Rentals	6
Event Management	6
Expenses	6
Exclusive Services	6
Finance	6
First Aid/Emergency Medical Services	7
Floor Plans	7
Food & Beverage	7
Housekeeping	8
Insurance	8
Internet & Telecommunications	8
Operations	9
Room Set-Ups & Changeovers	9
Sales & Booking	9
Security (Building & Event)	9
Vendors & Service Providers	10
BOOKING POLICY	11
OPERATIONS GUIDELINES	
Coat Check	14
Damages	14
Fire Protection & Smoke Removal	14
Floor Plan Approvals	14
Freight & Deliveries	14
Loading In & Out	15
Hours of Operation	15
Keys & Room Security	15
Parking	15
Permits (Health/Business)	16
Smoking Policy	16
Telephones	16
Trash Removal	16
Ventilation & Overhead Lighting	16
Water Stations	16

CENTER'S RULES & REGULATIONS 17

FOOD & BEVERAGE GUIDELINES 22

EXHIBIT SHOW GUIDELINES

- Exhibit and Registration Floor Plan Approval 23
- Exhibit Hall & Loading Docks 24
- Electrical & Utility Services 25
- Exhibit Hall Security 25
- Food Shows 26

SAFETY & FIRE REGULATIONS 27

GENERAL SERVICE CONTRACTOR GUIDELINES 29

EXHIBITORS RULES & REGULATIONS 31



GENERAL INFORMATION

MAILING ADDRESS

Albuquerque Convention Center
401 2nd Street NW
Albuquerque, NM 87102
Main Line: 505-768-4575
Fax Line: 505-768-3239
Online: www.albuquerquecc.com

STAFF CONTACTS

At the Albuquerque Convention Center, each person on our staff is here to make sure you have a successful event. Below is a list of staff departments who are at your service

General Manager	505-768-3873
Sales & Booking	505-768-4552
Event Services	505-768-3879
Exhibit Services	505-768-3876
Food & Beverage	505-768-3879
Finance	505-768-3865
Operations	505-768-3871
Building Security (24-hrs)	505-768-4590
Audio Visual & Business Center	505-768-4548
Internet & Telecommunications	505-690-8081



DIRECTIONS & PARKING

The Albuquerque Convention Center is located in the heart of downtown Albuquerque on 2nd Street NW between Marquette Avenue and Tijeras Avenue. Its close proximity to where I-25 and I-40 meets, makes the ACC the ideal facility for events looking to lure attendees from all over New Mexico.

Via I-25 North & Albuquerque International Sunport

Take I-25 North towards I-40/Downtown & Santa Fe
Follow I-25 to Exit 255 (Lomas Blvd./Menaul Blvd./Candelaria Rd.)
Stay on frontage road to Lomas Blvd – turn left (west)
Take Lomas Blvd to 2nd Street – turn left (south) to ACC

Via I-25 South

Take I-25 South towards Downtown/Belen
Follow I-25 to Exit 225B (Central Ave./Martin Luther King Blvd)
Stay on frontage road to Central Ave. – turn right (west)
Take Central Ave. to 2nd Street – turn right (north) to ACC

Via I-40 East

Take I-40 East towards Santa Rosa
Follow I-40 to Exit 159A (Downtown/University Blvd.)
Follow frontage road to 4th St. – turn right (south)
Take 4th Street to Lomas Blvd. – turn left (east)
Take Lomas Blvd. to 2nd Street – turn right (south) to ACC

Via I-40 West

Take I-40 West towards Gallup
Follow I-40 to Exit 159D (2nd – 4th Streets) – turn left (south) on 2nd St.
Take 2nd St. as it merges to 3rd St. and continue straight
Take 3rd St. to Lomas Blvd. – turn left (east)
Take Lomas Blvd. to 2nd Street – turn right (south) to ACC

Parking

Parking is available at the Civic Plaza Garage (Marquette & 3rd St.) or at the Convention Center Garage (Martin Luther King Blvd. & Broadway). Event parking in these garages is \$6.00 per vehicle, without in/out privileges.

There are numerous other public parking garages and lots available throughout downtown close to the Center. Parking fees vary. Please refer to the posted parking fees at each garage or lot.



EVENT PLANNING CHECKLIST

Please use this check list to help with the planning, coordination and implementation of your upcoming event.

18-12 MONTH PRIOR

- License Agreement is issued by your Sales Representative
- Schedule a site visit with your Sales Representative to review and finalize required space
- Sign and return License Agreement with the initial deposit by Due Date
- An Event Coordinator/Manager is assigned to your event
- Advise Event Coordinator/Manager of designated General Service Contractor
- Provide your Event Coordinator/Manager with a working copy of your floor plans

6-10 MONTHS PRIOR

- Begin to coordinate audio visual, Internet and telecom needs
- Obtain menus and begin to coordinate F&B needs
- Review first draft of floor plan with Event Coordinator/Manager for any changes
- Obtain the Center's service order forms for exhibitor kits
- Schedule a site tour with Event Coordinator/Manager
- Contact state, county or city entities regarding required permits and licenses

2 MONTHS PRIOR

- Send revised copies of floor plans to AFD and Center
- Provide Event Coordinator/Manager with the first draft of event specifications and program agenda
- Begin to coordinate food & beverage requirements
- Order MVP insurance (if not self-providing general liability insurance)

1 MONTH PRIOR

- General liability insurance is due
- Rental fee paid in full
- Order electrical requirements for show office and registration
- Order Internet & telecommunication needs.
- Final event specifications and program agenda due
- Final/approved version of floor plans due
- Exhibitors list due
- Obtain estimate of expenses from Event Coordinator/Manager
- Schedule final planning meeting at the ACC
- F&B contract, initial guarantees and deposit due

2-3 WEEKS PRIOR

- Finalize audio visual, Internet and telecom needs
- Sign & return estimate of event expenses to Event Coordinator/Manager
- Provide Event Coordinator/Manager of event staffing scheduling
- Schedule a pre-con meeting with the Event Coordinator/Manager
- Confirm catering guarantees with Catering Manager – final guarantees due 72 hours prior to event

ON-SITE

- Conduct pre & post event inspection of Authorized Areas
- Hold pre-con or production meetings with key vendors and suppliers
- Hold daily coordination meetings with Event Coordinator/Manager to address program updates



This section of the Event Planning Guide will provide useful information on key areas instrumental to planning and implementing of your event at the Albuquerque Convention Center. Throughout your coordination process, your Event Coordinator/Manager is also readily available at your service.

Audio-Visual

The ACC's preferred in-house audio-visual provider, ALLIANCE AV, offers a full range of audio-visual services including slide and video projection, sound reinforcement, video production, video conferencing and much more. ALLIANCE AV is also the exclusive operator of the Center's in-house sound system and exclusive provider of a cable television feed into the Center. Additionally, ALLIANCE AV is the exclusive provider of rigging services for the ACC. Patch fees may apply for an outside A/V provider requiring access to any in-house system. Please contact ALLIANCE AV at 505-768-4591 for further details.

Please refer to Center's Approved Vendors List for a list of all approved audio-visual providers.

Box Office and Ticketing

Ticketed events in the Kiva Auditorium or at the Center may place event tickets on sale at ticket outlets, agencies and retail outlets of Licensee's choosing provided that Licensee complies with the terms and conditions of this section. Licensee also has the option of designating the ACC to provide box office and ticketing services. Licensee understand that ACC uses Ticketmaster to provide ticketing services at the Facility and Licensee is responsible for all costs associated with this service including box office administration set-up, ticket printing, credit card fees and box office staffing.

(a) **Capacity.** No tickets to any concert, entertainment or exhibition shall be sold or distributed in excess of the seating or occupancy capacity as outlined in Exhibit A of this Agreement. Capacity shall be mutually determined by SMG and the Albuquerque Fire Marshall's Office.

(b) **Printing and Manifest.** Tickets and ticket manifests, for all events that have rent based on a percentage of tickets sold, must be approved by SMG prior to any tickets being sold and/or distributed. If Licensee sells tickets directly, without use of ticket agency, the tickets must be presented to SMG in numerical sequence with all tickets in sealed packaging from the printer with detailed manifest for review and approval prior to sale of event tickets.

(c) **Box Office Use & Ticket Takers.** Based on availability, Licensee may use of the existing box office facility on the day of the event at no charge. Licensee is responsible for providing ticket sellers, credit card machine(s), a cash bank, ticket envelopes and other equipment needed to support Licensee's Box Office. Licensee must use a provider from the Center's Approved Vendor List for staffing of all ticket taking functions. Telephone services and Internet services for the box office are exclusively provided by SMG and shall be billed to Licensee at the prevailing service rates.

(d) **Consignment.** Any tickets SMG releases on consignment shall be done so upon SMG's receipt of the rental fee as outlined in Exhibit A of this Agreement. Any unsold tickets must be reported to and

confirmed by SMG prior to opening of the box office. Any consignment tickets not returned shall be considered sold.

(e) **Complimentary Tickets.** Licensee agrees to provide complimentary tickets to SMG as outlined in Section 5(E) of this Agreement. Complimentary tickets are to be delivered to SMG either in-person or via insured mail carrier and must be received no later than ten (10) business days prior to the event.

Complimentary tickets to others shall not exceed five percent (5%) of event capacity without written authorization from SMG. In the event complimentary tickets are distributed in excess of five percent (5%) of event capacity, SMG has the right to count such tickets as sold tickets. Complimentary tickets may not be offered or distributed for sale by Licensee.

(f) **Ticket Prices.** Licensee agrees to sell all tickets at the prices as advertised by Licensee and approved by SMG. Any changes in ticket prices shall require prior written approval of SMG.

(g) **Customer Credit.** Licensee shall be responsible for the credit-worthiness of its Patrons.

(h) **Event Settlement.** All events that have rent based on a percentage of tickets sold are to be settled no later than two (2) hours after the close of the box office unless otherwise designed by SMG. SMG may at its option retain Licensee's security deposit until all event expenses are determined and the event settlement is finalized.

(i) **Ticket Dispute.** All ticket disputes are the responsibility of the Licensee.

(j) **Facility Fee and Taxes.** Licensee is responsible for the payment of per ticket Facility Fee (if applicable) and associated city, state and federal taxes.

Deposits

Rental fees are due prior to the start of the event. The ACC's standard rental payment schedule is outlined in the "Facility Booking Policy" section of the Event Planning Guide.

The ACC may require a contingency deposit on certain services and types of events. Your salesperson will determine and communicate this requirement prior to the License Agreement being issued.

Electrical & Other Utilities

At the ACC, our Engineering Staff provides of all event electrical and utility needs for all clients and exhibitors. Your Event Coordinator/Manager coordinates and forwards your electrical and utilities needs to our Engineering Staff to ensure that your requirements are taken care of in a timely and cost-efficient manner. All your utility requirements (with the exception of exhibitor orders) should be included with your event information to your Event Manager. Please contact your Event Coordinator/Manager for current electrical/utility rates.

Exhibitor orders are handled by our Operations Coordinator, who will work with your general services contractor to communicate and distribute our electrical/utility forms to your exhibitors. Please contact our Operations Coordinator at 505-768-3863 for further information on exhibitor utilities service.

Basic meeting room rental includes standard overhead lighting and heating and/or air-conditioning. Any additional electrical needs are subject to an additional cost.

Engineering

Our Engineering Staff ensures that heating, ventilation and air-conditioning, and other critical building systems work correctly for the comfort and safety of your staff, attendees, and exhibitors.

They rely on your Event Coordinator/Manager for information as to event hours and HVAC needs. Providing our Engineer Staff with the information they need is just another important way in which your Event Coordinator/Manager is working for you, again, reinforcing how crucial it is to provide clear, concise and timely information.

Equipment Inventory/Rental

The Center is equipped with an inventory of tables and chairs to meet your requirements. Additionally, we have an inventory of special items (dance floor, lecterns, staging, easels, podiums, coat racks, etc.) available for rent. Please contact the Sales & Services Department at 505-768-3879 or visit our website at www.albuquerquecc.com for the current Equipment and Labor Rate Sheet, which details equipment available through the Center.

Event Management

Following the execution of the License Agreement for your event, the ACC will assign an Event Coordinator/Manager to work with you on event planning and implementation. Your Event Coordinator/Manager will contact you as soon as they are assigned and will remain your primary Center Liaison through the conclusion of your event.

The ACC's Event Coordinators/Managers are skilled professionals who are thoroughly familiar with the policies, procedures, and services of the facility. A major function of the Event Coordinator/Manager is to gather all event information and distribute it to our internal operating departments. These departments include Engineering, Security, Housekeeping, Set-up, Audio-Visual, Medical, Electrical, Telecommunications, and other technical services.

A separate catering contract and deposit will apply for all pre-planned events. You will be introduced to a Catering Sales Manager early in the event planning process to ensure that you benefit from their inventory of products, services, and expertise.

Expenses

Inclusive in the rental fee of meeting room and ballroom space contracted in the License Agreement, the ACC will provide overhead lighting, HVAC, initial room set-up, a riser and lectern, a head table, water service for the speaker and housekeeping of restrooms, lobbies, corridors, and other public areas at no additional charge. Additional services, or expenses, shall be outlined by your Event Coordinator/Manager once final event requirements are provided. An Event Estimate of Expenses will be prepared and will indicate the services desired, the price, and the authorization of the Licensee or designated representative. Payment for the estimate of event expenses will be due seven (7) days prior to the first day of your event. Please contact the Sales & Services Department at 505-768-3879 or visit our website for the current Equipment & Labor Rate Sheet to assist with budgeting potential expenses.

Exclusive Services

The ACC is proud to provide the following services on an exclusive basis for all events in the Facility:

- Food & Beverage

- Electrical & Utility Services
- Telecommunications & Internet
- In-House Sound/Patches
- Kiva Auditorium Built-in Sound & Light Systems
- Cable Television
- Rigging

Finance

Room rental charges, catering charges and event expenses are due in full prior to arrival. Please refer to your License Agreement for amounts and due dates. Invoices for deposits may be requested; otherwise the License Agreement shall serve as the total invoice. The Center accepts business/personal checks, major credit cards (American Express, Visa, Master Card, Discover) and wire transfer for payment of fees.

Event expenses and on-site services will be invoiced at the conclusion of the event and payment is due upon receipt of the final invoice.

First Aid/Emergency Medical Services (EMT)

The Center recommends that public events, trade shows, and/or events of one thousand (1,000) or more attendees, to schedule on-site emergency medical personnel, especially during your move-in/move-out periods when your exhibitors are working on-site. This is when we have found that injuries requiring medical assistance are more likely to occur. Your Event Coordinator/Manager will be able to assist you in scheduling this service through the Albuquerque Fire Department.

Floor Plans

Floor plans for meeting and ballroom space can be designed with the assistance of your Event Coordinator/Manager to ensure fire code requirements are met. You can access floor plans and standard room sets on our website.

Your designated general service contractor will help you design your exhibit space (including registration areas). Exhibit floor plans must be submitted to your Event Coordinator/Manager to be approved by the Albuquerque Fire Marshall's office no later than thirty (30) days prior to move-in day. Please refer to the "Exhibit Services Guidelines" section of the Event Planning Guide.

Food & Beverage/Concession Service

Savor...Albuquerque Catering by SMG is proud to be the exclusive caterer at the Albuquerque Convention Center and stands ready to offer the finest quality product and service for all your events. Gourmet coffee breaks, receptions, black-tie dinners, and theme parties are just samples of the events that SMG can provide.

SMG's concession operations is available to provide food and beverage service for your event. Permanent stands and themed portable stations will enhance any event's program by featuring a variety of specialty food and beverage items. SMG will work with show management to ensure that food and beverage service will accommodate your group's needs. Please contact SMG at 505-768-3885 for ideas on how food & beverage can bring a unique quality to your event.

The food and beverage department will allow sampling of products as long as the following sample size is followed: Food item samples are limited to a maximum of 1oz. "bite size" portions and non-alcoholic beverages are limited to a maximum of 2 oz. serving size. SMG must be notified if products are to be sampled.

Housekeeping

As our motto of the “Three C’s” suggests, cleanliness is a priority to ACC staff and we are proud of our reputation of maintaining the beauty of our facility. Maintaining such a reputation rests with our Operation Staff – they are the men and women who take exceptional care of the ACC.

We will keep the restrooms, lobbies, corridors, and other public areas clean and tidy during all of your event hours, and we will also refresh your meeting rooms between sessions, should time allow. Please be sure to tell your Event Manager about special cleaning schedules or restricted housekeeping areas.

Insurance

All events booked at the ACC are required to provide liability insurance. Event insurance can be self-provided or SMG offers an excellent event insurance option through the Master Venue Program (MVP).

The ACC requires commercial general liability insurance policy with combined limits of liability for bodily injury or property damage as follows:

\$1,000,000	Per Occurrence
\$1,000,000	Policy Aggregate
\$1,000,000	Products Liability/Completed Operations
\$1,000,000	Personal and Advertising Injury
\$ 50,000	Fire Legal
\$ 5,000	Medical Payments

Additional insurance coverage, such as vehicle insurance, may be required depending on building usage. Please refer to your contract for full insurance details.

The Certificate of Insurance shall name “The City of Albuquerque *and* SMG, its officers, agents and employees” as additional insureds. The Certificate of insurance is due no later than thirty (30) days prior to the first day of occupancy.

If you have the required general liability insurance coverage, request a certificate of insurance from your insurance agent. To make certain that the certificate of insurance meets the required specifications please send Section 9 of the License Agreement to your insurance agent.

The insurance can be purchased from any A VIII rated insurance provider or from the Master Venue Insurance Program (MVP) through SMG. MVP insurance is provided by a qualified insurance provider that has contracted with SMG to issue coverage to our clients at a discounted rate.

To purchase insurance under our MVP contract rate please contact your Event Coordinator/Manager.

Internet & Telecommunications

Your internet & telecommunication needs are exclusively provided by the ACC. We help your event with its technology and communication needs by providing voice lines, high-speed data lines and wireless internet service. Our telecommunication & internet partner, Showtel Communications, will install telephone lines and instruments and Internet connectivity for your staff offices as well as for your exhibitors in their booths. Exhibitors are able to order their telephone and Internet services on-line before they arrive on site direct with Showtel Communications.

Please be sure to include Showtel's order forms in your exhibitor service kit. Please contact the Sales & Services Department at 505-768-3879 or visit our website at www.albuquerquecc.com for order forms.

Operations

Through your Event Coordinator/Manager, our Operations Staff will set all tables, chairs, risers and other Center-provided equipment where and when you need it. They will move the meeting room airwalls into the right places and handle your changeover requirements with dispatch. Some services may involve a labor charge and/or rental fees. Please ask your Event Coordinator/Manager about changeover fees.

Room Set-Ups & Changeovers

The ACC will provide the initial set-up for meeting rooms and Ballrooms at no charge with rental. An initial room set-up will include seating (theater, classroom, banquet, hollow-square or conference), a riser, a podium, a head table and water service for the speaker. Changeover fees will apply for any changes to the room set-up thereafter, with the exception of changes required to go to or from a catered function. Please contact your Event Coordinator for applicable changeover fees.

Rental of exhibit space does not include an initial set-up. You may opt to rent tables, chairs and staging for exhibit space through your Event Coordinator/Manager or through one of the Center's approved vendors.

Please provide your Event Coordinator/Manager with room set-up and space specifications no later than thirty (30) days prior to your event.

Sales & Booking

Following the designation of available space, our Sales Representatives may enter a space reservation for your event. All space reservations are designated as "prospect" on a first or second option basis, "tentative" or "definite." Potential date and space availability will be discussed as appropriate. An event will be regarded as "definite" following the execution of a License Agreement and payment of deposit. The parameters for issuing and executing License Agreements are dependent upon the type of event being considered. Please refer to the following section of the Event Planning Guide, "Facility Booking Policy," for more details on booking space at the ACC.

Security (Building & Event)

The Center maintains an exclusive in-house security operation for the building. Our trained building Security Staff maintains 24-hour security coverage for the Center's perimeter areas, internal corridors and life safety alarm system. Security staff will also open and secure the interior and exterior access doors as well as monitor internal traffic flow.

The Center may require certain events to provide minimum levels of event security coverage (including Albuquerque Police Department staffing) in any leased space and other areas (i.e. docks, public access areas, registration areas, etc.). Such coverage will be at Licensee's expense. Licensee must obtain event security services from a vendor on the Center's approved list and provide the Center its proposed event staffing scheduling for approval no later than two (2) weeks prior to move-in day.

All incidents of injury, vandalism, fire, theft, etc. should be reported to the ACC Security Office immediately at 505-768-4590. Following notification of any incidents, event staff will initiate appropriate reports and investigations.

The use of armed guards is prohibited without written consent from the Center.

Vendors & Service Providers

To assist with your planning efforts, the ACC has compiled a list of vendors approved to work and provide non-exclusive services in the Facility. These include general service contractors, exhibit services, event security/staffing, production services and stagehands. Please refer your Event Coordinator or visit our website at www.albuquerquecc.com for the Center's Approved Vendors List. In the event your designated vendor does not appear on the Center's approved list, please contact your Event Coordinator/Manager.



BOOKING POLICY

The multi-purpose Albuquerque Convention Center is owned by the City of Albuquerque and managed by SMG, the nation's foremost private manager of public-assembly facilities. The Center has been part of downtown Albuquerque's landscape since 1972 when the West Complex was opened. The East Complex was added in 1990 to meet the demands of Albuquerque's growing convention and local event needs.

1. PURPOSE

The Albuquerque Convention Center's objective is to attract and produce events with significant economic potential for City of Albuquerque and to facilitate local events promoting civic and community pride, within a sound financial context. This Policy establishes criteria for evaluating and booking events in accordance with this objective.

Booking Control: The Albuquerque Convention Center (ACC) exercises booking control of the facility inside one year. In coordination with the ACC, the Albuquerque Convention & Visitors Bureau (ACVB) and the Albuquerque Hispano Chamber of Commerce (AHCC) exercises booking control of the Center outside of one year. The ACC's complete booking policy outlining detailed terms and conditions with the ACVB and the AHCC are available by contacting the ACC Director of Sales & Marketing at 505-768-3870.

2. EVENT BOOKING CRITERIA

The ACC expressly reserves final discretion to accept, modify, refuse or terminate bookings in accordance with this Policy; and to solicit, develop or promote any event consistent with ACC objectives and the interests of the City of Albuquerque. The ACC may consider the following factors in evaluating potential bookings:

- Projected economic benefit to the City of Albuquerque
- Seasonal factors and repeat booking potential
- Client's performance with respect to prior events at Center and/or similar facilities.
- Projected direct revenue to Center
- Value of the event to the community

3. FACILITY USE APPLICATION

The ACC, at its option, may require submission of a Facility Use Application, as a condition of accepting a booking; and use information gained thereby to evaluate the booking on the basis of a client's credit history, financial stability, and performance under any prior License Agreement(s), or other verifiable factor(s) which may affect ACC's objectives herein.

4. DEFINITIONS

First Option: A space hold extended by the ACC where the group has first right of refusal and is subject to the terms of this policy until the Release Date; at which time holder must either proceed to contract or release the booking.

Second Option: A space hold accepted by ACC secondary to a prior (First Option) booking for the same space/dates. A second option hold becomes first option in the event of release of the first option hold.

Release Date: Date at which a prospect hold expires. At this point, ACC may release (cancel) the booking; extend it by mutual agreement, or proceed to contract as appropriate.

Prospect Hold: Holds that reserve space without a commitment of a License Agreement. Prospect holds can be on first option or second option basis and can be challenged subject to the terms of this policy.

Tentative Hold: A space hold in which a License Agreement has been issued to the holding party, but the License Agreement has not been executed and a deposit has not been received. A tentative hold is subject to release or may be challenged if the License Agreement and the deposit are not submitted by the due date.

Definite Hold: Confirmed space hold with an executed Use License Agreement and initial rental deposit in place. A definite hold cannot be challenged.

Use License Agreement: The ACC's basic contract is the Use License Agreement, which spells out rights and responsibilities of Licensee (Client) and SMG (ACC). This document is legally binding, and should be carefully reviewed before execution. A Use License Agreement will not be executed by the Center without the designated rental deposit.

License Agreement Due Date: Date by which a Use License Agreement must be signed and deposit submitted to keep a booking in effect. This protects the Center against loss from sudden or short-term cancellation of an event for which a Use License Agreement has been issued but not executed. Space holds may be challenged in the event the Use License Agreement and required rental deposit are not returned by the due date.

Authorized Areas: Space specifically contracted to Licensee as outlined in Exhibit A of the License Agreement.

5. CHALLENGES

Space can be challenged if the challenger is within their booking window as defined in Item 2 of this section. Space challenges apply to first option/prospect holds and to tentative holds which have not met their License Agreement Due Date.

A space challenge is initiated when a second option group (challenger) is ready to contract dates and space for which there is already a first option hold in place. The second option group may challenge the first option hold by posting a deposit, at Center's discretion, of up to 100% of the estimated rent for the requested booking and signing a conditional License Agreement with the ACC. The ACC will then inform the first option group of the challenge, and give the first option group an opportunity to, within 3 business days, (A) meet the challenge by posting a deposit equal to that posted by the challenging group and execute a License Agreement or other acceptable binder with the ACC; OR (B) release the space/dates.

If the first option group meets the challenge, the ACC will return the requested deposit to the challenger and not proceed in executing the conditional License Agreement. In the event the challenger is successful in its challenge, the ACC will move forward and execute the conditional License Agreement and the requested deposit becomes non-refundable.

Upon the first option group's decision, the ACC will promptly notify the parties of the status of the challenge.

6. DEPOSITS

The rental deposit establishes the Licensee's commitment to license the space on the specified dates and is required to fully execute the License Agreement. The full rental fee is payable in advance and due prior to move-in day. The Center's standard rental deposit schedule is as follows:

<u>Percentage Payable</u>	<u>Payment Due Date</u>
5 %	Upon signing the License Agreement
20 %	Eighteen (18) months prior to move-in day
35 %	Twelve (12) months prior to move-in day
40 %	Six (6) months prior to move-in day

The ACC may require a contingency deposit on certain types of events. This deposit shall be determined by the ACC's General Manager based on potential risk assumed by the Center on the event being booked. Such deposits are due not later than two (2) weeks prior to the move-in day.

7. CANCELLATION

Cancellations by Licensee of an event covered by the License Agreement will be subject to a Cancellation Fee as liquidated damages, as set forth in the License Agreement as follows:

Cancellation Date	Applicable Liquidated Damages
Less than 6 months prior to move-in	100% of rental fee
One year to 6 months prior to move-in	60% of rental fee
More than one year prior to move-in	25% of rental fee

8. CENTER'S RULES & REGULATIONS

The Center's Rules & Regulations contains most event-related requirements and is attached to the end of the License Agreement and in this Guide. This document is part of, and incorporated by reference into, the License Agreement. Please keep this Event Planning Guide and the Center's Rules & Regulations as reference to your event.

9. RENTAL PERIOD, PAYMENT AND BILLING

Rental Period: The rental period is 7:00AM to 11:59PM on move-in days, event/show days and move-out days. Event hours cannot be scheduled prior to or after this period without the ACCs approval.

Assignment: Licensee may not assign the licensed facilities or any rights under the License Agreement without ACC's prior written approval.

Payment: The ACC accepts business/personal checks, major credit cards (American Express, Visa, Master Card) and wire transfer for payment of fees. Please make checks and money orders payable to SMG/ Albuquerque Convention Center. Certified funds may be required for certain events.



OPERATIONS GUIDELINES

This section provides guidelines on the Center's general building operations which may be important to consider for your event.

Coat Check

A personalized coat check service is available through the Center and provides your attendees with a convenient service at a very nominal charge. Please contact your Event Coordinator/Manager for details.

Damages

Prior to your event, your Event Coordinator/Manager will schedule a mutually convenient inspection appointment to verify the condition of the Authorized Areas. All damage, except for normal facility wear and tear, is the responsibility of the Licensee. A final walk-through will take place at the completion of the event and a damage evaluation report will be completed. If the facility is not returned in the same condition as received, the Licensee is responsible for the costs necessary to clean, repair, and/or replace any damage that occurred throughout the course of the event. All cleaning, replacements and/or repairs are done strictly by the Center.

Any damage to the Center property or equipment is to be reported immediately to the Event Coordinator/Manager.

Fire Protection and Smoke Removal

The Center is fully protected by an automatic fire sprinkler system. In addition, fire extinguisher cabinets with fire extinguishers are installed throughout the building. A fire pump provides water for the sprinklers and fire fighting services. The ACC has a state of the art fire management and life safety alarm system.

Floor Plan Approval

The Center's exhibit and registration floor plan approval process is closely involved with the City of Albuquerque's Fire Marshal Office. Your Event Coordinator/Manager will work with you on securing the required approvals from the Fire Department.

Your Event Coordinator/Manager can provide guidelines for floor plan layout and you must provide a copy of your proposed floor plan drawn to scale to your Event Manager. The Center will then submit a copy of the proposed exhibit floor plan to the Fire Department for approval. Non-approved floor plans will be returned to the Licensee with explanations. Licensee must submit a copy of amended and final floor plans for approval no later than thirty (30) days prior to move-in day. All decisions of the City of Albuquerque will be considered final.

Freight Deliveries

The Center will not accept any freight or materials including overnight freight services, prior to your contracted move-in date. All freight must be shipped to your service contractor/decorator who will deliver it to the Center during the designated move-in period. Any freight scheduled for delivery to the Center during move-in periods must be to the attention of the service contractor/decorator. The Center will not accept freight deliveries on behalf of Licensee, service contractors, decorators, exhibitors, etc. The Center will not accept C.O.D. shipments under any circumstances nor will it accept responsibility for the costs associated with freight delivery/pick-up. The Center will not be liable for the security of freight left in the facility following the conclusion of your move-out

date(s), nor can we assume responsibility for the shipping of such freight. Freight left in the Center will be disposed of at the Licensee's expense.

Loading In & Out

Loading in and loading out must be done through the designated loading docks assigned to the space contracted (Authorized Areas). Loading in and loading out through the Center lobbies is strictly limited to hand-carried items. Materials, which require the use of a two-wheeled (or more) apparatus must go through the designated loading dock area. Based on availability, dollies and/or flatbeds can be arranged through your Event Coordinator/Manager. Passenger elevators and escalators are designed for passenger use and not intended to carry the heavy weights.

Hours of Operation

The standard hours of operation for administrative staff are 8:00AM to 5:00PM, Monday – Friday. Our standard operating hours for client leased space is 7:00 AM to 11:59PM daily. Event hours cannot be scheduled prior to or after this period without the Center's approval. Overtime fees may apply.

Keys & Room Security

The Center is able to re-key meeting room locks to maintain security of the various rooms you use. We will also work with you to coordinate other security needs. It is important to remember that the Center must always have access to any area of the facility, and reserves the right to access any area if necessary. For this reason, it is important to note that no doors may be locked or otherwise secured without prior written approval from the Center.

Please designate a single member of your staff to receive all keys needed for your event and coordinate their distribution to your designees. This person will be responsible for the return of all keys. Rental of the ACC includes up to a total of five (5) keys on a complimentary basis, and additional keys are available at \$7.50 each. Keys can be issued upon arrival and while there is no deposit, an automatic charge of \$25.00 per key for any keys not returned on move-out day will be imposed. The Center has the capability to change door locks to designated rooms. The charge to re-core a lock is \$30.00 per core.

Parking

Your Event Coordinator/Manager will provide up to three (3) complimentary parking passes which will allow access to the Yellow Parking Lot at the south end of First Street. You may distribute these passes to your staff, vendors or VIP's. Parking is limited to the Yellow Parking Lot and is on a space availability basis only. Non-permitted vehicles parked in this area will be towed at the vehicle owner's expense.

For attendees, vendors, exhibitors and guests, parking is available in one of the two parking structures which flank the ACC. Please use the Convention Center Garage located at Martin Luther King Blvd. and Broadway for events in the East Complex and the Civic Plaza Garage located at Marquette Ave. and 3rd Street for events in the West Complex. Event parking in these structures is \$6.00 per vehicles. There are no in/out privileges.

There are numerous other public parking garages and lots available throughout downtown close to the Center. Parking fees vary. Please refer to the posted parking fees at each garage or lot.

Please refer to the parking map included in this Event Planning Guide or contact the City of Albuquerque's Parking Department at 505-768-4697 for further assistance.

Permits – Health, Business

Permits are the responsibility of the Licensee, and while the Center will assist you with information necessary for submission, the Center cannot secure such permits on your behalf. Please refer to Item #1 of the Center's Rules & Regulations.

Smoking Policy

The ACC is a non-smoking facility as per the Albuquerque City Ordinance No. 14-2003 and 0-51. Licensee will be held responsible for notifying its Exhibitors, attendees and Invitees of this policy.

Telephones

There are no public telephones in the Convention Center. Courtesy (beige) house phones are located throughout the facility and can be used to contact the ACC in-house staff

Trash Removal

A trash bin container and a trash compactor are provided for your use in designated loading dock areas. The first trash pull, which can be included in the Center's weekly scheduled pick-up, is complimentary. Additional bulk trash removal is charged the prevailing rate. Please contact your Event Coordinator/Manager for current rates.

Ventilation & Overhead Lighting

The ACC will supply adequate levels of ventilation and overhead lighting necessary for set up and tear down. Full lighting, heat, and/or air conditioning will be provided during show hours and will be initiated one hour prior to each scheduled event and cease one hour after each scheduled closing. Requests for full lighting, heat and air conditioning during set up and tear down will result in additional charges.

Water Stations

The Center offers complimentary water service for head tables and refrigerated water stations in hallways throughout the Facility. Should you desire a more formal form of water service, such as glasses and pitchers, we can provide that service for an additional charge. Glassware service is available upon request; otherwise, disposable ware is provided. Please contact our Catering Department at 505-768-3885 to order additional water service.



CENTER'S RULES & REGULATIONS

1. **Licenses or Permits.** If any governmental license or permit is required for the proper and lawful conduct of Licensee's business or other activity carried on, in or at the Authorized Areas or if failure to obtain such a license or permit might in any way affect the operations of the Facilities, then Licensee, at its own expense, shall obtain and maintain such license or permit and submit the same to inspection by Operator. Licensee, at its sole cost and expense, shall at all times comply with the requirements of each such license or permit.
 - a. Licensing: A New Mexico business license is required for any Licensee doing business at the Center. To acquire a business license, please do the following:
 - i. Contact the State of New Mexico Taxation and Revenue Department at 5301 Central Avenue NE, Albuquerque, NM. 87198 or phone at 505-841-6238 or fax at 505-841-6326. Please ask for Don Goldston.
 - b. A State representative will determine if there is a need for a temporary or permanent State of New Mexico identification number.
 - i. Permanent Identification Procedures: Licensee must request a Tax ID number application. Licensee will be considered permanent if Licensee is conducting more than one event in the space in a calendar year.
 - ii. Temporary Identification Procedures: If Licensee is conducting one event in a calendar year, Licensee is considered temporary. Licensee must contact the Compliance Revenue Agent at the above number for additional information
 - c. After Licensee's status has been determined, with either a permanent or temporary tax identification number, Licensee must acquire a City business registration.
 - i. City business registrations are available through the Treasury Division, Department of Finance and Management, City of Albuquerque, PO Box 17, Albuquerque, NM. 87103. Phone 505-768-4611 and fax 505-768-3447.
 - d. Taxation: All goods and services are taxable in the State of New Mexico.
 - i. Local Sales Tax: the prevailing sales tax rate will apply.
 - ii. Business and Individual Tax: For information regarding business taxes, please contact the Taxation and Revenue Department at 505-841-6200.
2. **Compliance with Laws.** Licensee shall, at its own expense, promptly comply and cause its employees, agents, contractors, exhibitors, patrons and invitees to comply with all laws, ordinances, orders, rules, regulations and requirements of all federal, state, municipal and local governments, departments, commissions, boards and officers and to conform in all respects with the City of Albuquerque Fire Department Management Plan for the facilities as in effect from time to time, with particular reference to such Plan's Exhibition Guidelines.
3. **Failure to Vacate/Removal of Property.** Upon the expiration or sooner termination of the agreement hereof, Licensee shall immediately remove all goods, wares, merchandise, property and debris owned by Licensee or which Licensee has placed or permitted to be placed on or at the Facilities. Any such property not so removed shall be considered abandoned and, at Operator's option, be removed and stored by Operator at Licensee's expense or disposed of in any manner Operator deems expedient. Licensee hereby waives all claims for damage resulting from such removal, storage and disposal of such property and indemnifies Operator from any damages or costs including reasonable attorney's fees resulting from such storage and disposal.
4. **Protection of Facilities.** Licensee will not permit anyone to drive any nails, hooks, tacks or screws in any part of the Facilities or to alter the Facilities in any respect. Without limiting the above, Licensee will not permit anyone to affix any material to the walls, floors, doors or ceilings or to alter the Facilities in any respect without

prior written approval by Operator. If, with or without Operator's approval, Licensee damages the Facilities it will pay Operator the cost of repair or replacement.

5. Property of Operator. Licensee may not use or transport any equipment, furnishings or other property belonging to Operator, or the City of Albuquerque, to any place outside the Facility itself.

6. Attendance Capacity. In no event shall attendance be permitted in excess of the established capacity of the Authorized Areas. Licensee shall not admit a larger number of persons than can safely and freely move about in the Authorized Areas; the decision of the Operator and/or the Albuquerque Fire Department in this respect shall be final.

7. Evacuation of Facility. If it becomes appropriate in the judgment of Operator to evacuate the premises because of a bomb threat or for other reasons of public safety, then, after such evacuation, the Licensee may continue to use the premises for sufficient time to complete presentation of the event without additional fees providing such time does not interfere with another Licensee. If it is not possible to complete presentation of the event, fees shall be prorated or adjusted at the discretion of the Operator and the Licensee hereby waives any claim for damages or compensation from the Operator.

8. Designated Entrances. All persons, articles, exhibits, fixtures, displays and property of every kind shall be brought into and out of the Facilities only at designated and approved entrances and exits. All such entrances and exits shall be subject to Operator's control.

9. Crate Storage. All crates and related materials shall, at Licensee's expense, be removed from the Authorized Areas before the opening day of Licensee's scheduled event.

10. Flammable Materials. No flammable materials, such as bunting, tissue paper, crepe papers, etc., will be permitted to be used for decorations and all materials used for decorative purposes must be treated with flame-proofing and be in accordance with the Operator's Fire and Safety Rules and Regulations.

11. Public Safety. Licensee agrees not to bring onto the premises any material, substance, equipment or object which is likely to endanger the life of, or to cause bodily injury to, any person on the premises or which is likely to constitute a hazard to property thereon without the prior approval of the Operator. The Operator shall have the right to refuse any such material, substance, equipment or object to be brought onto the premises and the further right to require its immediate removal therefrom if found thereon.

12. Utility Connections. Operator maintains the exclusive right for the installation of electricity, plumbing or other utility services. All such connections and related work will be at the expense of the Licensee and/or the Licensees exhibitors.

13. Lost Articles. Operator shall have the sole right to collect and have the custody of articles left in the premises by persons attending any performance, exhibition or entertainment event given or held in the Facilities, and the Licensee or any person in Licensee's employ shall neither collect nor interfere with the collection or custody of such articles.

14. Tours. Operator reserves the right to conduct public tours of the Facilities during the period of occupancy in such a manner that the tours do not interfere with Licensee's event.

15. Announcements. Operator reserves the right to make such announcements as Operator deems necessary at any time in the interest of public safety.

16. **Advance Deliveries.** Operator shall not be obligated to accept delivery of Licensee's property addressed to Licensee at the Facilities except upon prior approval of Operator. Operator shall not be liable for damage to such property and Licensee shall indemnify and hold harmless Operator for and against any loss of or damage to such property and to any damage caused by such property to other persons or property.

17. **Signs and Posters.** The use, distribution and location of all signs, cards and posters are subject to Operator's review and control.

18. **Banners, Flags and Flagpoles.** The use of banners on the exterior of the Facilities is at the discretion of the Operator.

19. **Advertising.** All advertising of Licensee's event shall be accurate and true in all respects. All advertising space in the Facilities is the exclusive property of Operator. Advertising of events by Licensee in Facilities publications, readerboards or other advertising media under the control of Operator shall be provided as availability permits with no guarantee that such advertising space shall be available. The content of all advertising by Licensee is subject to approval by Operator in writing. All in-house publications and advertising in such publications are the exclusive property of Operator. Operator reserves the right to distribute its in-house publications to attendees within the Facilities.

20. **Copyrights and Proprietary Material.** Licensee shall obtain all necessary licenses and shall pay all costs and fees arising from the use of copyrighted music or dramatic materials, or any other property subject to any trademark, patent or other proprietary right, which is used or incorporated in the event. Licensee shall indemnify, defend and hold Operator and all other indemnities designated in Paragraph 8 of the License Agreement harmless from any liability, claims or costs, including attorney's fees, arising from the use of any such materials or any claims of infringement or violation of the rights of the owner.

21. **Solicitations.** No collections or donations, whether for charity or otherwise, shall be made, attempted or announced on the premises without prior written approval of Operator.

22. **Opening Hours.** Licensee shall open doors for an event in accordance with advertised times.

23. **References.** Reference in these Rules and Regulations to "Operator" means SMG; to "City" refers to the City of Albuquerque; and, to the "Agreement" or "License Agreement" refers to Operator's License Agreement for Albuquerque Convention Center executed by Licensee. "Facility" refers to the facilities described in that Agreement. Other terms are defined in such License Agreement.

24. **Booth Cleaning & Post Event Cleaning.**

Licensee will retain responsibility for booth and aisle carpet cleaning services. The premises are turned over to the Licensee under a "clean hall to clean hall" policy. Licensee will be responsible for the cleaning of areas including, but not limited to, areas utilized for purposes of offices, loading dock(s), any Exhibit Hall floor space that is utilized, trash left in aisles or placed in receptacles located on the show floor, etc. If Licensee fails to return the premises in a "clean hall" manner, including the removal of tape, Operator will perform the necessary services and it will be Licensee's responsibility to reimburse Operator for the costs that were incurred to provide such services.

Operator will maintain and clean all meeting room areas, restrooms, lobby space and concession areas throughout the term of the License Agreement at no additional cost to Licensee.

25. **Show Badges.** Licensee agrees to provide ten (10) all access badges per day to Operator for each event or performance covered by this agreement. Such complimentary badges shall be of Operator's choice and supplied to Operator at its office at least ten (10) working days before the first day of the event.

26. **Non-Smoking Facility.** Licensee agrees to uphold the "Non-Smoking" policy as per the Albuquerque City Ordinance No. 14-2003 and 0-51, smoking is prohibited within the facility and will be held responsible for notifying its Exhibitors and Invitees.

27. **Novelty/Merchandising Fee.** Applies to any merchandise sold. Licensee shall pay a merchandising fee equal to twenty-five (25%) of gross novelty and merchandising revenue, less all applicable taxes and fees, generated in connection with the Event. SMG reserves the right to sell said merchandise.

28. **Audio Visual.** Operator's preferred, in-house Audio Visual contractor is the exclusive operator and provider of the house sound and light systems and equipment in the Center and in the Kiva Auditorium. All costs associated with the use of these items are acquired through the preferred, in-house audio visual vendor.

Licensee may opt to contract Audio Visual services to an outside provider. Associated charges will be assessed only if Licensee-designated outside Audio Visual provider requires (a) use of the Center's house sound system; (b) use of house sound and light equipment and (c) in-house technical support labor. In addition, fees for the use of electrical service to support Licensee-designated outside Audio Visual provider will apply in the Ballroom and the Exhibit Halls.

29. **Shipping and Receiving.** Licensee is to make arrangements with an outside company to receive, store and deliver to Licensee's leased space. Operator does not have a shipping and receiving department. Any materials sent to Operator prior to Licensee's occupying of leased space will not be accepted and will be returned to point of origin.

30. **Food and Beverage.** SMG is the exclusive food and beverage provider for both concessions and catering at the Albuquerque Convention Center. SMG reserves the right to sell, at its discretion, food and beverage, including alcohol, in any unused space within the facility for this purpose.

31. **Food and Beverage Sampling.** Complimentary sampling or distribution of food or beverage must be approved by SMG a minimum of (2) two weeks prior to the first day of occupancy. Licensee must provide SMG with the exact descriptions of samples offered and portion size in writing.. Such sampling will be limited to areas approved by SMG and must not be in competition with products or services offered by SMG. Sample sizes are limited to two (2) ounces of non-alcoholic beverages and one (1) ounce of food products.

All alcoholic beverage sampling must be coordinated through SMG and must be served by an SMG licensed bartender. A corkage fee per bottle will apply. SMG practices responsible alcohol service and therefore reserves the right to refuse alcohol service to anyone, including the right to terminate the service of alcoholic beverages of your event if deemed necessary by SMG.

Licensee is responsible for obtaining all related permits and paying applicable fees as required by the City of Albuquerque for serving food. Please contact the City of Albuquerque Environmental Health Department at (505) 768-2610 or online at www.cabq.gov/envhealth.

29. **Balloons, Glitter & Other Decorations.** The use of helium balloons, glitter, and/or confetti is not permitted without the prior approval of the Center. Costs associated with the clean-up are the responsibility of the Licensee.

30. **Lobby Use.** SMG reserves the right to control all Lobby or Common Areas. SMG will permit Licensee to use those areas of the Lobby, as it deems appropriate.

31. **Rigging.** Operator's preferred, in-house Audio Visual contractor is the exclusive rigger for any and all audio visual equipment rigged in the Albuquerque Convention Center. At least four (4) weeks prior to the first Event,

Licensee shall provide the in-house Audio Visual contractor a full and complete description of all rigging (including, without limitation, any sound, lighting, video, from or to the physical structure of the Facility or any fixture thereto required for the event) work anticipated for the event. All costs associated with the rigging of audio visual equipment will be the responsibility of the Licensee and assessed by the preferred, in-house audio visual vendor.



FOOD & BEVERAGE GUIDELINES

1. Savor...Albuquerque Catering by SMG is the exclusive in-house caterer and food & beverage provider for the Albuquerque Convention Center.
2. No outside food and beverage can be brought in and consumed in the Center at anytime without the written approval of the Center.
3. All arrangements for food and beverage must be contracted directly with our exclusive Catering Department.
4. Sampling of food and beverage items is allowed contingent on the following conditions.
 - Sample items dispensed are limited to products manufactured, processed, or distributed by exhibiting firm, and must be directly related to participation in the event.
 - Food item samples are limited to a maximum of 2 oz. "bite size" portions.
 - Non-alcoholic beverages are limited to a maximum of 2 oz. serving size.
 - SMG must be notified if products are to be sampled.
 - Restrooms, concession stands, and/or facility kitchens may not be used as exhibitor clean-up areas.
 - Securing of all necessary license, permits, etc. is the responsibility of licensee/exhibitor.
 - Costs associated with the disposal of trash, waste, etc., from exhibitor sampling area are the responsibility of Licensee and/or exhibitor.
5. Any alcoholic beverages must be purchased and served by SMG.
6. SMG can also provide the following services on an exclusive basis:
 - Grease disposal
 - Composting service
 - Ice service
 - Candles (fire marshal)

Please contact our Catering Department at 505-768-3885 for further assistance regarding food and beverage.





EXHIBIT SHOW GUIDELINES

The ACC boasts 166,000 square feet of exhibit space and is the ideal venue to accommodate your trade show, poster sessions, or consumer show. This section will provide you guidelines specific to these events. Please share these guidelines with your designated General Service Contractor (GSC)

Exhibit and Registration Floor Plan Approval

1. Detailed floor plans are required for exhibit and registration areas and any other special activities located in the exhibit hall, meeting rooms, ballroom, or public areas. Use of all lobby or common areas is controlled by the Center and will permit use to such areas as it deems appropriate. Please coordinate lobby use with your Event Coordinator/Manager.
2. Twelve (12) months prior to move-in or prior to the final sale, lease or assignment of any exhibit space, Licensee shall submit a copy of proposed floor plan, drawn to scale, to Center for City of Albuquerque Fire Marshal Office's review and approval.
3. The Center will submit proposed floor plans to the Fire Department, and upon approval, will forward approved copy to Licensee.
4. Any necessary changes in the proposed floor plan will be forwarded to Licensee by the Center, and Licensee must submit revised floor plan.
5. The proposed floor plan submitted for approval must include the following:
 - a. Show title, contracted dates, draftsman's company name and address, service contractor name and address.
 - b. Booth configurations drawn to scale, including base dimensions, heights and locations
 - c. Aisle locations and dimensions. Aisle shall be a minimum of 8 feet wide and cross aisles at a minimum of 10 feet wide.
 - d. Location and dimensions of all fixtures including, but not limited to, stages, risers, registration areas, lounge areas, entertainment areas, etc.
 - e. Location of all exits.
 - f. Location of all permanent and temporary concession and novelty stands.
 - g. Location of all fire safety devices including extinguisher and alarm stations.
 - h. Location of all primary entrances.
 - i. Locations and dimensions of all service desks including space allocations for service desks operated by the Center.
 - j. Location and dimensions of service contractor storage areas or "bone yards".
 - k. Distinction between pipe and drape and hardwall.
6. A copy of the final approved floor plan is due no later than thirty (30) days prior to move-in and is to be displayed in the service contractor's service area or office.
7. The decisions of the City of Albuquerque Fire Marshal Office are final.

Exhibit Hall and Loading Dock

1. No vehicles will be allowed in dock areas, exhibit halls, etc without advance approval by the Center.
2. No parking, tow away zones and other restricted areas will be strictly enforced and vehicles will be towed at the owner's expense.
3. Move in and move out periods/activities must be planned in writing and submitted for approval by the Center.
4. Scheduling of dock offices, storage areas, etc. must be approved by the Center.
5. Individuals exhibiting behavior indicative of intoxication or use of a "mood altering" substance will be expelled from the Center premises.
6. Vehicles are to be operated in a safe and prudent manner. Any actions including speeding, erratic driving, etc. deemed unsafe by the Center are to be stopped at once. Failure to adhere to the Center's direction will be grounds for ejection from the premises and possibly suspension of work privileges in the Center.
7. No refueling of vehicles is permitted within fifty (50) feet of the Center.
8. At no time may exit doors be blocked or obstructed with freight, equipment, display material, trash or unattended materials.
9. No glass containers are permitted on the exhibit floor, in meeting rooms or ballrooms without the prior written approval of the Center.
10. Dock utilization schedules must be submitted to the Center and the Center at times may require changes in the proposed schedules to allocate specific space to different events.
11. All freight deliveries to the Center must be shipped on designated move-in/out days and must be to the attention of the service contractor. The Center cannot accept freight deliveries on behalf of Licensee, service contractors, exhibitors, etc. The Center will not accept C.O.D. deliveries.
12. The Center will not assume responsibility or liability for freight left on the premises following the conclusion of the move-in/out. Freight left in the Center will be disposed of at Licensee's expense.
13. The Center will not assume responsibility or liability for banners left on the premises following the conclusion of the event.
14. Licensee is responsible for informing all parties of Center's freight policies.
15. Providing mechanized equipment for off-loading and loading freight/exhibits, etc. is the responsibility of the Licensee and at the Licensee's expense. Mechanized equipment that is the property of the ACC will not be used by the Licensee, their sub-contractors or anyone associated with the Licensee's event for any purpose, unless permission has given, in writing, by the ACC.

Electrical & Utility Services

1. The ACC is the exclusive provider of electrical services and other utilities in the Center. We offer electrical power, water service, drainage, compressed air and natural gas in all our exhibit halls.
2. Please advise your Event Coordinator/Manager of your show's General Service Contractor (GSC) immediately after designation. The Center's Operations Coordinator will work closely with your GSC to ensure the Center's electrical and utilities order form are included in the show's exhibitors kit.
3. A complete exhibitor list with contact information is due to your Event Coordinator/Manager no later than thirty (30) days prior to move-in. This will allow the Center's Operations Coordinator to follow-up with your exhibitors to ensure their electrical and utility needs are ready for them upon move-in.
4. Exhibitor electrical and utility orders are required no later than five (5) business days prior to move-in. Orders received after this date is subject to a service fee.
5. Only UL-approved extension cords may be used for electrical connections and can be ordered through the Center.
6. The Center will maintain an Exhibitor Services desk during exhibitor move-in hours to provide assistance to your exhibitors.
7. Please contact the Center's Operations Coordinator at 505-768-3863 for additional assistance on exhibitor electrical and utility services.

Exhibit Hall Security

1. The Center maintains a twenty-four (24) hour security force responsible for monitoring the facility perimeter, interior public, traffic flow in such areas, and the Center's life safety system. The activities of the security personnel cannot be restricted by activities of the Licensee.
2. Licensee is responsible for event staff in all areas specifically leased to the Licensee including exhibit halls, meeting rooms and other areas.
3. The Center may require Licensee to provide minimum levels of event staff coverage in any leased space and other areas (i.e. docks, public access areas, registration areas, etc.). Such coverage will be at Licensee's expense.
4. No doors may be chained or otherwise locked without the written approval of the Center. No doors can be chain locked when area is occupied.
5. All proposed event staff arrangements must be provided by a vendor from the Center's approved list. Security arrangements are subject to the Center's approval and the proposed schedule must be submitted to your Event Coordinator/Manager no later than two (2) weeks prior to move-in.
6. Use of armed guards, or any other security equipment, is prohibited without the written consent of the Center.

Food Shows

1. **Ice & Water Services.** Water service for chafing dishes and pitchers may be obtained through restrooms or through a water source designated to the show by the Center. Concession and kitchen areas may not be used without the approval of the Center. Water service requiring a line connection must be ordered through Exhibit Services at 505-573-3863 or via our website at www.albuquerquecc.com. Ice service is exclusively provided by the Center's in-house food services department. Please contact SMG at 505-573-7855 to set up this ice service in advance.
2. **Trash Disposal.** The trash generated by exhibitors and general housekeeping of the exhibit area is the responsibility of exhibitors and/or the show's general service contractor. The Center will designate an area where show trash can be properly disposed at. Disposal of food items in restrooms sink/toilets, concessions areas and in public trash receptacles is strictly prohibited. In the event trash is not properly disposed of, clean-up fees may apply.
3. **Grease Disposal.** Grease disposal can be arranged through SMG or through the show's general service contractor. Please contact our Catering Department at 505-573-7855 to set up this service in advance. Grease disposal in restrooms sinks/toilets, concession areas and in public trash receptacles is strictly prohibited. In the event grease is not properly disposed of, clean-up fees may apply.
4. **Sampling.** Sampling portions of food and non-alcoholic beverage is limited to no more than 2 oz. "bite size" portions. Sample items must be products manufactures, processed or distributed by the exhibiting company and must be directly related to the participation in the event. Please contact our Catering Department at 505-768-3885 for further assistance related to food sampling.
5. **Permits.** It is the responsibility of the exhibiting company to secure all necessary licenses and permits required by the City of Albuquerque and the State of New Mexico.



SAFETY & FIRE REGULATIONS

The ACC wants to provide and maintain a venue which ensures the safety of all who enter our doors. In partnership with the City of Albuquerque Fire Marshal's Office, the ACC has adopted and will enforce applicable provisions of the Life Safety Code (LSC), the Uniform Fire Code (UFC) and the NFPA 101, Life Safety Code. The following incorporates this provision along with the Center's own rules and regulations.

1. Aisle dimensions/locations are subject to Fire Marshal approval. Aisles must be a minimum of 8' wide and cross aisles must a minimum of 10' wide.
2. No exhibit booth, registration table or related material may be placed within 20' of main entrance/exit.
3. Doors, fire exits, including doors in partition walls, or access to any exit cannot be blocked or impinged upon by pipe, drape, exhibits, or other fixtures. Exit doors must be maintained in an operable condition.
4. Literature and other items cannot be stored in booth beyond what could be reasonably used in one day. Additional material must be stored in closed containers and kept in a neat and organized manner in a designated storage area.
5. Clear access must be maintained to all exits and all Center services (i.e. restrooms, concession stands, utility rooms, etc.)
6. Carpet runners or show carpet installed over the Center's permanent carpet is prohibited without the prior written approval of the Center.
7. Clear access must be maintained to all exits and all Center services (i.e. restrooms, concession stands, utility rooms, etc.)
8. Exhibit booths shall be constructed of noncombustible or limited combustible materials. Pipe and drape shall be fire retardant and shall not ignite and spread over the surface when exposed to open flame.
9. Vehicle displays shall conform to the following regulation:
 - Fuel tank openings shall be locked and sealed in an approved manner
 - Fueling and defueling is prohibited
 - Fuel in the fuel tank shall not exceed one-quarter (1/4) of the tank capacity or five (5) gallons, whichever is less
 - Vehicles shall not be moved during show hours
 - Battery terminals shall be disconnected and taped off with a non-metallic tape
10. Show carpet will be properly stretched to eliminate uneven walking surfaces; and secured at edges and seams with double-sided gaffer's or other professional tape. Transitions between carpet and bare floor will also be taped down to minimize tripping hazard. Carpet overlap in show areas may not exceed two layers.
11. Wherever possible, cords should run in non-traffic areas; and when run across traffic areas on or under carpet, taped down and marked with caution tape.

12. Candles and other open-flame decorative lighting shall not be used without advance written approval from the Fire Marshall. (Pre-approved candles can be rented through our Catering Department)
13. Compressed flammable gasses, flammable/combustible liquids and hazardous chemicals are prohibited.
14. The Fire Marshal has the discretion to mandate on-site fire inspectors and/or emergency personnel in the name of public safety. Licensee is responsible for paying fees associated with this staffing directly to the City of Albuquerque Fire Marshal's Office.
15. Do not exceed the capacity of the electrical connection ordered and provided. Only UL-approved, grounded extension cords may be used for electrical connections. These cords can be ordered through the Center.
16. Extinguishers are required every 75 feet on the exhibit floor. Minimum rating of fire extinguishers shall be 3A40BC type.
17. The use of pyrotechnics or fireworks within the Albuquerque Convention Center is strictly regulated by the City of Albuquerque's Fire Marshal's Office and the Center's Rules & Regulations. These guidelines are designed to ensure the safety of all your staff, the ACC staff, attendees and visitors, as well as protecting the structural integrity of the Center. The use of pyrotechnics or fireworks shall not be allowed in the Center without the expressed, written approval of the Fire Marshall. Please contact the City of Albuquerque's Fire Marshal's Office for additional information and required permits.
18. Tents and canopies cannot exceed 300 square feet without the written approval of the Fire Marshall.

ALBUQUERQUE FIRE MARSHAL'S OFFICE

724 Silver SW
Albuquerque, NM 87124
Phone: 505-764-6300
Fax: 505-764-6323
TTY: 800-659-8331
<http://www.cabq.gov/fire/>





GENERAL SERVICE CONTRACTOR GUIDELINES

1. **Banners & Signage.** All banners and signage must be hung by contractor's staff or hired labor. Exhibitors are not allowed access to the catwalks to hang banners.
2. **Billing & Facility Use Application.** Contractors wishing to cover event-related expenses such as Center staffing, utilities, equipment rental, supplementary hall rental, damage, etc may do so with advance approval from the Event Coordinator/Manager.
3. **Bone yard & Crate Storage.** Center will assign, and Contractor's floor plans will indicate, bone yard/crate storage locations. Storage areas may not block access to any door, fire hose/extinguisher cabinet or pull-station. Contractor will respond to Center's reasonable requests for consolidation / cleanup of storage areas during the event. Pallets or other Contractor or exhibitor packing material left on property will be subject to a disposal charge.
4. **Carpet.** Show carpet will be properly stretched to eliminate uneven walking surfaces; and secured at edges and seams with double-sided gaffers or other professional tape. Transitions between carpet and bare floor will also be taped down to minimize tripping hazard. Carpet overlap in show areas may not exceed two layers. Cord runs should be located wherever possible in non-traffic areas; and when run across traffic areas on or under carpet, marked with caution tape.
5. **Cleaning.** The Authorized Areas are turned over to the Licensee under a "clean hall to clean hall" policy. Licensee's contractor will be responsible for the cleaning of areas including, but not limited to, areas utilized for purposes of offices or registration, loading dock(s), any Exhibit Hall floor space that is utilized, trash left on the show floor and removal of floor tape.
6. **Damage.** Contractor is strongly encouraged to inspect the premises with the Center Event Coordinator/Manager to note any pre-existing damage. Client will be held liable for any damage caused by Contractor, unless Contractor requests and Center approves appropriate billing.
7. **Employee Identification.** Contractor employees must wear identification and/or proper uniform identifying their staff.
8. **Equipment Rental.** Center's equipment is available for Contractor's use at prevailing rental rates. Contractor agrees not to use or transport any equipment, supplies furnishings or other property belonging to the Center, or the City of Albuquerque, without the Event Coordinator/Manager's written permission.
9. **Event Coordinator/Manager.** The Center's Event Coordinator/Manager is Contractor's main contact for all aspects of the event. Contractor is expected to comply with Event Coordinator/Manager's requests and direction, particularly as to safety and security matters.
10. **Fire Exits, Hose/Extinguisher Cabinets, Pull Stations.** Contractor may not, or permit exhibitors to, obstruct or obscure visibility from show floor to any marked Fire Exit, Hose/ Extinguisher Cabinet, or Pull Station. Contractors agree to comply to all requirements set forth by the City of Albuquerque Fire Marshal Office.
11. **Fire Watch.** A Fire Watch may be required at City of Albuquerque Fire Marshal Office's discretion for events containing a high proportion of combustible materials; or which contain display vehicles.
12. **Food & Beverage.** Contractors should remind employees that outside food and beverages are not

permitted in the Center at any time. We may arrange exceptions during move-in/out periods when the facility is otherwise dark. Please contact the Event Coordinator/Manager for prior approval.

13. **Freight.** All event-related freight must be addressed to Licensee or Contractor, and consigned through Contractor. Freight sent directly to the facility must arrive during the licensed period; and must be accepted and handled by Contractor. The facility will not accept freight addressed to the Center or Center staff, or which arrives prior to move-in day.
14. **Floor Plans and Fire Marshal Inspections.** Contractors will submit for Center and Fire Marshal approval detailed full-size, drawn-to-scale floor plan(s) for any area being used for exhibits, displays and registration, including permanently-carpeted areas no later than thirty (30) days prior to move-in. Plans will show aisle width, clearance from walls, doors and fire cabinets, location of bone yard/crate storage; and exhibit area layout.
15. **Insurance.** Service Contractors and Decorators must have current insurance certificate on file with the Facility.
16. **Loading Dock.** The loading docks are hazardous areas. Contractor will ensure employee attention to safety, trip-and-fall hazards etc. Where possible, equipment such as forklift attachments, carpet rolls, etc. should be stored in trailers and not on the dock.
17. **Loading In & Out.** Loading dock space shall be designated by the Event Coordinator/Manager. Contractor will be responsible for a dock marshal to control the load-in/out process, with its own personnel or trained personnel provided by a Center-approved vendor. Contractor will not permit loading in/out via front-of-house entrances with out the approval of the Event Coordinator/Manager.
18. **Parking.** Contractor employees will park in areas designated by Center. Please refer to the parking section of the Center's Operation Guidelines.
19. **Permanently-Carpeted Areas Used for Exhibits.** Carpets will be protected during load-in/out with thick plastic sheeting over any area traversed by forklifts, pallet jacks, or vehicles; to drop palletized items; or where plants or permitted plant matter will be placed. Forklift / equipment wheels will be protected by clean plastic booties when traversing unprotected carpeted areas.
20. **Safety.** Contractor will comply with Center safety regulations, including proper use of harnesses and other safety equipment and operator certification.
21. **Smoking.** The Center is a non-smoking facility at all times, including load-in/out periods. This is a matter of State law; and Contractors are strongly encouraged to observe and support this policy with their employees. Smoking is only permitted in designated areas of the Center. Please see the Event Coordinator/Manager for these designated areas.
22. **Staging and Marshaling Area.** Please contact the Event Coordinator/Manager for available staging and marshaling area related to your show.
23. **Sub-contractors.** Contractors are responsible under these Rules for the safety, conduct, and performance of their sub-contractors.
24. **Tape & Residue.** Only professional contractor's or gaffers tape may be used on Center floor and wall surfaces. Duct tape, clear "cellophane" or packing tape is specifically prohibited. Licensee or Contractor as appropriate will be liable for cost of any work necessary to remove tape or residue.



EXHIBITORS RULES & REGULATIONS

1. Smoking is strictly prohibited at all times in the Albuquerque Convention Center.
2. Utility services (electricity, water, plumbing etc. etc.) are exclusively provided by the Albuquerque Convention Center. Please use the form provided in your Exhibitor Service Kit. All utility service requests must be received five (5) working days prior to Exhibitor move-in to avoid late fees.
3. Painting of any kind within the Albuquerque Convention Center is strictly prohibited. Exhibitors may not glue, tape, tack, nail, screw or in any way affixed to any interior or exterior surface of the Center. Nothing may be attached to exhibit floor columns, even within booths and drilling is strictly prohibited.
4. Glitter, streamers and adhesive-backed (stick-on) decals are strictly prohibited and may not be distributed or used for any purpose within the Albuquerque Convention Center.
5. No outside food or beverage is allowed inside the facility. Please contact our exclusive Catering Department 505- 768-3885 for any food and beverage need.
6. Any Exhibitor interested in distributing food or beverage must be the manufacturer of said product or be exhibiting in a food or beverage or related industry show. Exhibitors must only distribute "bite size" samples of no more than two (2) ounces of food or non-alcoholic beverages. Exhibitor cannot participate in cash sales of said product during the show.
7. No collections or donations, whether for charity or otherwise, shall be made, attempted or announced without prior written approval by the Albuquerque Convention Center.
8. The Albuquerque Convention Center is not responsible for trash generated by the Exhibitor. The show will be provided a bulk trash receptacle in the loading dock for exhibitor's use.
9. Exhibitors are to have all proper licenses and permits required by the State of New Mexico and the City of Albuquerque. State of New Mexico Taxation and Revenue Department can be reached at 505-841-6200 and the City of Albuquerque Treasury Division 505-768-4611.
10. Please remember not to throw boxes or trash generated during show hours into the aisles. Aisle ways and exit ways must remain clear of any trash or debris and cannot be obstructed in any manner.
11. The exhibition hall air walls are covered with a delicate fabric. This fabric tears easily. Please contact show management for assistance.
12. All decorations and items within your booth must be fire-retardant in accordance to Fire Code. Please contact the show manager for further details.
13. No equipment, booths, signs, displays, or other items can block or obstruct any emergency phones, alarms, sprinkler valves, or hose connections.
14. All banners and signage must be hung by the show's General Service Contractors. Exhibitors may not hang banners or signage without approval from show management.

15. Vehicles may not be displayed without the prior written approval of show management. Any fuel-powered vehicle on static display must have the smallest possible amount of fuel, not more than 1/4 tank or 5 gallons whichever is less. The gas cap must be locked or sealed by tape; batteries must be disconnected. Vehicles may not be started, run or moved during event hours.
16. All fuel-powered motors to be run during show hours must have an exhaust system that will prevent any fumes from being emitted. Prior Albuquerque Convention Center approval is required. A Fire Watch may be required.
17. No open flame lighting devices may be used in the Albuquerque Convention Center without the advance written approval of the City of Albuquerque Fire Marshal. Please contact our Catering Department at 505-768-3885 to rental pre-approved candles.
18. Portable cooking equipment not flue-connected is permitted if equipment if fueled by small heat sources that can be readily extinguished by water, such as alcohol-burning and solid alcohol equipment. Proper precautions must be made to prevent ignition of combustible materials. Prior written approval of Albuquerque Convention Center is necessary.
19. No oils, combustibles, or any liquids other than water may be poured in the Albuquerque Convention Center drainage or sewer systems. No tools, machines, cookware, or other items may be emptied, washed, or rinsed in Albuquerque Convention Center restrooms. Cookware, dishes, utensils, etc., may not be filled from Albuquerque Convention Center restrooms or janitors' closets.
20. Exhibitors demonstrating or using cooking appliances must have at least one 2A10BC extinguishers in the booth at all times. Exhibitors demonstrating or using any appliance producing grease laden vapors (deep fryers, frying pans etc. etc.) must have at least one Type K fire extinguisher. Cooking appliances must be isolated from spectators by at least four feet or by a barrier between the appliances and the spectators. Use of cooking appliances requires prior approval of the Albuquerque Convention Center. No overnight cooking is allowed. For further questions regarding cooking, please contact the Albuquerque Fire Department – Fire Marshal's Office.
21. Loading docks are for loading and unloading only. All vehicles left in loading areas will be towed away at the owner's expense.
22. Loading in and loading out must be done through the designated loading docks assigned to show. Loading in and loading out through the Center lobbies is strictly limited to hand-carried items. Materials, which require the use two-wheeled (or more) apparatus must go through the designated loading dock area. Passenger elevators and escalators are designed for passenger use and not intended to carry the heavy weights.
23. The Albuquerque Convention Center cannot accept freight shipments or packages for exhibitors, show management, or its contractors at any time. Freight must be consigned through the designated General Service Contractor/Decorator. There are no exceptions to this policy.
24. Exhibitor-owned or leased vehicles are NOT allowed to drive on to the exhibit floor to unload or load without prior approval from show management. Access to the exhibit floor for tractor-trailer trucks, cranes, etc., must be arranged in advance through show management. The Albuquerque Convention Center does NOT provide carts, dollies, pallet jacks, labor etc., for exhibitors' use.
25. No items may be thrown at any time from your booth(s).

26. Helium-filled balloons are allowed in the Center only as part of a display, and must be securely fastened to the booth. Balloons may not be given out and must be used for décor only. Compressed gas cylinders used to inflate balloons must be properly secured to prevent toppling, and must be removed from within the during all event hours.
27. All live animals are prohibited, with the exception of guide and service animals. Exhibitors wishing to display live animals as an integral part of an exhibit must get prior approval from show management. Waiver of this prohibition is contingent on description and number of animals, handler/trainer supervision, required insurance certificates, etc.
28. The Albuquerque Convention Center has a “no tipping” policy. No exhibitor, or contractor or representative of an exhibitor, may give any gratuities, tips, or gifts of any kind to any employee of the Center.
29. **The Albuquerque Convention Center is not responsible for Lost or Stolen Items.** Exhibitors should not leave valuables or personal items (laptops, purses, cameras, briefcases, etc.) on tabletops, behind booth drape, or in any unsecured areas of the exhibit. Please remove all such items from the building at the close of show each day. During move-out, please do not leave your booth unattended until all of your display materials have been packed and crated.
30. Specific to **FOOD SHOWS** or shows with food sampling, the following must be adhered to:

Ice & Water Services. Water service for chafing dishes and pitchers may be obtained through restrooms or through a water source designated to the show by the Center. Concession and kitchen areas may not be used without the approval of the Center. Water service requiring a line connection must be ordered through Exhibit Services at 505-573-3863 or via our website at www.albuquerquecc.com. Ice service is exclusively provided by the Center’s in-house food services department. Please contact our Catering Department at 505-573-7855 to set up this ice service in advance.

Trash Disposal. The trash generated by exhibitors and general housekeeping of the exhibit area is the responsibility of exhibitors and/or the show’s general service contractor. The Center will designate an area where show trash can be properly disposed at. Disposal of food items in restrooms sink/toilets, concessions areas and in public trash receptacles is strictly prohibited. In the event trash is not properly disposed of, clean-up fees may apply.

Grease Disposal. Grease disposal can be arranged through our Catering Department or through the show’s general service contractor. Please contact our Catering Department at 505-573-7855 to set up this service in advance. Grease disposal in restrooms sinks/toilets, concession areas and in public trash receptacles is strictly prohibited. In the event trash is not properly disposed of, clean-up fees may apply.

Your show’s Exhibitor Rules may prohibit certain of the services, features, or booth design elements outlined in these facility regulations. Please review the specific rules for your show for any prohibitions that may apply.

Please address questions or comments concerning this Event Planning Guide to:

Albuquerque Convention Center
Attn: General Manager
401 2nd Street NW
Albuquerque, NM 87102
Main Line: 505-768-4575
Fax Line: 505-768-3239