

Dear Exhibitor,

Congratulations on your decision to be an exhibitor at the St. Charles Convention Center!

The St. Charles Convention Center is the exclusive provider of utility and booth cleaning services for the facility. To order services, please complete and return the order forms located in this packet or visit www.stcharlesconventioncenter.com to order utilities online. Be sure to read all the materials carefully. Payment must be made by Visa, Mastercard, American Express, Discover, certified check or money order. Please note that ordering your items in advance will save you a substantial amount of money. In order to receive the advance discounted prices, full payment must be received 14 days prior to the first scheduled move-in date of the show.

Additional features for being an exhibitor at SCCC include:

- ☼ **Concessions Discounts**
15% discount on purchases at our Compass Café and St. Charles Grill.
Simply show your exhibitor badge to take advantage of the discount.
Discount does not apply at specialty kiosks or to alcoholic beverages.
- ☼ **Exhibitor Meal Delivery Service**
The Exhibitor Meal Delivery Order Form allows you to order lunch prior to move in and have it delivered right to your booth.
- ☼ **Convenient Parking**
Parking Lot C is located next to the exhibit hall, creating a convenient parking lot for exhibitor passenger vehicles, during exhibit shows. Larger vehicles such as trucks, trailers, buses, etc. must utilize Parking Lot D.
- ☼ **Marketing and Advertising**
Utilize our in-house marketing department to drive traffic to your booth with our internal flat panel displays and for other graphic design needs. Call 636.669.3009.

Please contact your show promoter for specific shipping details. SCCC will not receive or send out shipments for events when an outside decorator has been contracted

We are looking forward to a successful show for all. If you need additional assistance, please contact our Exhibitor Services Department at 636.669.3011 or exhibitorsvs@scmocc.com. All forms and upcoming events can be found on our website at www.stcharlesconventioncenter.com.

Sincerely,

The St. Charles Convention Center

Alcohol

Alcoholic beverages must be purchased through the St. Charles Convention Center, who holds the liquor license for the facility. Additional security may be required for events where alcohol is served. In compliance with state liquor laws alcohol may not leave the premise. The St. Charles Convention Center will comply with responsible alcohol beverage service. No alcoholic beverages may be consumed in any of the SCCC parking lots unless it is being served by the SCCC staff.

Animals

With the exception of ADA service animals or animals used as part of SCCC approved exhibits (i.e. dog or cat shows) or activities (approved theatrical performances, etc), animals are not permitted in the Facility. The ADA defines a service animal as any guide dog, signal dog, or mini-horse individually trained to provide assistance to an individual with a disability. A written request must be presented to the General Manager or designee by no later than 30 days prior to the event. When any approved display includes pens or enclosures containing live animals, the following minimal provisions must be made.

- A protective coating such as plastic or visqueen must be used to protect all floors and any Facility equipment.
- Some type of absorbent (i.e. saw dust or fire retardant wood shavings) must be placed within the pens.
- Curbing or bike rack must be provided to contain animals
- Animals must be supervised at all times
- Provide clean up and proper disposal of absorbents and waste

Licensee will adhere to any and all other safety measures as required by Operator. Animals are not permitted within 50 feet of any food service preparation or service area. The only exception to this is the use of ADA service animals.

Licensee is responsible for ensuring that any approved use of animals within the Facility is also in adherence to any and all applicable local, state and federal laws.

Booth Cleaning

The SCCC is the exclusive provider of booth cleaning. This service is available at an affordable per square foot rate and includes trash pick-up and vacuuming the booth carpet. Booth cleaning will be performed by SCCC staff. Services can be ordered by exhibitors utilizing the forms available in the exhibitor packet on our website

Bulk Trash

We ask you to take responsibility for removal of bulk trash prior to, during, and after the show. Bulk trash items include crates, pallets, boxes, or any items not easily removed by a push broom or vacuum. All exhibitor trash is to be removed and cardboard is to be broken down and disposed of properly. Proper disposal vessels will be provided at your request on the show floor. Any costs incurred by the SCCC for bulk trash removal will be charged to show management at the prevailing rate. In the case that an additional dumpster pull is required there will be a fee of \$250 for the first dumpster pull and \$200 for each additional dumpster pull.

Compressed Gases

Compressed flammable gases are prohibited without prior written approval of the General Manager and the Fire Marshal. This includes acetylene, hydrogen, propane and butane. All requests to use such gasses must be submitted to your Event Manager no later than 30 days prior to the event. Vehicles or equipment fueled by LP gas, such as forklifts, may be used during move in and move out only. The vehicles may not be operated during event hours. Vehicles used must comply with NFPA #58 regarding the storage, handling, transportation, and use of LP-Gas.

Concessions

The Center can provide concessions, as well as banquet service, snacks, luncheons, and beverage service. These services are provided exclusively by the SCCC. **No outside food or beverage is allowed in the SCCC.**

Cooking Demonstrations

Cooking demonstrations or commercial cooking must be approved in writing by the SCCC. Once permission is obtained, all cooking devices and operations shall comply with NFPA, Life Safety Code, 2000 edition. All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Marshal and installed in accordance with the provisions of the City Building and Fire Codes. Cooking equipment shall be placed on a noncombustible surface, such as metal, hardwood board or glass and be separated from other equipment by a minimum horizontal distance of 2 ft. Countertop fryers not exceeding 288 sq. inches and single well may be used without the necessary ventilating hood and surface protection equipment, provided there are two (2) ten (10) lb B.C. extinguishers positioned on each side of fryer. All

cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e. Underwriters Laboratory or Factor Mutual. All equipment shall have regulator(s) at appliance and gas cylinder(s). All supply lines (tubing or hoses) shall be lead-tight and in good repair. Hoses shall be listed for the type of product it supplies.

Decorations

The method and location of special installations must be approved in advance by SCCC management. Final approval will be determined after consideration of other building tenants occupying the space at the same time. Decoration guidelines include the following:

- No one may tape, nail, tack or otherwise fasten to ceilings, painted surfaces, columns, walls or windows decorations of any kind.
- Decorations may not block doors, fire extinguishers, sprinklers, emergency equipment signage, emergency exits lighting systems, telephone banks, charging stations, information kiosks, and ATM machines
- All decorating materials must be constructed of flameproof material or treated with an approved fire retardant solution. Spot testing may be performed by the St. Charles Fire Marshal.
- No one may use adhesive-backed decals or stickers nor may they be distributed anywhere on the premises.
- "Glitter" and confetti may not be used in the building.
- Only Plant Professor Personnel may move planters
- Only SCCC personnel may move lobby furniture, and other SCCC equipment in the public areas.
- Helium balloons are allowed in the Grand Ballroom and Meeting Rooms with a \$100 deposit. If any balloons become loose & require retrieval by the SCCC staff, a \$25 removal fee will be charged for the first balloon and \$5 for each balloon thereafter.
- Helium balloons are ONLY allowed in the Exhibit Hall if assembled by a licensed and insured Balloon Artist. Said artist will be required to submit a \$250 deposit, as well as a Certificate of Liability Insurance. Helium balloons are not allowed to be displayed in the Pre-function/Foyer spaces of the SCCC. For safety reasons, compressed gas cylinders used to inflate balloons must be properly secured to prevent toppling.
- All pools, decorative fountains, etc. must be waterproofed and may be tested by SCCC Engineering prior to installation.
- Show management will be responsible for removal and cleanup of any dirt, bark, mulch or similar materials used for decorating.
- Candles may be used only on tables when securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials and only if approved in writing, by the Director of Event Services of SCCC. The candle flame shall be protected and enclosed.
- Items that cannot be treated to meet requirements, such as, but not limited to, oilcloth, tarpaper, nylon, plastic cloth, and certain other plastic materials, are prohibited.

Exterior Doors

Exhibitors should only use entranceways designated for loading exhibit materials in and out. For security reasons, other exterior doors may not be propped open for any reason. Only hand carried items can be brought through the front glass doors.

Fire and Safety Requirements

The provisions of the National Fire Protection Association (NFPA) 101 Life Safety Code 2000 edition and the NFPA Fire Prevention Code, 2000 edition for public assembly facilities have been established as a standard for review of occupancies and events in the SCCC. The information contained in this outline is a summary of relevant provisions contained in these Codes as well as standard operating procedures established in cooperation with the Fire Marshal of the City of St. Charles.

- a) All curtains, drapes and decorations must be constructed of flameproof material, or treated with an approved flame proofing solution. (Treatment shall be renewed as often as may be necessary to maintain the flame proofing effect.)
- b) All exits, hallways, and aisles are to be kept clear and unobstructed at all times.
- c) A 20' roadway shall be maintained for fire equipment access to all parts of the building.
- d) No part of a stairway, whether interior or exterior, hallway, corridor, vestibule, balcony, or bridge leading to a stairway or exit, shall be used in a manner that will obstruct its use as an exit or that will present a hazardous condition.
- e) Storage of any kind is prohibited behind back drapes & display walls or inside display areas. All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The SCCC inspects all exhibits to ensure compliance.

- f) Crates, packing materials, wooden boxes and other highly combustible materials may not be stored in the SCCC. All outside displays that are under the cover of the building roof or extension of the roof or porch area shall be governed by the same rules of an inside display.
- g) No exit doors shall be locked, bolted, or otherwise fastened or obstructed at any time the SCCC is open to the public. Moreover, it shall be unlawful to obstruct or reduce passageway or other means of egress. Additionally, all required exits shall be so located as to be discernible and accessible with unobstructed access thereto.
- h) All sawdust and shavings shall be thoroughly treated with an approved flame-retardant product, stored and maintained in a manner approved by the Fire Marshal.
- i) Compressed cylinders shall be used, handled and stored in accordance with applicable fire code requirements. The 1997 Uniform Fire Code is not applicable.
- j) No unauthorized persons are to alter, remove, deface or tamper with any required fire safety equipment contained with the SCCC. These items include the fire sprinkler system, fire alarm system, emergency lights or exit signs, portable fire extinguishers, exit doors, or other related safety equipment.
- k) The use of Liquefied Petroleum Gases (LPG) inside building, tents or other areas is strictly prohibited, except food demonstration purposes when approved by the SCCC, and the Fire Marshal. Maximum LPG allowed for exhibition purposes is a 16-oz. non-refillable cylinder. There may be a maximum of 24 containers stored in any one location.
- l) All standpipe, fire hose cabinets, hydrants, & fire department connections shall be kept clear and unobstructed.
- m) The SCCC along with the Fire Marshal shall check egress of the facilities before it is occupied for any use. If such inspection reveals that any element of the required means of egress is obstructed, inaccessible, locked, fastened, or otherwise unsuited for immediate use, admittance to the building shall not be permitted until necessary corrective action has been completed.
- n) No curtains, drapes, or decorations shall be hung in such a manner as to cover any exit signs.
- o) No person shall interfere with the City Fire Rescue Department when performing emergency and non-emergency functions at the SCCC. All orders issued by a member of the Fire Rescue Department shall be obeyed immediately.
- p) No overcrowding of any area of the SCCC will be allowed. Persons shall not be in excess of posted occupant loads, nor can persons stand in aisles, or block exits.
- q) The City Fire Chief or Fire Marshal has the authority to require Fire Rescue personnel to stand-by during certain events at the SCCC.
- r) Explosives and blasting agents shall be prohibited. Ammunition and pyrotechnics may be allowed under certain conditions: but only with the advance approval of the SCCC and the St. Charles Fire Marshal's Office. If pyrotechnic materials are used/fired within the building a Fireworks Permit will be required with the following parameter:
 - 1) 15-day minimum application period (State Law)
 - 2) Licensed explosive handler required
 - 3) \$1,000,000 liability insurance

Written authorization from SCCC General Manager and the Fire Marshal is required for the following:

- *Exhibit booths which have enclosed ceilings, upper decks or any large overhead advertising device in excess of 100 square feet;* these require the use of perforated or porous materials that will not obstruct fire sprinkler protection. The City of St. Charles Fire Marshal requires such booths to be equipped with portable fire extinguishers, as well as an automatic smoke detection system.
- *Display and operation of any heater, heat producing or open flame devices such as barbecues, candles, lanterns, torches, fireplaces, etc.* Candles may be used on tables if securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials and only if approved by the authority having jurisdiction. The candle flame shall be protected.
- *Display and operation of any electrical, mechanical, or chemical devices* which may be deemed hazardous by the City of St. Charles Fire Marshal.
- *Use of storage of flammable liquids, compressed gas, or dangerous chemicals.*

Floor Covering

Displays including, but not limited to, those utilizing soil, humus, water or other landscaping materials and displays containing live animals must take appropriate steps to protect the Facility surfaces and equipment. A protective coating must be used on the floor, such as heavy plastic, visqueen or similar strength material. Displays containing glitter, confetti, sand, dirt, moss, mulch, or any similar item are not permitted in any carpeted areas.

Fog/Smoke Machines

For public safety fog/smoke machine usage is restricted to water-based chemicals. Approval must be obtained from the SCCC and the Fire Marshal's office during the event permit process.

Food & Beverage Sampling

Food & beverage samples may be no greater than 2 oz. Items must be manufactured, processed, and distributed by the exhibiting firm and must be related to participation in the event. Sales of food & beverage items that are larger than 2 oz. in size & are designed for on-site consumption, may be permitted, but must be pre-approved by the facility and are subject to a 35% concessionaire fee. Additionally all unsealed food products intended for sale requires a health permit. Securing of all necessary licenses and permits is the responsibility of the exhibitor. In some instances a permit may not be required for sampling. Please refer to the F&B Vendor Packet for additional information. Exhibitors are responsible for complying with all St. Charles City & St. Charles County Health Department regulations regarding food sampling, storage, equipment, temperature, etc. If an exhibitor is not in compliance or does not obtain the proper licenses or permits, the Health Department can shut down the booth. A Food & Beverage Vendor Packet should be obtained from the Facility Event Manager.

Alcohol sampling is also limited to 2 oz samples and does not require a health permit. Exhibitors who plan to distribute samples must display a liquor license and have the presence of an SCCC bartender (2 hour minimum). Sale of alcoholic beverages by the drink is prohibited. Bottled wine which is sealed will be permitted for sale once the show promoter has secured a promoters permit from the City of St. Charles. Each individual vendor selling wine by the bottle must be listed on the promoter's permit.

For public health reasons, restrooms, concession stands, facility kitchen and janitorial closets, may not be used as exhibitor clean-up areas. Costs associated with the disposal of trash, waste, grease from exhibitor sampling are the responsibility of the exhibitor.

Hazardous Materials

These include, but are not limited to: open flames, hot coals, natural gas hook-ups, compressed gas cylinders (such as propane, butane, hydrogen and acetylene), gasoline, radioactive material, and/or any flammable, combustible or toxic liquid, solid or gas. The use of hazardous materials is not permitted without the written approval of the SCCC and the Fire Marshall.

All requests to use such gasses must be submitted to your Event Manager no later than 30 days prior to the event. Once approval is obtained, only a limited supply of the material to be demonstrated is allowed in the building. Excess fuel and cylinders must be properly stored outside of the exhibit hall. All transferring of fuel must be done with safety cans. All compressed gas cylinders must be securely anchored. Aerosol cans and other products containing flammable or combustible ingredients are not permitted in the exhibit area unless empty.

All demonstrations using hazardous materials must be approved by the Fire Marshall at least five days prior to the event. They include, but are not limited to: welding, brazing, laser cutting, LP gas cooking and heater demonstrations. Plexiglas shields or other protections must be utilized wherever sparks may be emitted or injury to bystanders could occur. Material-specific fire extinguishers must be nearby. Vehicles used must comply with NFPA #58.

Helium Balloons

Helium balloons are not allowed to be displayed in the Pre-function/Foyer spaces of the SCCC. However, they are allowed in the Grand Ballroom and Meeting Rooms with a \$100 deposit. If any balloons become loose & require retrieval by the SCCC staff, a \$25 removal fee will be charged for the first balloon and \$5 for each balloon thereafter. Helium balloons are ONLY allowed in the Exhibit Hall if assembled by a licensed and insured Balloon Artist. Said artist will be required to submit a \$250 deposit, as well as a Certificate of Liability Insurance. For safety reasons, compressed gas cylinders used to inflate balloons must be properly secured to prevent toppling.

Housekeeping Services for Trade or Consumer Shows

Cleaning is provided by our staff in the lobbies and restrooms during show hours, with one general cleaning after show hours at a time scheduled with your Event Manager. This does not include show offices. Exhibit booths and/or aisle carpeting are not included unless SCCC has been contracted as the decorator for these services. If more frequent or extensive cleaning is desired, consult our Event Manager about services and rates. Exhibitors have the option of purchasing booth cleaning exclusively from SCCC.

Lighting & HVAC

Full house lighting, heating and/or air conditioning of all rented spaces are provided by the SCCC for one hour prior to and during actual hours the event is open. Partial/Work lighting and minimal HVAC will be provided in the exhibit halls during move-in and move-out.

Liquid Disposal

No oils, combustibles, or any liquids other than water may be poured in the SCCC drainage or sewer systems. No tools, machines, cookware, or any other items may be emptied, washed, or rinsed in the SCCC restrooms. Fountains, aquariums, pools, etc. may not be filled from SCCC restrooms or janitorial closets. For water fills or drains, please fill out the order form enclosed.

Loading Dock Policy

SCCC security is required for all move in and move out times on the dock. The guard will be scheduled 30 minutes prior to move in/out times and will be onsite until the process is complete. There is a 4 hour minimum of all SCCC staffing. Exhibitors may choose to load/unload uncrated materials from any vehicle not requiring a commercial license including rental vans, mini-vans, station wagons and pick-up trucks. The use of mechanical equipment (i.e. forklifts, pallet jacks, lifts, etc.) by exhibitors is prohibited. Forklift use in the facility is restricted to SCCC forklift with driver or the use of an outside forklift driven by a certified union driver. All freight brought into the facility on carts or dollies must be brought in through the loading docks. ONLY hand-carried items may be brought in through the public entrances. Please use the freight elevator for movement of freight from level to level; passenger elevators & escalators are NOT to be used. Damage to the facility will be charged to the customer.

The registered Exhibitor may perform all setup/teardown of their booth, displays, and/or product materials (including the use of power tools) subject to safety policies established by the SCCC. However, shows which have contracted with a decorator may be bound by terms of that contract, including restrictions on Exhibit Appointed Contractors. In addition, there may be certain instances where the use of SCCC labor or union labor is required.

Parking

Parking at docks is permitted for loading & unloading only & is time-limited. All other parking on docks is prohibited. Exhibitor parking is available in Parking Lot C, just south of the Exhibit Halls. All trailers, vehicles that require multiple parking spaces (which include but are not limited to semi-trucks, busses, & uninhabited RVs or campers) must park in Parking Lot D. No RVs or campers, which are inhabited overnight, will be allowed to park in SCCC parking lots.

Shipping/Freight

When a contracted decorator is being used shipments may only arrive at SCCC on the first move-in day and must be routed to the attention of the show or contracted decorator. Any shipments that arrive prior to the first move-in day will be refused. A representative MUST be present to receive all shipments. All equipment, freight, decorations, and miscellaneous items must be removed from the premises at the expiration of the Licensee's contract. Items left behind will be treated as abandoned and disposed of as the facility sees fit. The SCCC is not responsible for lost or misplaced freight. The SCCC is not responsible for any materials left unattended.

Smoking

For the benefit of our patrons, guests, exhibitors, and employees, and in compliance with Missouri state and local laws, the St. Charles Convention Center is a non-smoking facility. Smoking is not permitted anywhere within the SCCC. This includes the use of vapor/e-cigarettes. Smoking is allowed in designated outdoor areas of our premises that are located 50 feet away from any employee entrance. We are grateful for everyone's cooperation in preventing litter and inconvenience to others. Our goal is to create a pleasant and healthy environment for everyone.

Tape Removal

Customer is responsible for the removal of all tape and residue marks from the exhibit hall and pre-function floors. The repair cost for any damage caused to a surface by the use of inappropriate cleaning chemicals or tools will be billed to the customer. The use of high residue tape is prohibited on any carpeted, tiled, concrete, or hardwood surface.

Telecommunications

The St. Charles Convention Center offers state-of-the-art Internet connectivity throughout the convention space with 1 GIG of bandwidth. The network infrastructure is designed to offer convenient and reliable connectivity for a wide variety of event-based needs. Our technicians and engineers can customize the network experience to meet all group needs. There is on-site staff to assist with technical needs. SCCC is the exclusive voice/data communications provider. All outside proxy servers, routers, or any machine used to propagate a single IP address to multiply devices are forbidden. Each device that is connected to the network, which has the ability to see the internet, must have an IP address purchased for that device. Various features and customizations are available to create a convenient and efficient experience.

Use of outside switches, routers and wireless access points (including hotspot devices)

The network infrastructure is specifically designed for the success of all levels of wireless activity at the St. Charles Convention Center. In order to ensure the success of everyone's event, SCCC should be notified no later than 30 days prior to the start of the event of any intended use of outside switches, routers or wireless access points to ensure they will work without causing problems. The introduction of customer supplied switches, routers and wireless access points (including hotspot devices) into the system creates interference and causes performance deterioration and possible failure of both the SCCC and customer supplied equipment. Please also note that customer supplied switches, routers and wireless access points are the responsibility of the customer to troubleshoot and SCCC does not carry an inventory of consumer grade equipment.

Notice: Each device connected to the SCCC network must have an approved SCCC IP Address. The use of any DHCP, NAT, or PAT technologies must have prior approval of the SCCC Technical Services Department. Any unapproved proxy servers, firewalls, wireless access points or routers will be subject to service disconnection. If you have special networking needs, please contact your Event Manager or a member of the Technical Services Department. The SCCC does not have auto-blocking features turned on within their wireless network. SCCC will provide 10/100/1000 Base-T switched Ethernet connections with an RJ-45 connector. Any wired device to be used on the SCCC network must be equipped with a Network Interface Card (NIC) and the appropriate operating system drivers. Users of wireless hardware (e.g. 802.11) and/or applications must contact SCCC to coordinate frequency usage. SCCC adheres to the FCC Enforcement Advisory No. 2015-01 dated January 27, 2015.

Utility Services

All service connections and overload protection equipment must be installed and removed by the SCCC. Any connections requiring 208v will require a 2 hour minimum charge for an electrician. All equipment and material furnished shall remain the property of the SCCC and shall be removed only by the Operations department at the close of the show. See enclosed order form for available electrical services. Booth power will be turned on 1-hour prior to each day's show and turned off 30 minutes after closing. Written requests should be made to the SCCC for installation of equipment with special voltage and/or other specialized power requirements. These requests should be received at least 30 days prior to the first scheduled move-in day.

Rates quoted for booth connections cover the cost of bringing one electrical service connection to the back wall of the exhibit booth or other location determined convenient by the SCCC electricians. These rates do not include connecting equipment, wiring or taping electrical cords to meet safety requirements, special placement, or relocation of service; these services are available for an additional charge. Anything requiring 24-hour current must be ordered in advance and clearly marked on the Electrical Service Order Form.

Orders will be processed and installed in a first-come, first-serve basis, or as we determine most convenient. Service will begin on the start date and end after the close of the show, unless special arrangements for early or late connection/disconnection have been made. If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day, a 90% refund will be given. If cancellation occurs before installation and in 6 days or less than the first scheduled move-in day, a 75% refund will be given. If cancellation occurs after installation or after the start of the first scheduled move-in day, no refund will be given.

Non-exhibit and "non-production" use of the prefunction, ballroom, or meeting room permanent 120V electrical outlets is included in meeting room rental, subject to review. Electrical service for exhibit booth space, staging, lighting or other production lighting must be ordered through SCCC. All electrical equipment must be properly tagged or marked as to the type and amount of current, voltage, phase, frequency, horsepower, etc. The use of open clip sockets, latex or lamp cord wire, unapproved duplex or triplex attachment plugs is prohibited. All extension cords must be 120 Volt three pronged, grounded cords. All exposed non-current carrying metal parts of fixed equipment must be grounded. All equipment, regardless of power source, must comply with local, state, and national safety codes.

The SCCC reserves the right to refuse any connection or equipment that is deemed unsafe. Obstructions blocking utility floor boxes are subject to relocation as necessary. The SCCC Operations department is authorized to cut floor coverings to permit installation of service unless otherwise directed. The SCCC cannot accept responsibility for voltage fluctuation or power failure due to temporary conditions beyond our control. For your protection, we advise installing a surge protector on all your computers and other sensitive equipment. We will not be responsible for damage or loss to any equipment, components, computer hardware, software or data, or injury to any person caused by the unauthorized installation of any equipment, connection to service, or wiring of any equipment by persons other than SCCC house electricians.

Vehicles: Display Vehicles

Vehicles, which are part of a display, are permitted within the exhibit halls. Licensee is responsible for ensuring that all such vehicles meet the following guidelines: Automobiles, trucks, tractors, boats, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside the SCCC shall have no more than 1/4 tank or five (5) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and at least one battery cable shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in event of emergency. If the vehicle is to be kept in the facility overnight a set of keys must be left with the SCCC Security office. Keys to the vehicle will be locked in a safe in the office.

Placement of display vehicles in carpeted areas requires the prior written approval of the General Manager or designee. Licensee must submit a written request by no later than 30 days prior to the event. If approved, these displays will require additional protection of the carpeted areas (i.e. visqueen, additional carpeting, etc...). Contact your Event Manager for details.

For the safety of all exhibitors, employees, and guests, carts, forklifts, bicycles, etc. are not permitted on carpeted areas. No liquid fuel powered vehicles should be operated outside the exhibit halls due to noise, air pollution, and fire hazard. Forklifts are not permitted in the ballroom, pre-function space, or meeting rooms.

Vehicles: Move-In/Move-Out

Vehicles are not permitted within the Facility for loading and unloading without the prior authorization of your Event Manager. All approved vehicles must be attended while in the Facility and may not have the motors running while stationary. All such vehicles must be removed prior to the opening of the event, and may not return until the event has closed and all attendees have vacated the area. Additional security personnel may be required.

Water Fills & Drains

Tanks, drums, barrels, and other containers requiring water fill and drain exceeding 10 gallon capacity must be filled and drained by house engineers and are subject to a service charge. All fountains or other decorative water containers must be waterproof and of sufficient density to avoid leaks. Plastic must be placed underneath the display for additional protection. All water displays must be pre-approved by the General Manager or designee. We reserve the right to fill any container that shows sign of leakage or is otherwise deemed inadequate by a house engineer. Containers showing signs of leakage will be drained by a house engineer without prior notice.

Exhibitor assumes responsibility for any damage to SCCC facilities caused by faulty exhibitor equipment or negligent operation of exhibitor equipment. We cannot accept responsibility for pressure fluctuations due to temporary conditions beyond our control. For your protection, we advise installing appropriate regulators on any connection requiring critical control of pressure, moisture content, etc. We will not be responsible for damage or loss to any equipment or components or injury to any person caused by the unauthorized installation of any equipment, connection to service or interconnection of any equipment by persons other than house engineers.

Welding

For public safety reasons, the use of welding equipment and cutting equipment must be approved by the SCCC and the Fire Marshal. The following requirements must be adhered to:

- Cutting and welding equipment must be in good condition
- No combustibles or flammables can be within 35 ft. of work site. When 35 ft. cannot be obtained, protective covers, fire resistant shields, or guard must be used.
- All wall and floor openings within 35 ft. of the site must be tightly covered to prevent the passage of spark to adjacent areas.
- Cylinders containing compressed gasses for use at the site shall not be charged in excess of one half (1/2) their maximum capacity. Total gas capacity of cylinders is limited to 2500 cubic ft. Beyond the cylinders connected for use, additional cylinders may be stored at the site to furnish approximately one day's consumption. Other cylinders shall be stored in an approved storage area.



Orders must be placed 72 hours in advance of delivery. Please use a separate form for each day
All orders must be pre-paid. Food and beverage items are subject to a 22% management charge.

ORDER ONLINE AT: www.StCharlesConventionCenter.com

Event:	Company Name:		
Event Move In Date:	Event location/Booth #:		
Contact Name:	Mailing Address:		
Phone:	City:	State:	Zip:
Fax:	Email:		

*Meals include bag of chips, cookie and (1) 20 oz. soft drink or bottled water	Lunch (Qty) 11:30-12:30p	Dinner (Qty) 4:30-5:30p	Delivery Date	Price	Total
Smoked Turkey Sandwich Meal*				\$14	
Ham and Cheese Sandwich Meal*				\$14	
Gourmet Roast Beef and Cheddar Sandwich Meal*				\$14	
Home-style Chicken Salad Sandwich Meal*				\$14	
Roasted Vegetable Sandwich Meal*				\$14	
Grilled Chicken-Ranch Wrap Meal*				\$14	
Grilled Chicken Caesar Salad (includes drink only)				\$14	
Classic Greek Chicken Salad (Gluten Free) (includes drink only)				\$14	
Please select your beverage(s):				Total	

Lunch: Coke Diet Coke Sprite Cherry Coke Dasani Water
Dinner: Coke Diet Coke Sprite Cherry Coke Dasani Water

Would you like options to distribute at your booth? We've got you covered!

These items will all be delivered 30 minutes prior to show time

	Qty	Price	Total	
Cookies (chocolate chip & oatmeal assortment)	50 per order	\$65		ORDER TOTAL
Brownies	50 per order	\$65		22% Mgmt Charge
Muffins	50 per order	\$65		SUBTOTAL
Coffee, Regular	96 oz. container	\$46		x 7.95% Sales Tax
Coffee, Decaf	96 oz. container	\$46		SUBTOTAL
Coffee Service includes: 8 oz cups, sugar, sweetener, stirrers and half and half		Total		Total
				GRAND TOTAL

PAYMENT INFORMATION

Card Type: VISA MASTERCARD AMEX DISCOVER **Card Number:**

Expiration Date: **Security Code: #**

Name on card (Please Print)

Signature

Date

Billing Address:

City: **State:** **Zip:**

Fax completed order form to (636) 896-1802

Questions please call 636-669-3011 or email exhibitorsvs@scmocc.com



ST. CHARLES CONVENTION CENTER

1 Convention Center Plaza | St. Charles, MO 63303 | www.StCharlesConventionCenter.com
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EXHIBITOR SHIPPING & STORAGE

Event:	NGS 2019	Company Name:	
Event Move In Date:	5/07/2019	Event location/Booth #:	
Shipping Carrier:		Mailing Address:	
Contact Name:		City:	State: Zip:
Email:		Phone:	Fax:

SHIPMENTS RECEIVED PRIOR TO THE FIRST MOVE IN DAY AT SCCC WILL BE CHARGED A STORAGE FEE. PLEASE SEE RATES BELOW. Items sent directly to SCCC on move in day will not incur a fee unless forklift/pallet jack is required for movement. Shipments received more than 2 weeks prior to move in day will be refused. All outbound shipping must be arranged through your courier of choice. Please come prepared with shipping labels as SCCC does NOT supply shipping labels. All equipment, freight, decorations, and miscellaneous items must be removed from the premises at the end of the show. Unless outbound shipping arrangements are made with SCCC, items left behind will be treated as abandoned and disposed of as the facility sees fit.

ALL PACKAGES MUST BE LABELED WITH THE EVENT/SHOW NAME

INBOUND STORAGE

Small Packages

Up to 50 lbs AND smaller than 2'w x 2'l x 2'h package	First Day		\$25.00 each	x # of days <u>1</u>	\$
	Add'l days		\$12.50 each	x # of days _____	\$

Large Packages

Item over 50 lbs OR larger than 2'w x 2'l x 2'h	First Day		\$50.00 each	x # of days <u>1</u>	\$
	Add'l days		\$25.00 each	x # of days _____	\$
Package with movement by pallet jack/forklift	First Day		\$75.00 each	x # of days <u>1</u>	\$
	Add'l days		\$40.00 each	x # of days _____	\$
Pallet Disposal Fee			\$50.00 each	one time fee	\$

OUTBOUND STORAGE

All outbound shipping must be arranged through your courier of choice. Items should be sealed, labeled, and prepaid with the carrier of your choice.

Small Packages

Up to 50 lbs AND smaller than 2'w x 2'l x 2'h package		\$15.00 each	x # of days _____	\$
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Large Packages

Item over 50 lbs or larger than 2'w x 2'l x 2'h		\$30.00 each	x # of days _____	\$
Package with movement by pallet jack/forklift		\$45.00 each	x # of days _____	\$
Pallet Disposal Fee		\$50.00 each	one time fee	\$

Each outbound package will need to have a SCCC Outbound Shipping blue form attached.

All equipment, freight, decorations, and miscellaneous items must be removed from the premises at the conclusion of the event. Unless outbound storage arrangements have been made with SCCC, items left behind will be treated as abandoned and disposed of at facilities discretion.

PAYMENT INFORMATION

Credit Card Type:	Credit Card Number:		
Expiration Date:	Security Code: (Last 3 digits on back of card or 4 digits on front of Amex.)		#
Name on card (Please Print)			
Signature			Date
Billing Address:			Total Sales x 7.95% Sales Tax SUBTOTAL x 1% Tourism Tax (of subtotal) GRAND TOTAL
City:	State:	Zip:	

Please make checks payable to: St. Charles Convention Center

All terms, conditions, and rates on this form are subject to change at any time without notice. The St. Charles Convention Center is not responsible for lost or misplaced freight or any materials left unattended unless proper arrangements have been made.



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DECORATOR SERVICES

Event:	NGS 2019	Company Name:	
Event Move In Date:	5/07/2019	Event location/Booth #:	
Contact Name:		Mailing Address:	
Phone:	Fax:	City:	
Email:		State:	Zip:

**ADVANCED PRICING IS VALID WITH FULL PAYMENT RECEIVED
14 CALENDAR DAYS PRIOR TO EVENT MOVE IN.**

EQUIPMENT	QTY	14 DAY ADVANCE PRICE	REGULAR PRICE	TOTAL		
EXHIBIT FURNITURE					PAYMENT INFORMATION	
Carpeting (per 10x10 booth)		\$ 50	n/a		Circle One: Amex Discover Mastercard Visa	
8'L x 30"W skirted & vinyl topped		\$ 40	n/a		Card Number:	
8'L x 30"W bare table		\$ 10	\$ 15		Expiration Date:	
6'L x 30"W skirted & vinyl topped		\$ 40	n/a		Security Code/CVV:	
6'L x 30"W bare table		\$ 10	\$ 15		Name on Card:	
6'X30" bare table WITH tabletop riser		\$ 35	\$ 40		Billing Address:	
30" Round table bare <input type="checkbox"/> Tall or <input type="checkbox"/> Short		\$ 25	\$ 30		City	
30" Round table white linen <input type="checkbox"/> Tall or <input type="checkbox"/> Short		\$ 35	\$ 40		State / Zip	
Chair, folding non-cushion		\$ 4	\$ 5		Signature:	
Chair, padded with cushion		\$ 6	\$ 7		Date:	
Barstool		\$ 15	\$ 25		By placing this order you agree to all terms & conditions stated in the Utility Services Conditions and Regulations section and agree to all Policies and Procedures outlined in the packet. This information is also available on our website. All terms, conditions, and rates are subject to change without notice.	
Easel		\$ 8	\$ 10			
Misc. (Special Request)					SUBTOTAL	
LABOR, FORKLIFT & PALLET JACK RENTAL					x 7.95% Sales Tax	
* (2) hour minimum	hours	14 DAY ADVANCE	REGULAR PRICE	# of Days	TOTAL	NEW SUBTOTAL
Move in/move out labor assistance *		\$25.00	n/a	1		x 1% Tourism Tax (of NEW SUBTOTAL)
Forklift with operator *		\$75.00	\$85.00			GRAND TOTAL
Non-motor pallet jack without operator		\$40.00	\$45.00			Please make checks payable to: ST. CHARLES CONVENTION CENTER

SHIPPING / STORAGE

Please see the storage form. When St. Charles Convention Center is the decorator ONLY

SHIPMENTS RECEIVED PRIOR TO THE FIRST MOVE IN DAY AT SCCC
WILL BE CHARGED A STORAGE FEE.

CANCELLATION POLICY

If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day: 90% REFUND.
If cancellation occurs before installation but 6 days or less prior to the first scheduled move-in day: 75% REFUND.
If cancellation occurs after installation or after the start of the first scheduled move-in day: NO REFUND.



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EXHIBITOR SERVICES

Event:	NGS 2019	Company Name:	
Event Move In Date:	5/07/2019	Event location/Booth #:	
Contact Name:		Mailing Address:	
Phone:	Fax:	City:	
Email:		State:	Zip:

ORDER ONLINE AT: www.StCharlesConventionCenter.com

**ADVANCED PRICING IS VALID WITH FULL PAYMENT RECEIVED
14 CALENDAR DAYS PRIOR TO EVENT MOVE IN.**

EQUIPMENT	QTY	14 DAY ADVANCE PRICE	REGULAR PRICE	TOTAL	
ELECTRIC					PAYMENT INFORMATION
120 V-Single phase 10 amps (960 watts)		\$ 74	\$ 90		Circle One: Amex Discover Mastercard Visa
120 V-Single phase 20 amps (1920 watts)		\$ 100	\$ 120		Credit Card Number:
Power Strip (this is not electric service)		\$ 25	\$ 25		Expiration Date:
208 V-(1) phase 30 amps		\$ 177	\$ 205		Security Code/CVV:
208 V-(3) phase 30 amps		\$ 215	\$ 245		Name on Card:
208 V-(1) phase 100 amps		\$ 420	\$ 480		Billing Address:
208 V-(3) phase 200 amps		\$ 620	\$ 710		City
Electrician- 2 HR MIN. FEE PER 208v CONNECTION ONLY		\$85/hr	\$95/hr		State / Zip
NEMA plug # if available	#				Signature:
24 hour power (if overnight service is required)		TOTAL PRICE OF OUTLETS _____ x .5			Date:

INTERNET

The use of routers is prohibited

By placing this order you agree to all terms & conditions stated in the Utility Services Conditions and Regulations section and agree to all Policies and Procedures outlined in the packet.
This information is also available on our website.
All terms, conditions, and rates are subject to change without notice.

The use of routers is prohibited	# of Devices	14 DAY ADVANCE	REGULAR PRICE	# of Days	TOTAL	
Wireless (per day; per device)		\$ 25	\$ 30			SUBTOTAL
Wired (DHCP) (per day; per device)		\$ 50	\$ 75			x 7.95% Sales Tax
Wired (STATIC IP) (per day; per device)		\$ 75	\$ 125			Electrician FEES

CLEANING						NEW SUBTOTAL
100 Sq Ft minimum for the following services:	PER SQUARE FT	14 DAY ADVANCE	REGULAR PRICE	# of Days	TOTAL	
1. Before first show / event day: vacuum only		\$0.25	\$0.30	1		x 1% Tourism Tax (of NEW SUBTOTAL)
2. Daily: vacuum only for all show / event days Includes #1 above		\$0.20	\$0.25			GRAND TOTAL
Daily: vacuum and cleaning service Includes #1 & #2 PLUS periodic sweeping and wastebasket pick-up		\$0.50	\$0.60			

**Please make checks payable to:
ST. CHARLES CONVENTION CENTER**

WATER SERVICES						CANCELLATION POLICY
		14 DAY ADVANCE	REGULAR PRICE	# of Days	TOTAL	
Water: One time fill, & drain (11-1,000 Gallons)		\$ 150	\$ 185			If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day: 90% REFUND.
Water: One time fill, & drain (1,000 + Gallons)		\$ 250	\$ 300			If cancellation occurs before installation but 6 days or less prior to the first scheduled move-in day: 75% REFUND.
						If cancellation occurs after installation or after the start of the first scheduled move-in day: NO REFUND.



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MEDIA SERVICES

Event:	NGS 2019	Company Name:	
Event Move In Date:	5/07/2019	Event location/Booth #:	
Contact Name:		Mailing Address:	
Phone:	Fax:	City:	
Email:		State:	Zip:

ORDER ONLINE AT: www.StCharlesConventionCenter.com

**ADVANCED PRICING IS VALID WITH FULL PAYMENT RECEIVED
14 CALENDAR DAYS PRIOR TO EVENT MOVE IN.**

EQUIPMENT	QTY	14 DAY ADVANCE PRICE	REGULAR PRICE	TOTAL		
Audio Visual					PAYMENT INFORMATION	
32" LCD Flat Screen Monitor		\$ 125	\$ 150		Circle One: Amex Discover Mastercard Visa	
42" LCD Flat Screen Monitor		\$ 150	\$ 175		Card Number:	
60" LCD Flat Screen Monitor		\$ 185	\$ 215		Expiration Date:	
54" Tall Cart for Monitor		\$ 40	\$ 50		Security Code/CVV:	
Blu Ray Player		\$ 40	\$ 50		Name on Card:	
LED Uplight		\$ 45	\$ 55		Billing Address:	
Wireless Computer Presentation Remote		\$ 25	\$ 30		City	
Adapter: Mini-display port to HDMI		\$ 25	\$ 30		State / Zip	
Adapter: Lightening to HDMI		\$ 25	\$ 30		Signature:	
Adapter: USBC to HDMI		\$ 25	\$ 30		Date:	
Don't forget to order power for your equipment on the Exhibitor Services Form or online		Subtotal			By placing this order you agree to all terms & conditions stated in the Utility Services Conditions and Regulations section and agree to all Policies and Procedures outlined in the packet. This information is also available on our website. All terms, conditions, and rates are subject to change without notice.	
		22 % Management charge				
		Total				
INTERNET					FINAL SUBTOTALS	
The use of routers is prohibited	# of Devices	14 DAY ADVANCE	REGULAR PRICE	# of Days	TOTAL	x 7.95% Sales Tax
Wireless (per day; per device)		\$ 25	\$ 30			NEW SUBTOTAL
Wired (DHCP) (per day; per device)		\$ 50	\$ 75			x 1% Tourism Tax (of NEW SUBTOTAL)
Wired (STATIC IP) (per day; per device)		\$ 75	\$ 125			GRAND TOTAL
Subtotal					Please make checks payable to: ST. CHARLES CONVENTION CENTER	

CANCELLATION POLICY

If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day: 90% REFUND.

If cancellation occurs before installation but 6 days or less prior to the first scheduled move-in day: 75% REFUND.

If cancellation occurs after installation or after the start of the first scheduled move-in day: NO REFUND.

UTILITY SERVICES CONDITIONS AND REGULATIONS

1. PAYMENT INFORMATION

- a. We can accept company checks, money orders, Visa, MasterCard, Discover, and American Express for payment. Acceptance of checks and credit cards is subject to verification at our discretion. A service charge of \$25.00 will be administered for each returned check.
- b. Advance service orders and payment IN FULL must be RECEIVED a minimum of fourteen (14) days prior to the first scheduled move-in date before a show. Orders submitted without full payment and orders received after the 14-day cut off date are subject to FLOOR PRICES.
- c. Arrangements for payment of Labor & Services must be made before service is installed. Payment IN FULL must be rendered before start of show unless prior arrangements have been made with the Event Services Office.

2. RATES AND LABOR CHARGES

- a. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner, and DO NOT include connecting equipment to provided services.
- b. Special placement or relocation of service will result in a labor charge. Payment IN FULL shall be rendered for such services before the start of the event.
- c. Services ordered during exhibitor move-in may not be installed before the event opens.
- d. All prices are based on current wage rates and are subject to change without notice.

3. INSTALLATION OF SERVICES

- a. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner, and DO NOT include connecting equipment to provided services.
- b. Orders will be processed and installations completed on a first-come, first-served basis, or as we determine most convenient. Earliest orders normally receive highest priority.
- c. All materials and equipment furnished by the St. Charles Convention Center for any services ordered shall remain the St. Charles Convention Center's property and shall be disconnected and removed ONLY by house staff at the close of the event.
- d. Service will begin on the start date and end after the close of the event, unless special arrangements for early connect and/or late disconnect are made.

4. CANCELLATION POLICY

- a. If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day: 90% REFUND.
- b. If cancellation occurs before installation but 6 days or less prior to the first scheduled move-in day: 75% REFUND.
- c. If cancellation occurs after installation or after the start of the first scheduled move-in day: NO REFUND.

5. SERVICE GUIDELINES

- a. Electrical
 - Special voltage and/or other specialized power requirements must be received at least thirty (30) days prior to exhibitor's scheduled arrival and move-in. Electrical services available are: 120 volt AC – 1 phase 60 cycle, 208 volt AC – 1 phase and 3 phase 60 cycle, and 480 volt AC – 3 phase 60 cycle. All 208v connections will require a 2 hour electrician minimum to be paid.
 - 24-hour power will only be provided to those locations that have ordered and paid for 24-hour service. Otherwise, booth power will be turned on one (1) hour prior to each day's event opening and turned off thirty (30) minutes after closing. Only STCCC house electricians are permitted to service connections and overload protection to equipment.
 - Electrical Connections: Exhibitors or exhibitors' agents may plug into purchased outlets and connect signal wiring (i.e. antenna, audio, video, and speakers) within a booth or between the exhibitor's equipment with one booth. Otherwise, under NO circumstances shall anyone other than house electricians make electrical connections.

UTILITY SERVICES CONDITIONS AND REGULATIONS

Power requirements crossing aisles will not be installed unless approved by show management AND our Event Services department.

- **Obstructions** blocking utility floor boxes are subject to relocation as necessary. House electricians are authorized to cut floor coverings to permit installation of service unless otherwise directed. Standard wall, column and permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless authorized by event service department.
- **Prohibited Usage:** Use of open clip sockets, latex or lamp cord wire, or unapproved duplex or triplex attachment plugs in exhibits are prohibited.
- **Equipment:** All equipment must be properly tagged or marked with complete information as to the type and/or amount of current, voltage, phase, frequency, horsepower, etc. required. 120-volt cords must be of the three-wire grounded type. All exposed, non-current carrying metal parts of fixed equipment, which are liable to be energized, must be grounded. We reserve the right to refuse connection to any exhibitor whose equipment is deemed unsafe by our electrical supervisors. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without house electricians. However, all equipment, regardless of the source of power, must comply with all federal, state and local state safety codes.
- **NOTICE:** We cannot accept responsibility for voltage fluctuation or power failure due to temporary conditions beyond our control. For your protection, we advise installing a surge protector on all your computers and other sensitive equipment. All electrical installations and connections to electrical service must be made by a house electrician. We will not be responsible for damage or loss to any equipment, components, computer hardware, software or data, or injury to any person caused by the unauthorized installation of any equipment, connection to service, or wiring of any equipment by persons other than St. Charles Convention Center house electricians.

b. Mechanical

- **Service Connection Guidelines:** Under NO circumstances shall anyone other than house engineers make service connections. Service requirements crossing aisles will not be installed unless approved by show management AND our Event Services department. Obstructions blocking utility floor boxes or other service access points are subject to relocation as necessary. House engineers are authorized to cut floor coverings to permit installation of service unless otherwise directed.
- **Equipment:** All equipment must comply with all federal, state and local safety codes. Where applications require critical regulation of pressure, flow or moisture content, the exhibitor is responsible for supplying the necessary regulator, conditioner, etc. All equipment must be properly tagged or marked with appropriate information about requirements or tolerances regarding pressure, flow, capacity, rate of fill and/or other factors pertinent to safety. We reserve the right to refuse connection to any exhibitor whose equipment is deemed unsafe by an engineering supervisor. All materials and equipment furnished by St. Charles Convention Center for this service order shall remain St. Charles Convention Center property and shall be disconnected and removed only by house engineers at the close of the show. Tanks, drums, barrels and other containers requiring water fill and drain exceeding 30-gallon capacity must be filled and drained by house engineers and are subject to a service charge. We reserve the right to not fill any container that shows signs of leakage or is otherwise deemed inadequate by an engineering supervisor. Containers showing signs of leakage will be drained by a house engineer without prior notice.
- **NOTICE:** Exhibitor assumes responsibility for any damage to St. Charles Convention Center facilities caused by faulty exhibitor equipment or negligent operation of exhibitor equipment. We cannot accept responsibility for pressure fluctuations due to temporary conditions beyond our control. For your protection, we advise installing

UTILITY SERVICES CONDITIONS AND REGULATIONS

appropriate regulators on any connection requiring critical control of pressure, moisture content, etc. All installations and connections to mechanical services must be made by house engineers. We will not be responsible for damage or loss to any equipment or components or injury to any person caused by the unauthorized installation of any equipment, connection to service or interconnection of any equipment by persons other than house engineers.

c. Telecommunications

- **Overview:** The St. Charles Convention Center offers state-of-the-art Internet connectivity throughout the convention space with 1 GIG of bandwidth. The network infrastructure is designed to offer convenient and reliable connectivity for a wide variety of event-based needs. Our team of technicians and engineers can customize the network experience to meet all group needs. There is on-site staff to assist with technical needs. SCCC is the exclusive voice/data communications provider. As such all outside proxy servers, routers, or any machine used to propagate a single IP address to multiply devices are forbidden. Each device that is connected to the network, which has the ability to see the internet, must have an IP address purchased for that device. Various features and customizations are available to create a convenient and efficient experience. Contact your Event Manager for options and pricing.
- **Service & Equipment Connection Guidelines: Use of outside switches, routers and wireless access points (including hotspot devices).** The network infrastructure is specifically designed for the success of all levels of wireless activity at the St. Charles Convention Center. In order to ensure the success of everyone's event, SCCC should be notified no later than 30 days prior to the start of the event of any intended use of outside switches, routers or wireless access points to ensure they will work without causing problems. The introduction of customer supplied switches, routers and wireless access points (including hotspot devices) into the system creates interference and causes performance deterioration and possible failure of both the SCCC and customer supplied equipment. Please also note that customer supplied switches, routers and wireless access points are the responsibility of the customer to troubleshoot and SCCC does not carry an inventory of consumer grade equipment.
- **NOTICE:** Each device connected to the SCCC network must have an approved SCCC IP Address. The use of any DHCP, NAT, or PAT technologies must have prior approval of the SCCC Technical Services Department. Any unapproved proxy servers, firewalls, wireless access points or routers will be subject to service disconnection. If you have special networking needs, please contact your event manager or a member of the Technical Services Department. The SCCC does not have auto-blocking features turned on within their wireless network. SCCC will provide 10/100/1000 Base-T switched Ethernet connections with an RJ-45 connector. Any wired device to be used on the SCCC network must be equipped with a Network Interface Card (NIC) and the appropriate operating system drivers. Users of wireless hardware (e.g. 802.11) and/or applications must contact SCCC to coordinate frequency usage. SCCC adheres to the FCC Enforcement Advisory No. 2015-01 dated January 27, 2015.