

Little Rock

CONVENTION &
VISITORS BUREAU

OPERATIONAL POLICY

TABLE OF CONTENTS

| | |
|---|------------|
| SECTION 1: ACCESSIBILITY | 1 |
| SECTION 2: ANIMALS | 1 |
| A. ANIMALS IN EXHIBITS | 1 |
| SECTION 3: AUDIO-VISUAL AND PRODUCTION | 1-2 |
| A. IN-HOUSE AUDIO AND PRODUCTION | 1 |
| B. THIRD PARTY AUDIO AND PRODUCTION | 1-2 |
| SECTION 4: HEALTH AND SAFETY | 2-3 |
| A. EMERGENCY MEDICAL SERVICES (EMS) | 2 |
| B. FIRE SAFETY | 2 |
| C. MEDICAL/HAZARDOUS WASTES | 3 |
| SECTION 5: EQUIPMENT, FURNITURE, AND PRE-FUNCTION SPACE. | 3-4 |
| A. CARTS | 3 |
| B. EQUIPMENT RATES | 3 |
| C. FURNITURE | 3 |
| D. INVENTORY | 3 |
| E. PRE-FUNCTION AND LOBBY SPACE | 3 |
| F. REGISTRATION AREA | 4 |
| G. EQUIPMENT RENTAL | 4 |
| H. SAFETY RAILING | 4 |
| SECTION 6: ESCALATORS AND ELEVATORS | 4 |
| SECTION 7: EVENT PLANNING AND PLANNER'S CHECKLIST | 4-5 |
| A. EVENT AGENDA | 4 |
| B. EVENT COORDINATORS | 4 |
| C. EVENT INSURANCE | 4-5 |
| D. EVENT INVOICE | 5 |
| E. FACILITY DIMENSIONS | 5 |
| F. FACILITY RATES | 5 |
| G. HOURS OF OPERATION | 5 |
| SECTION 8: EXHIBITS | 6-8 |
| A. BOOTH CONSTRUCTION | 5 |
| B. COVERED EXHIBIT BOOTHS | 5-6 |
| C. FLOOR PLANS | 7-8 |
| D. MULTI-LEVEL AND TWO-STORY BOOTHS | 8 |

| | |
|--|--------------|
| SECTION 9: EXHIBITOR GUIDELINES AND EXHIBITOR SERVICE KIT | 8-9 |
| A. EXHIBITOR GUIDELINES | 8-9 |
| B. EXHIBITOR SERVICE KIT | 9 |
| SECTION 10: EXCLUSIVE SERVICES | 9 |
| SECTION 11: FIREARMS/WEAPONS | 9-10 |
| A. DEFINITIONS | 9 |
| B. EVENT REQUESTS | 9-10 |
| C. LRCVB POLICY | 10 |
| SECTION 12: FIRE DEPARTMENT REGULATIONS | 10-12 |
| A. AISLES | 10 |
| B. CANDLES | 10 |
| C. CAPACITIES | 10 |
| D. COMPRESSED GASES AND FLAMMABLE LIQUIDS | 10 |
| E. CRATE STORAGE | 10 |
| F. EXITS | 11 |
| G. FIRE REGULATIONS | 11 |
| H. HAZARDOUS CHEMICALS AND MATERIALS | 11 |
| I. FLOOR PLANS AND EXHIBITS | 11 |
| J. OPEN FLAMES | 11 |
| K. PYROTECHNICS | 11 |
| L. SMOKING | 12 |
| M. VEHICLES | 12 |
| N. WELDING | 12 |
| SECTION 13: FOOD AND BEVERAGE | 12-13 |
| A. CATERING SERVICES | 12 |
| B. FOOD SHOW REQUIREMENTS | 13 |
| C. NOVELTY ITEMS | 13 |
| D. PERMITS | 13 |
| E. SAMPLE SIZES | 13 |
| SECTION 14: FREIGHT AND SHIPMENT OF MATERIALS | 13-14 |
| A. DELIVERIES | 13 |
| B. FREIGHT | 13 |
| C. STORAGE | 14 |
| SECTION 15: LABOR SERVICES | 14 |
| A. ROOM CHANGEOVERS | 14 |
| B. RE-SET FEES | 14 |
| SECTION 16: LIGHTING AND ENERGY CONSERVATION | 14 |
| A. HEATING, VENTING AND AIR CONDITIONING (HVAC) | 14 |
| B. LIGHTING | 14 |

| | |
|--|--------------|
| SECTION 17: LOADING DOCK | 14-15 |
| A. DOCKS AND RAMPS | 14-15 |
| SECTION 18: MEDIA AND PUBLIC RELATIONS | 15 |
| SECTION 19: MOTORIZED EQUIPMENT, VEHICLES AND FUEL. | 15-16 |
| SECTION 20: MOVE-IN AND MOVE-OUT | 16 |
| SECTION 21: OPERABLE WALLS | 16 |
| SECTION 22: LRCVB PARKING AREAS AND SHUTTLE BUSES | 16-17 |
| SECTION 23: PERMITS AND LICENSES | 17 |
| A. HEALTH PERMIT | 17 |
| B. STREET CLOSURES | 17 |
| SECTION 24: PREVENTABLE FACILITY DAMAGE AND DISFIGUREMENT | 17-18 |
| A. BALLOONS | 17 |
| B. DAMAGE TO THE FACILITY | 17 |
| C. EQUIPMENT AND MATERIAL MOVEMENT | 18 |
| D. TAPE ADHESIVE AND BACKED MATERIAL AND REMOVAL | 18 |
| SECTION 25: RECYCLING AND TRASH REMOVAL | 18-19 |
| A. RECYCLING | 18 |
| B. TRASH AND WASTE REMOVAL | 19 |
| SECTION 26: RIGGING AND HANGING POINTS | 19 |
| SECTION 27: FACILITY, EVENT SECURITY AND PUBLIC SAFETY | 19-21 |
| A. LOST, FOUND AND ABANDONED PROPERTY | 19 |
| B. ABANDONED PROPERTY | 19 |
| C. ARMED SECURITY | 20 |
| D. DOORS | 20 |
| E. EMERGENCY PROCEDURES | 20 |
| F. EVENT PERSONNEL | 20-21 |
| G. FACILITY ACCESS | 21 |
| H. EVENT COSTUME POLICY | 21 |
| I. FACILITY LESSEE PROPERTY | 21 |
| J. FORKLIFTS | 21 |
| K. KEYS & LOCK CHANGES | 21 |
| L. SECURITY | 21 |
| M. SERVICE CONTRACTOR PERSONNEL | 22 |
| N. DRONES/UAV | 22 |

| | |
|--|--------------|
| SECTION 28: SERVICES | 22-23 |
| A. CLEANING AND CUSTODIAL SERVICES | 22-23 |
| B. COAT AND BAGGAGE CHECK | 23 |
| C. PAGING SYSTEM | 23 |
| SECTION 29: SIGNAGE AND DECORATIONS | 23-24 |
| A. BALLOONS | 23 |
| B. CANDLES | 23 |
| C. DECORATIONS AND DECALS | 23 |
| D. FOG AND SMOKE MACHINES | 23 |
| E. OUTSIDE AREAS AND DISPLAYS | 24 |
| F. SIGNS, WINDOW CLINGS AND CARPET ADHESIVE GRAPHICS | 24 |
| SECTION 30: UTILITIES | 24-25 |
| A. ELECTRICAL EQUIPMENT | 24-25 |
| B. UTILITY SERVICES | 25 |

SECTION 1: ACCESSIBILITY

The Little Rock Convention & Visitors Bureau (LRCVB) is committed to ensuring venues are as convenient, accessible and enjoyable as possible. While we make every effort to ensure accessibility of our facilities, should you require additional assistance, reasonable accommodations will be made for qualified persons with disabilities.

The LRCVB is responsible for permanent building access requirements such as, but not limited to, wheelchair ramps, elevator standards, restroom standards and internal hallways and doors. The lessee is responsible for the non-permanent accessibility requirements, such as, but not limited to, seating accessibility, assistive listening devices, sign language interpreters, signage and other auxiliary aids.

SECTION 2: ANIMALS

Animals or pets, except service animals, **are not allowed** without prior written LRCVB approval. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.

A. ANIMALS IN EXHIBITS/EVENTS

The lessee assumes full responsibility for any approved animal in the facility. When any approved display includes pens or enclosures containing live animals, the following provisions are required:

- a. A protective coating such as plastic must be used to protect floors and any LRCVB equipment.
- b. Some type of absorbent (i.e. saw dust or fire retardant wood shavings) must be placed within the pens.
- c. Curbing, fencing or alternate materials must be provided to contain animals.
- d. Animals must be supervised at all times.
- e. Clean up and proper disposal of absorbents and waste.
- f. Animals are not permitted to stay overnight inside the facility.

If above provisions are not followed, the lessee may be asked to remove animals immediately and additional fees may apply.

SECTION 3: AUDIO-VISUAL AND PRODUCTION

A. IN-HOUSE AUDIO-VISUAL AND PRODUCTION – The LRCVB has an in-house technical services department. Ask your event coordinator for current prices and quotes. For Robinson Performance Hall, in-house stage labor is required. Ask your event coordinator or contact our technical director at 501-370-3245 for details.

B. THIRD-PARTY AUDIO-VISUAL AND PRODUCTION – The lessee is responsible for any third-party contractor that they hire for their event. It is up to the lessee to communicate the following policies with their contracted production company. Failure to comply with any of these policies may result in additional fees to the lessee.

- a. LRCVB event set up staff must have a minimum of three hours to finalize the table and staging setup after production equipment is set. This requirement is for the Wally Allen Ballroom and Governor's Halls at Statehouse Convention Center and the William Grant Still Ballroom at Robinson Center.
- b. The use of LRCVB equipment is not guaranteed, as priority is given to in-house staff and projects that might be taking place. If available at Statehouse Convention Center, the genie boom, forklift and scissor lift can be rented on a first-come, first-served basis and will be charged at the prevailing rate to the lessee unless other arrangements have been made. Only a certified operator can operate LRCVB equipment.

- c. LRCVB will schedule event setup staff based on the pre-determined schedule of production move-in and move-out. Production move-in and -out schedules must be submitted to the event coordinator a minimum of thirty (30) business days prior to an event.
- d. Production move-in and move-out times must be scheduled and adhered to with the event coordinator. All equipment must be setup and taken down within the time the lessee has contracted the space, unless other arrangements have been made and approved by LRCVB management. If additional days are required for production move-in or -out, ask your event coordinator about availability and space can be rented at the prevailing rate.
- e. The lessee will be charged labor fees when production set-up or tear-down runs more than one hour over the scheduled time.
- f. All third-party contractors must have current liability and workers compensation insurance on file with the LRCVB before being allowed to work on any of the properties managed by the LRCVB. Your event coordinator can let you know if your production company currently has insurance on file or not.
- g. You must alert your event coordinator if you are planning on using a hazer inside any of the LRCVB properties. A fire marshal must be present when a hazer is in use.
- h. If production storage cases and equipment do not fit behind the stage, the lessee is responsible for arranging storage.
- i. Parking in the loading docks will be for production vehicles only and must be scheduled through your event coordinator. No personal vehicles are allowed in the loading area.

SECTION 4: HEALTH AND SAFETY

As a city facility, the LRCVB has exclusive right to provide – through its staff or its contracted providers – onsite paramedic services and fire safety services. The LRCVB currently utilizes authorized EMS and Little Rock Fire Department personnel to provide staffing services as required or as requested for each event.

A. EMERGENCY MEDICAL SERVICES (EMS) – Paramedic services must be ordered through your event coordinator thirty (30) days in advance. LRCVB reserves the right to require medical services personnel for any size and type of event. A minimum of one (1) licensed emergency medical tech (EMT) is required to be onsite when:

- a. An event has a planned attendance of 5,000 or more, regardless of whether the event is private or open to the public
- b. The lessee leases the facility for the purpose of any type of sporting or athletic event regardless of attendance.
- c. Any event that the LRCVB deems necessary.

Wheelchairs are available for medical emergency purposes only. The lessee is responsible for providing wheelchairs for non-emergency use.

B. FIRE SAFETY – Fire safety services must be ordered through your event coordinator thirty (30) days in advance. The LRCVB reserves the right to require fire safety services personnel for any size and type of event. Approved fire safety personnel are required to be onsite:

- a. when it is required by federal, state or local statute
- b. when it is required by LRCVB policy
- c. whenever, in the opinion of the Little Rock Fire Department, it is essential for safety of the public, LRCVB staff or any city facility utilized as a public assembly venue
- d. the LRCVB deems it necessary for any event
- e. any time pyrotechnics, fog or smoke machine is in use

C. MEDICAL/HAZARDOUS WASTES – Any event that involves medical or hazardous materials as part of its planning and production or as a byproduct, must be declared and receive approval for the request thirty (30) days prior to the event. As part of this request for approval please include the following:

- a. A detailed list of all medical or hazardous materials expected
- b. A detailed plan of how materials will be handled, utilized or produced onsite
- c. A detailed plan of how the materials will be removed and any associated cleanup performed.

Your event coordinator can assist you with facilitating these arrangements.

All potentially hazardous or medical waste shall be removed from the facility at the end of the contracted event dates. Needles and sharps shall be disposed in red puncture-resistant containers labeled with the bio-hazard symbol. All unregulated waste contaminated with blood or other potentially infectious materials (OPIM) shall be double bagged.

Any hazardous or medical waste materials left at the facility after contracted event dates will be disposed of by the LRCVB and will be billed to the lessee.

SECTION 5: EQUIPMENT, FURNITURE AND PRE-FUNCTION SPACE

- A. CARTS** – LRCVB has a limited supply of hand carts. Carts cannot be guaranteed for a particular event and are used on a first-come first-served basis. Carts may be used by lessee only and are not to be used by individual vendors or exhibitors.
- B. EQUIPMENT RATES** – The lessee is required to pay the prevailing rate in effect at the time of the event for all services and equipment unless contracted otherwise. Changes made within five (5) days of the event are subject to labor and equipment fees at the standard rate. A fee is assessed for any room or area changeover after the initial room or area is set up. The lessee is liable for all additional services or equipment requested. Additional services or equipment may include, but are not limited to, equipment, utility service, telephone service, security service, audio-visual service, technical service, parking and novelty commission.
- C. FURNITURE** – Furniture located throughout the facility is not designed to be moved. Furniture, plants, and equipment for exhibit booth use (trade shows) must be arranged through the general service contractor for the event.
- D. INVENTORY** – Equipment is maintained to accommodate simultaneous events and is assigned on a first-come, first-served basis. Equipment and furnishings beyond the inventory of the LRCVB are the responsibility of the lessee to obtain and provide labor to set up and dismantle. Provide your event coordinator with all the event information and equipment needs as soon as possible to ensure the facility has the necessary items for your event. The lessee will be billed for rental equipment and labor to set the equipment needed to meet event requirements if the LRCVB secures the additional equipment.
- E. PRE-FUNCTION AND LOBBY AREAS** – Pre-function or lobby areas are considered facility common areas and may not be leased for event use. Pre-function and lobby areas are used to support business operations for LRCVB events, and include space for pedestrian traffic, registration, ticket sales, concession operations or food service connected with facility events and other activities associated with conducting convention center business. All other event activities must be held within the contracted space. Exhibits set in pre-function space, on any level of the facility, must be approved in advance and a fee will be assessed for exhibits in such areas. Detailed floor plans are required and must be approved before use of pre-function or lobby areas. Pre-function or lobby areas, side doors, escalators and passenger elevators are not to be used for

move-in or move-out purposes. Access to all pre-function or lobby area space must be scheduled through your event coordinator. The lessee is responsible for removal of bulk trash in the pre-function or lobby space and will be responsible for costs associated with the removal of such excess.

- F. REGISTRATION AREA** – Registration areas in the pre-function and lobby areas are not guaranteed. Access to all public space must be scheduled through your event coordinator. Registration equipment, telecommunication and data equipment and utility services are not included. Registration counters may only be set in designated areas. In order to provide safe and attractive access to the facility, registration areas, entrance units and other show specific displays may only be installed in public areas during times when it does not conflict with the activity of other events already in progress.
- G. EQUIPMENT RENTAL** – LRCVB equipment must be set up and operated by authorized personnel only. Labor charges for the operators are in addition to the rental of equipment.
- H. SAFETY RAILING** – All performance stages and risers forty-eight inches (48”) or higher must be equipped with safety railing per OSHA regulations. LRCVB recommends that any stage thirty-two inches (32”) or higher having safety railing.

SECTION 6: ESCALATORS AND ELEVATORS

Escalators and passenger elevators are provided for use by the general public and may not be blocked or used to transport equipment. Freight is not permitted in passenger elevators. The lobby areas, escalators and passenger elevators are not to be used for move-in or move-out purposes. It is recommended that escalators not be used for transport of wheelchairs, baby carriages and other similar devices. Ask your event coordinator for elevator weight limits and capacities.

SECTION 7: EVENT PLANNING AND PLANNER’S CHECKLIST

- A. EVENT AGENDA** – A tentative agenda is recommended at least six (6) months before the first contract day. A preliminary agenda is required forty-five (45) days before the first contract day. A final agenda containing complete event requirements is due thirty (30) days before the first contract day, including but not limited to, event schedule or timeline, exhibition timeline (move-in, show, move-out) and diagram, approved floor plans (exhibits, meetings, general sessions), utility and technical requirements, event security, AV and general service contractor production schedules. Send the event agenda to your event coordinator via e-mail or mail to the Little Rock Convention & Visitors Bureau at P.O. Box 3232, Little Rock, Arkansas 72203.
- B. EVENT COORDINATORS** – An event coordinator will be assigned to your event once you are ready to move forward with the contract. Your event coordinator will be available to assist you throughout the planning process to make the transition from event planning to show implementation as smooth as possible.
- C. EVENT INSURANCE** – The lessee shall procure prior to and maintain during the license term, the following types and limits of insurance from companies acceptable to LRCVB:

Commercial General Liability—Minimum Coverage and Limits

- a. \$1,000,000 per occurrence for bodily injury or property damage, including personal and advertising injury
- b. \$2,000,000 limit general aggregate
- c. Damage to rental premises--\$300,000 limit

Contractual liability shall include indemnification of Commission. The Commission shall be named as an additional insured on these policies and lessee will provide the Commission with evidence of such insurance, at least 30 days prior to occupancy.

Additional insured should be named as follows:

Little Rock Advertising & Promotion Commission dba Little Rock Convention & Visitors Bureau
P.O. Box 1513
Little Rock, AR 72203

The coverage written for the additional insured will be provided on a primary basis and will not contribute with other available insurance. Note the endorsement number on the certificate and attach a complete copy of the endorsement showing that coverage is primary and non-contributory with any other insurance available to the additional insured.

Automobile Liability—Minimum Coverage and Limits (unless no vehicular access is associated with the event). \$1,000,000 each accident to provide coverage for any owned and non-owned vehicles used by lessee at the facilities, including loading and unloading. In the event that Lessee causes vehicles to be driven on to the premises, lessee agrees that it is responsible for confirming that the drivers of any vehicles driven on the premises are insured as required by Arkansas law.

All policies shall provide for thirty (30) days' notice of cancellation to the Commission.

- D. EVENT INVOICE** – The balance, if any, owed to the LRCVB is due and payable within thirty (30) days upon receipt of the final invoice except for ticketed events which is due at the final day-of-event settlement. Your event coordinator will present a preliminary itemized invoice to the lessee reflecting charges for rental, services or equipment used and damages or excessive cleanup costs incurred during the event. The invoice shall reflect any payments received by the LRCVB.
- E. FACILITY DIMENSIONS (ASK FOR CURRENT FACILITY GUIDE OR VISIT STATEHOUSECONVENTIONCENTER.COM OR ROBINSONCENTER.COM WEBSITES)** – Facility dimensions are located in the facility guide to assist you with the planning process for your event. Your event coordinator can assist you with determining if the facility dimensions are appropriate for your event's needs.
- F. FACILITY RATES** – The LRCVB offers a one-time setup with the rental of the event space. Add-ons and change orders received thirty (30) days or less from the first contracted day are charged the standard rate. Complete event requirements include, but are not limited to:
- a. Event schedule or timeline (agenda)
 - b. Event security
 - c. Emergency medical/paramedic services
 - d. Exhibition timeline and diagram (move-in, show, move-out)
 - e. Production and/or AV schedule
 - f. Approved floor plans (exhibits, meetings, general session)
 - g. GSC production schedule
 - h. Utility and technical requirements schedule
- G. HOURS OF OPERATION** – An event contract day is from 6:00 AM to 11:59 PM. Event hours outside of a contract day are subject to overtime rates plus applicable labor charges at prevailing rates. Administrative office hours are Monday – Friday 8:30 AM - 5:00 PM CST. The administrative office is closed on most major holidays.

SECTION 8: EXHIBITS

A. BOOTH CONSTRUCTION – Exhibit booths shall be constructed of noncombustible or limited combustible materials. Wood shall be greater than one-quarter inch (1/4”) nominal thickness or wood not greater than one-quarter inch (1/4”) thickness shall be treated with a fire retardant meeting the requirements of National Fire Protection Association (NFPA) standard 703. Other combustible materials must be flame resistant in accordance with NFPA 701 for textiles and films, and Underwriters Laboratories (UL) 1975 for foamed plastics. Cotton batting, straw, dry vines or leaves, celluloid or other flammable material is not allowed unless it is fire proofed in a manner approved by the fire marshal. Proof of treatment, if applied by the exhibitor, must be provided and displayed on-site. Fireproofing and approval is required in advance.

Vehicle cleaning using wax or Armor All creates a very hazardous and slippery condition. Applications must be done with a pre-soaked cloth. Spray cans or bottles are not permitted. All hard floor surfaces must be totally covered with a non-porous covering during application of waxes or Armor All products.

B. COVERED EXHIBIT BOOTHS – Plans for covered exhibits must be reviewed and approved a minimum of ninety (90) days prior to the first contract day. Each enclosed or covered area must be protected by an audible smoke detector. This includes closets built into the exhibit. Plans must include show name and dates. Plans must also include the exhibitor’s name and assigned booth number.

All materials used in the construction of covered exhibits and all decorative materials within the exhibit must be noncombustible or limited combustible (flame-retardant) materials. Certification of flame-retardant treatment, along with samples of said materials, must be submitted, if requested by the LRCVB. LRCVB recommends having certifications of flame retardant treatments available at show site.

Covered exhibits with an enclosed ceiling, including, but not limited to, vehicles, boats and similar exhibited products with more than one hundred square feet (100 sq. ft.) of roofed area must be approved in advance and require a 2A10BC fire extinguisher at such exhibit.

Displays with any type of cover, i.e., tents, buildings, awnings, etc., must be three hundred square feet (300 sq. ft.) or less; if larger than three hundred square feet (300 sq. ft.) the exhibitor must follow the regulations listed below:

- a. Required approval from the LRCVB and the Little Rock fire marshal. Fire watch personnel may be required.
- b. Exhibitor must provide at least one 2A10BC portable, dry chemical fire extinguisher in each covered structure.
- c. Exhibitor must install a single station and battery operated smoke detector on the interior of each covered exhibit or structure. The detector must sound an audible alarm and be installed per the manufacturer’s instructions.
- d. Exhibit must have an entrance and exit on opposite sides of each structure.
- e. Exhibit must have an illuminated fire exit sign at each entrance and exit.
- f. Exhibit must be constructed of fire-proofed material.
- g. Exhibit must display No Smoking signs.
- h. The exhibit may not contain open flames, propane, etc.
- i. Exhibit guy wires, guy ropes and other support members shall not cross a means of egress at a height lower than eight feet (8’).

If the structure has a roof, a sprinkler system is required. The following is the procedure for securing approval:

- a. Exhibitor must submit blueprint or diagrams of the structure and written documentation of construction materials to LRCVB management.
 - b. Exhibitor must submit a diagram of the location in the hall in order for the LRCVB to identify if a fire hose cabinet is in close proximity.
 - c. Exhibitor must submit documentation of the sprinkler system to be installed if required for the structure, and prove it was approved by an authorized sprinkler company.
 - d. Exhibitor must submit a written plan of installation of the sprinkler system once the structure is on site.
 - e. After the Little Rock fire marshal reviews the plans and information provided, a meeting may be required between the lessee, LRCVB staff, the Little Rock fire marshal, the exhibitor and a representative of the sprinkler company. LRCVB management must approve the sprinkler company prior to any work being done on the premises.
 - f. An on-site schedule for a flow test is required prior to the opening of the show. Final approval for the structure to be exhibited will not be granted until the flow test is conducted and passes inspection.
- C. FLOOR PLANS** – A preliminary exhibit floor plan is required one (1) year prior to the first contract day. Exhibit floor plans must first be sent to your event coordinator for review; if necessary, the plan will be submitted to the Little Rock fire marshal for approval as well. The LRCVB approves all floor plans prior to move-in. An approved copy of the floor plan will be returned to the lessee and general service contractor. The lessee is cautioned not to sell exhibit space until the floor plan has been approved. This is to ensure that exits, aisles and fire protection equipment are clear and unobstructed, as well as to avoid costly changes involving exhibits.

Changes in proposed plans may be required to achieve the safe and orderly operation of the facility, compliance with the contract and LRCVB policies and procedures and coordination of use of the pre-function/lobby areas of the facility by joint users.

Required information on exhibit floor plans:

- a. Event name
- b. Event date
- c. Area leased
- d. GSC name
- e. Date of initial draft and of revisions
- f. All exits clearly identified
- g. Distance to exits
- h. Total number of booths
- i. To-scale diagram with scale indicated
- j. Utility floor pockets indicated
- k. All aisle dimensions
- l. Concession area(s)
- m. Location and dimensions of entrance headers or kiosks
- n. Registration location and setup time

Required specifications for exhibit floor plans - (any exception must be submitted in writing to your event coordinator):

- a. All entrance and exit points must have a minimum of fifteen feet (15') of clear space on all sides.
- b. All aisles must be at least ten feet (10') wide.

- c. No more than two hundred feet (200') of aisle travel is permitted from any location to the nearest exit.
- d. Dead-end corridors should be no longer than twenty feet (20').
- e. All fire hose connections, fire extinguisher standpipe and alarm call stations must be visible, accessible and kept clear of obstruction at all times.
- f. Visual or physical obstructions of fire exits are not permitted.
- g. Facility graphics and rest room areas must be clear and not blocked.
- h. If the final floor plan is different from the initial plan submitted and approved, the final plan must be resubmitted and processed for approval at least thirty (30) days before the scheduled move-in or fees may apply.

An exhibitor list, both in alphabetical and numerical order, is required ten (10) days prior to exhibitor move-in so prompt service may be provided to exhibitors.

Exhibits in the ballroom require prior written approval. Utilities in the ballroom are limited and the cost for providing utility and technical services to exhibits is the responsibility of the lessee.

The lessee must arrange for equipment or labor services for exhibit booths, i.e. tables, chairs, booth cleaning, aisle cleaning, etc.

D. MULTI-LEVEL AND TWO-STORY BOOTHS – Plans for multi-level exhibits must be reviewed and approved a minimum of ninety (90) days prior to the event. Displays with any type of cover, buildings or awnings must be three hundred square feet (300 sq. ft.) or less. If larger than three hundred square feet (300 sq. ft.), the following regulations apply:

- a. Submission of two (2) copies of scaled, signed and dated blue prints (with front and side elevations) by a registered architect or certified engineer to LRCVB Management at P.O. Box 3232, Little Rock, Arkansas 72022.
- b. Plans must include show name and dates.
- c. Plans must include the exhibitor's name and assigned booth number.
- d. Protection from an automatic extinguishing system is required.
- e. Each enclosed or covered area must be protected by an audible smoke detector. This includes closets built into the exhibit.
- f. Maximum occupancy of the load-bearing area(s) is limited to one (1) person per fifteen net square feet (15 nsf) of floor space. The maximum occupancy must be posted.
- g. The upper deck of the multi-level exhibit must have at least two remote means of access (as far from each other as possible).
- h. An aisle of ten feet (10') must be maintained between multi-level exhibits.
- i. The minimum ceiling height per floor is eight feet (8').
- j. Maximum height of the second level floor shall be no more than twelve feet (12') from the ground floor.
- k. All multi-level exhibits must have one (1) 2A10BC fire extinguisher on each level.

SECTION 9: EXHIBITOR GUIDELINES AND EXHIBITOR SERVICE KIT

A. EXHIBITOR GUIDELINES – The LRCVB does not provide exhibit booth cleaning services, equipment or furniture (pipe, drape, tables, chairs, carpet, wastebaskets, etc.) for exhibitor booths or displays. Outside food or drinks are not allowed in the facility. Sample-size food and beverage items as a giveaway require approval by the LRCVB exclusive caterer (Little Rock Marriott for Statehouse Convention Center and Doubletree Hotel for Robinson Center).

Utilities are to be ordered by using the LRCVB exhibitor services website. An online ordering website will be provided by your event coordinator. On-site utility service orders may be placed with the manager on duty and will be assessed the standard rate.

B. EXHIBITOR SERVICE KIT – Your Event Coordinator can help provide the following information for your exhibitor service manual:

- a. LRCVB exhibitor services – Online ordering link
- b. Exhibitor guidelines
- c. Rigging guidelines
- d. Load in directions and guidelines
- e. Parking information and map

SECTION 10: EXCLUSIVE SERVICES

LRCVB exclusive services are:

- Catering – see Section 13: Food & Beverage
- Security – unarmed and armed event security
- Paramedic – licensed emergency paramedics
- Telecommunications and data services – internet services and telephone capabilities
- Utilities – electrical services, water and drain

SECTION 11: FIREARMS/WEAPONS

A. DEFINITIONS:

Firearm means: (a) gun, pistol, rifle, or device designed, made, adapted, or readily convertible to use explosive energy generated by an explosion or burning substance to expel a projectile through a barrel; or (b) an air gun.

Demo/simulated firearm means: Simulated rifle, shotgun, pistol or revolver that has been manufactured to resemble actual firearms modified by the manufacturer to be incapable of firing or discharge.

Dangerous weapon means: Gas, liquid, solid, edged weapons, or instrumentality, which, in the manner used, is calculated or likely to produce death or great bodily harm or injury.

Illegal knife means: (a) knife with a blade over five and one-half (5.5) inches; (b) hand instrument designed to cut or stab another by being thrown; (c) dagger, including but not limited to a dirk, stiletto, and poniard; (d) bowie knife; (e) sword; or (f) spear.

B. EVENT REQUESTS – All event requests to possess, show or display any firearms, ammunition, simulated firearms, simulated ammunition or dangerous weapons on LRCVB premises must be made in writing to the LRCVB ninety (90) days prior to the first contracted date. The request must include the following information:

- a. Person making the request, including contact information
- b. Any organization, public or private, represented.
- c. Type and number of firearms, ammunition or weapons to be displayed.
- d. Purpose or intent of the possession, show or display.
- e. Any additional background requested by LRCVB security and management.
- f. Any supporting material for consideration.

The LRCVB security director will review and approve each request.

If approved, the requestor will be notified of such and a pre-event meeting may be scheduled with the LRCVB security department.

Events anticipated to attract a large number of costumed attendees may be required to have a dedicated check-in area for those bringing simulated firearms or demonstration/simulated weapons. Staffing charges may apply in these cases.

C. LITTLE ROCK CONVENTION & VISITORS BUREAU FOLLOWS ALL APPLICABLE STATE AND LOCAL LAWS REGARDING THE LICENSED CARRYING OF HANDGUNS IN THE FACILITIES.

- a. It is the policy of the Little Rock Convention & Visitors Bureau that handguns are not allowed inside any of our facilities.
- b. Some areas of Little Rock Convention & Visitors Bureau Department facilities are considered “non-public” and accessible to authorized persons only. These non-public areas include service halls and loading docks. Weapons, including those lawfully carried, are restricted from these areas with the exception of certified law enforcement officers.
- c. Illegal weapons are prohibited at all times.

SECTION 12: FIRE DEPARTMENT REGULATIONS

- A. AISLES** – Aisles in exhibit halls must be at least ten feet (10’) wide. Perimeter aisles must be at least ten feet (10’) from the doors in the ballrooms and fifteen feet (15’) from the doors in the exhibit halls.
- B. CANDLES** – Candles are allowed for decoration as long as they are contained in a glass or other fire-proof container. If wax or other damage from the candle is discovered, additional fees may apply.
- C. CAPACITIES** – Set up capacities may vary due to additional space required for AV equipment and/or catering service. Room capacities are affected by the architectural alcoves and offsets designed within the building. Room capacities are governed by building code and fire code. The LRCVB does not allow any space to be set or occupied at greater capacity than approved.
- D. COMPRESSED GASES AND FLAMMABLE LIQUIDS** – The use, display or storage of compressed gasses, flammable liquids, or dangerous chemicals is prohibited. Maximum tank size is less than one pound (< 1 lb.) for each appliance. Storage of additional tanks is not allowed inside the facility. All liquid petroleum (LP) gas tanks must be removed from trailers and mobile homes. If the tank is permanently installed in a vehicle for display, the tank must be completely empty.
- E. CRATE STORAGE** – Limited space is available for crate storage. Crate storage is not allowed in unleased exhibit halls, meeting rooms, ballrooms, public lobby or carpeted areas, including service corridors. Storage of loose or scrap packing materials is permitted in sealed crates only. Storage of flammable or combustible materials, mixtures, liquids, gases, hazardous or medical waste is not permitted inside the facility.
- F. EXITS** – For your safety, exit doors may not be obstructed, locked, blocked or held open, except by an approved smoke detection closing device. Items may not be placed within fifteen feet (15’) of a means of ingress or egress doorway. Exit signs may not be obstructed from view by booth, decorations or any other object or hanging materials.

G. FIRE REGULATIONS – The lessee, service contractors and exhibitors must comply with all federal, state and municipal fire codes that apply to a place of public assembly, as well as Occupational Safety and Health Association (OSHA) regulations.

Fire and emergency equipment may not be blocked or obstructed under any circumstance. All fire hose connections, extinguisher cabinets and fire alarm call stations must be visible at all times.

All curtains, drapes, decorations and decorative or construction materials are to be non-combustible or flame retardant. Documentation affirming non-combustible or flame retardant properties must be available on site.

Whenever, in the opinion of the LRFD, it is essential for public safety in any place of public assembly, the owner, agent or lessee shall employ one or more qualified persons, as required and approved by the LRFD, to be on duty. These individuals shall be subject to the LRFD's orders and shall be in uniform and remain on duty during the times such places are open to the public.

All event floor plans require LRCVB approval. Your event coordinator may need to submit your floor plans to the fire marshal for approval.

The lessee is cautioned not to sell exhibit space until the LRCVB and/or the fire marshal has approved the floor plan in an effort to avoid costly changes involving exhibitions.

Fire hose cabinets, fire pull stations, aisle ways and exits may not be blocked.

Multi-level exhibits and single-level exhibits with an enclosed ceiling, vehicles, boats and similar exhibited products having over three hundred square feet (300 sq. ft.) of roofed area must be approved in advance (see Multi Level Exhibits.)

Any exhibit containing a roofed area of one hundred square feet (100 sq. ft.) or more requires a fire extinguisher to be displayed at such exhibit.

Covered exhibits or displays exceeding three hundred square feet (300 sq. ft.) or multi-level displays must meet specific fire regulations. (see Covered Exhibits).

H. HAZARDOUS CHEMICALS AND MATERIALS – Hazardous chemicals and materials are not permitted in the facility without prior written approval. Toxic or hazardous materials are subject to immediate removal if the required information is not received and LRFD fire marshal instructions are not followed. All costs associated with safe handling of materials, including insurance, are the responsibility of the lessee. The exhibitor or lessee must have immediate access to MSDS sheets for all chemicals brought into a LRCVB property.

I. FLOOR PLANS AND EXHIBITS – Exhibit booths or displays may not block access to fire equipment. A display or an exhibit must not be installed or operated as to interfere with access to egress from or with the visibility of any required exit or exit sign.

J. OPEN FLAMES – Open flames are not permitted in the facility at any time (with exception to candles for decoration, see Candles).

K. PYROTECHNICS – Any event that has pyrotechnics as part of its planning or production must submit a request for approval sixty (60) days prior to the first contracted date. Any use of pyrotechnics shall comply with NFPA-1126, federal, state and local regulations and industry best practices.

L. SMOKING – The LRCVB is a smoke-free facility. Smoking is allowed in designated areas only.

- a. Public smoking is only permitted outside the facility and not allowed within twenty-five (25 ft.) feet of the facility.
- b. Exhibit personnel are not allowed dock access during show hours for the purposes of smoking.
- c. For purposes of this policy, electronic cigarettes are considered smoking material and are only allowed in designated areas.

M. VEHICLES – All vehicles, boats and equipment containing fuel must meet and comply with the following requirements before entry into the facility:

- a. There is to be no more than five (5) gallons of fuel or ¼ the capacity of the fuel tank, whichever is less.
- b. Fuel tanks used for storage of excess fuel must meet applicable federal, state and local fuel storage requirements.
- c. Fuel tanks are to be locked and all portable tanks removed. Locking the vehicle will be sufficient for cars in which the gas cap cover can only be opened from inside the vehicle.
- d. Ignition keys are to be removed and placed in a central location on-site.
- e. Vehicles, boats and similar exhibited products with more than one hundred square feet (100 sq. ft.) of roofed area are to have a smoke detector.

N. WELDING – is Not permitted on LRCVB property at any time.

SECTION 13: FOOD AND BEVERAGE

A. CATERING SERVICES – Outside food and beverage may not be brought into the facility by any person or outside service. Both Statehouse Convention Center and Robinson Center have exclusive caterers and arrangements must be made with them accordingly. A food and beverage representative may be reached at the following properties:

- Statehouse Convention Center - Little Rock Marriott (501) 399-8040
- Robinson Center - DoubleTree by Hilton (501) 372-4371

B. FOOD SHOW REQUIREMENTS – Exhibitors distributing food and/or beverage at events open to the public must obtain a food permit from the Arkansas Department of Health and comply with all rules and regulations. Exhibitor cooking must be approved in advance, on a case-by-case basis by the LRCVB and the fire marshal. Cooking permits must be included in the exhibitor kit (manual) or obtained from the Lessee. Permits must be completed and accepted by the LRCVB prior to any cooking activity.

Exhibits involving cooking or food preparation must provide a clean-up area or use those provided by the lessee. Exhibitors are responsible for providing or renting a sink as a washing area. LRCVB does not rent sinks with grease traps. Holding receptacles for disposal of cooking residue (oil, grease, etc.) are required. Disposal of cooking residue into the facility drainage system is prohibited.

The following is a list of requirements for food displays:

- a. A Class K-rated fire extinguisher must be provided for every exhibit area.
- b. Deep fat fryers are not prohibited.
- c. Chafing dishes are to be designed with a shelf for the fuel or the chafing dish is to be placed on a sheet pan.
- d. Devices producing open flames are not allowed in exhibit areas.
 - e. A fire watch may be required. The lessee is responsible for such expenses incurred.

f. All heat sources must be at least four feet (4') from the public aisle way.

C. NOVELTY ITEMS – A novelty item is any non-food or beverage item for sale such as books, programs, photography, t-shirts, coffee cups, cozies, records, tapes or souvenirs commemorating a specific event or program, such as a concert, conference or convention.

LRCVB reserves the right to determine which items are considered merchandise or novelty. Exhibitors may give away free items to event attendees.

D. PERMITS – Exhibitors distributing food and/or beverage at events open to the public must obtain a food permit from the Arkansas Department of Health and comply with all rules and regulations. Special permits are required for event activities such as exhibits involving cooking, pyrotechnics, tents, multi-level or covered exhibits and other potentially hazardous situations. Each situation must be individually approved by the LRCVB and the regulatory agency.

E. SAMPLE SIZES – The Little Rock Marriott for Statehouse Convention Center and DoubleTree by Hilton for Robinson Center retain the exclusive rights to provide, control and retain all food and beverage services for events. Samples are limited to three ounces (3 oz.) of beverage (non-alcoholic) and a one ounce (1 oz.) food portion. The lessee is responsible for informing exhibitors of all the sample size food and beverage requirements and is also responsible for enforcement. Written authorization is required for distribution of sample size food and/or beverage products. The lessee and the lessee's exhibitors are fully responsible for any and all liabilities resulting from consumption of their products. Exhibitors requesting to distribute beer, wine or other alcoholic beverages must contact the in-house food and beverage management company or the exclusive caterers.

SECTION 14: FREIGHT AND SHIPMENT OF MATERIALS

A. DELIVERIES – C.O.D. deliveries including, but not limited to UPS, FedEx, RPS, GSP, or other delivery companies, are not accepted by the LRCVB before, during or following the contract period. Freight shipments delivered to the LRCVB during the contract period must be addressed to the general service contractor or a lessee representative. Deliveries of hand carried items must be made at the loading dock entrance or the designated "show entrance."

Shipping addresses are as follows:

Statehouse Convention Center
C/O Event Name and Contact Name
#1 Statehouse Plaza
Little Rock, AR 72201

Robinson Center
C/O Event Name and Contact Name
#7 Statehouse Plaza
Little Rock, AR 72201

B. FREIGHT – The facility does not accept, store or ship freight or packages for exhibitors, delegates or the lessee before, during or after an event. Freight must be consigned to the GSC or delivered directly to lessee during the leased period specified on the contract. The LRCVB will decline receipt of any shipments arriving prior to the first contract day. LRCVB personnel are not permitted to sign for shipments at any time. All freight must be shipped to the general service contractor or drayage company before the event. All materials, equipment and/or freight are to be delivered and removed through the loading dock. The LRCVB is not responsible for any loss or damage to properties of any kind shipped or otherwise delivered to the facility.

C. STORAGE – The facility does not store freight or packages for exhibitors, delegates or the lessee before,

during or after an event. Crate or box storage is not allowed behind exhibit booths.

SECTION 15: LABOR SERVICES

- A. ROOM CHANGEOVERS** – Equipment is set one (1) time, with leased space, during the term of the contract for meeting rooms, ballrooms and exhibit halls. Changes to the original set are subject to re-set fees and labor charges.
- B. RE-SET FEES** – Re-set fees will be assessed when rooms are changed after the original set. Changes made to room set requirements within thirty (30) days of the first contract day are subject to re-set fees and labor charges.

SECTION 16: LIGHTING AND ENERGY CONSERVATION

- A. HEATING, VENTING AND AIR CONDITIONING (HVAC)** – LRCVB maintains minimal levels of heating, ventilation, air conditioning and lighting during move-in and move-out of exhibits regardless of the space used.
- B. LIGHTING** – Minimal levels of lighting are maintained during move-in and move-out. Facility rental includes lighting in public areas, meeting rooms, ballrooms and exhibit halls during move-in, show and move-out. During low traffic move-in and move-out times, minimal lighting is provided at no charge. Work lighting will be provided during heavier traffic move-in and move-out times at no charge as determined by your event coordinator.

Show lighting is provided in the exhibit halls thirty (30) minutes prior to the show opening on the first day and fifteen (15) minutes prior to the show opening on subsequent days.

The meeting rooms and ballrooms have lighting controls in each room. Special lighting levels may be pre-set when requested.

Exhibit halls are one hundred percent LED lighting. The LED lighting fixtures in the exhibition halls are independently programmable. Custom programs are available at an additional cost. Ask your event coordinator for more information.

Fluorescent lighting in the facility is not dimmable.

The ballrooms have a mixture of LED, metal halide, and dimmable incandescent lighting.

SECTION 17: LOADING DOCK

- A. DOCKS AND RAMPS** – Loading dock bays are allocated according to the event. The facility does not relinquish control of the loading dock during any event.

Your event coordinator assigns the dock space(s) for your events.

At Robinson Center, the performance hall has priority for the loading dock. If your event at RobinsonCenter is during the same time as an event in the performance hall, the loading dock may not be available. Speak with your event coordinator about move-in and move-out options.

Storage is not allowed on or near the loading dock.

Parking is not allowed in the dock area.

SECTION 18: MEDIA AND PUBLIC RELATIONS

The LRCVB welcomes the media to events held at the facility. Ask your event coordinator for specific information about marketing services offered. The lessee will be assessed the overtime rate for media access to the facility prior to 6:00 AM. For safety, the routing of support cables for media must be coordinated through your event coordinator. Media support vehicles are not allowed to park on public sidewalks, or block entrance/exit doors during times when the building is open. Media support vehicles are not to route shore power to their vehicles from inside the facility at any time.

SECTION 19: MOTORIZED EQUIPMENT, VEHICLES AND FUEL

The general service contractors are required to provide all equipment for the handling of freight. Only the employees of the general service contractor are authorized to operate any motorized cart or lift equipment brought into the facility by their company. Any person(s) operating motorized equipment must have a valid driver's license and be trained and authorized to operate such equipment. The lessee and the general service contractor are responsible for ensuring all equipment operated in the facility does not drip oil or any other staining liquids. The lessee will be charged for any and all costs incurred by LRCVB to clean or remove stains.

A. ALL VEHICLES, BOATS AND EQUIPMENT CONTAINING FUEL MUST MEET AND COMPLY WITH THE FOLLOWING REQUIREMENTS BEFORE ENTRY INTO THE FACILITY:

- a. There is to be no more than five (5) gallons of fuel or $\frac{1}{4}$ the capacity of the fuel tank, whichever is less.
- b. Fuel tanks are to be locked and all portable tanks removed. Locking the vehicle will be sufficient for cars in which the gas cap cover can only be opened from inside the vehicle.
- c. Ignition keys are to be removed and placed in a central location on-site.
- d. Vehicles, boats and similar exhibited products with more than one hundred square feet (100 sq. ft.) of roofed area are to have a smoke detector.

B. ROTATING WING (HELICOPTER) AIRCRAFT – All events with a related aircraft operation request must be made in writing to the LRCVB sixty (60) days prior to the first contract date.

C. ALL FUEL STORAGE TANKS/CYLINDERS USED MUST MEET APPLICABLE FEDERAL, STATE AND LOCAL FUEL STORAGE REQUIREMENTS. THIS INCLUDES STORAGE OF ALL LP GAS CYLINDERS IN SECURED, WELL VENTILATED CAGES.

- a. LP gas cylinders
 1. Stored outside of facility in ventilated cage at designated location in service yard.
 2. Considered abandoned if left more than 48 hours after end of contracted event.
- b. LP gas cages
 1. All cages must be labeled/identified to indicate:
 - i. The decorator, A/V or contractor company responsible for the cage.
 - ii. Phone number to contact with problems and issues.
 2. LP gas cages shall be removed from the premises at the end of the event.

D. DRONES/UAV – All events with drones and unmanned aerial vehicles (UAV) operations require written

approval and compliance with current policies. Drones are not allowed inside any LRCVB property and may only be used outdoors. Contact your event coordinator for additional information.

SECTION 20: MOVE-IN AND MOVE-OUT

Access to the facility for move-in and move-out is allowed on the date(s) and time(s) listed on the contract per Exhibit A. During move-in and move-out hours of exhibits, a minimum of two (2) LRCVB event security staff are required to manage the roll doors and ramps. Move-in or move-out may not commence until event staff is in place.

All move-in and move-out of exhibits must be through the designated loading docks, freight elevators and freight doors. The lobby areas, side doors, escalators and passenger elevators are not to be used for this purpose, unless arranged with your event coordinator.

Doorways, carpeted areas and floors must be protected from the movement of crates, registration counters, pallet jacks, plants, sign-hanging activities and all other rolling stock during move-in and move-out. When offloading counters, booths and other heavy objects, the use of floor protection and extreme care is required. Carpeted areas must be protected by the use of a minimum of six millimeter (6mm) polyethylene sheeting (reinforced preferred). For heavy objects and powered lift equipment, temporary carpet or plywood on top of reinforced polyethylene sheeting must be used. Heavy objects are defined as items in excess of 1,500 pounds or exceeding the limit of an average pallet jack.

SECTION 21: OPERABLE WALLS

The moveable walls in the facility must be operated by authorized LRCVB personnel only. All exhibitory equipment, boxes, crates and pallets should be kept at least three (3) feet away from walls.

SECTION 22: LRCVB PARKING AREAS AND SHUTTLE BUSES

Garage parking for the LRCVB properties are located at:

- Robinson Center Parking Deck at Spring Street and Markham Street, under the DoubleTree by Hilton next to Robinson Center
- Convention District Public Parking at 2nd Street and Main Street, 1 block south of the Statehouse Convention Center
- River Market Parking Deck at 500 East 2nd Street, in the River Market District

Parking is charged at the prevailing rate.

If the lessee is paying for attendee event parking, contact your event coordinator for validated parking instructions. Requests for validated parking must be submitted thirty (30) days prior to event start date.

The loading dock area is for service vehicles and scheduled event-related or Little Rock Convention & Visitors Bureau loading/unloading. Parking is not allowed in the loading dock area.

Event parking is not allowed at the LRCVB meters, Markham Street loop or Broadway loop drop-offs, unless otherwise approved by your event coordinator.

Mobility impaired parking is available around the LRCVB and in the parking garages.

Shuttle buses are allowed to use the Markham Street loop (for Statehouse Convention Center) and Broadway loop (for Robinson Center) for drop off. Please notify your event coordinator if you will have shuttle buses for your event and they will assist with planning details. Vehicles and buses may not be left unattended in the cutouts as they are considered a portion of a city street and are subject to ticketing.

During events, an event security staff member or LRPD may be required to control access to circle drive, loading docks, bus cutouts and driveways to maintain facility access.

SECTION 23: PERMITS AND LICENSES

Special permits are required for event activities such as exhibits involving cooking, pyrotechnics, tents, multi-level or covered exhibits and other potentially hazardous situations. Each situation must be individually approved by the LRCVB and the regulatory agency.

The lessee or its exhibitors are responsible for acquiring and paying the costs of any and all licenses, permits and taxes required by authorities having jurisdiction over public assembly convention facilities.

- A. **HEALTH PERMIT** – Exhibitors distributing food and/or beverage at events open to the public must obtain a Food Permit from the Arkansas Department of Health. Exhibitors must comply with Arkansas Department of Health rules and regulations.
- B. **STREET CLOSURES** – The City of Little Rock Transportation Department must be contacted to obtain any street closure. Fees may apply. A copy of such request and the approved permit must be provided to LRCVB management.

SECTION 24: PREVENTABLE FACILITY DAMAGE AND DISFIGUREMENT

- A. **BALLOONS** – Helium balloons are **not recommended** and require prior written approval by the LRCVB. Charges to retrieve helium balloons or removal of tanks are billed to the lessee at the prevailing rate. Helium tanks must be secured to safety cart or permanent object in up-right position with valve safety covers in place except when in use. Tanks must be removed at the end of the event.
- B. **DAMAGE TO THE FACILITY** – The lessee must return the facility to the condition in which it was received, with exception of normal wear and tear. The lessee is responsible for any and all damages caused by the lessee or lessee's employees, sub-contractors, exhibitors or attendees to the LRCVB facility. Costs for damages to the facility or clean-up of the facility will be billed directly to the lessee. In order to avoid damage charges, please review the following regulations:
 - a. All LRCVB equipment will be set up and operated by authorized LRCVB personnel only.
 - b. Holes may not be drilled, cored or punched into the facility.
 - c. Decorations, signage or other items may not be taped, nailed, tacked, stapled or otherwise fastened to ceilings, doors, walls, glass, columns, painted surfaces, fabric or decorative walls. Cost to repair damage resulting from the improper or unauthorized installation of materials will be charged to the lessee.
 - d. Painting of signs, displays, exhibits or other objects is not permitted inside or adjacent to the facility.
 - e. Displays and decorations containing plants, flowers, soil, peat moss, sand, topsoil, humus or other landscaping material or pens containing live animals must have a protective coating for the floor such as plastic and carpet or materials of similar strength.
 - f. The floor must be protected from stains.
 - g. Watering must be controlled to eliminate leakage or seepage.

- h. Crates must be placed on a protective padding instead of directly on carpeted areas.
- i. Please do not place, lean or tape any items or equipment directly against LRCVB walls; maintain three (3) feet clearance from walls.

C. EQUIPMENT AND MATERIAL MOVEMENT – The lessee and the general service contractor are responsible for the transport of crates and boxes to and from the licensed premises. LRCVB personnel are not allowed to move freight, including but not limited to crates, boxes and pallets for the lessee or any exhibitor.

Equipment and freight must be loaded and unloaded in the dock area.

Doorways, carpeted areas and floors must be protected from the movement of crates, registration counters, pallet jacks and sign-hanging activities.

When off-loading counters, booths and other heavy objects, the use of floor protection and extreme care is required. Carpeted areas must be protected by the use of a minimum of six millimeter (6mm) polyethylene sheeting (reinforced preferred). Temporary carpet or plywood on top of reinforced polyethylene sheeting must be used for heavy objects. Heavy objects are defined as items in excess of 1,500 pounds or that exceed the limit of an average pallet jack.

Motorized vehicles, forklifts, gas or electric carts, bicycles, scooters or similar equipment (except equipment for persons who are mobility impaired) may not be operated on any permanent carpeted area in the facility.

LRCVB personnel are not permitted to move a piano onto a stage or any raised surface. Tuning is required each time a piano is moved at the lessee's expense.

D. TAPE ADHESIVE BACKED MATERIAL AND REMOVAL – Use of tape or adhesive products, nails, tacks, pins, etc. on any surface, glass or equipment in the facility is not allowed.

The lessee or its general service contractor is responsible for removing all tape from the concreted and carpeted floors. The cost to remove tape or tape residue, repair any damage caused to the surface from inappropriate use of cleaning chemicals or tools will be charged directly to the lessee.

The use of high residue tape is prohibited on carpeted and uncarpeted areas. Use of low-residue carpet tape such as Venture Tape 576-2" or Polyken 105C-2" is approved for use within LRCVB.

SECTION 25: RECYCLING AND TRASH REMOVAL

The LRCVB places multi-compartment waste bins throughout the facility labeled trash, paper and recycle.

A. RECYCLING – LRCVB recycles paper, cardboard, plastic bottles, glass bottles, aluminum and metal. Material disposal shall be handled as follows: Cardboard must be flattened by general service contractor personnel. If LRCVB labor is used to flatten materials, the lessee will be assessed labor charges at the prevailing rate. Large recycle bins will be provided to the general service contractor in order to discard all cardboard, recycle or landfill materials. Recycling stations, which include a large bin and a recycle sign, will be placed throughout the exhibit halls during move-in and move-out hours. LRCVB staff will discard the contents of the bins and place them back in the exhibit halls. All other contents including but not limited to wooden materials, wooden pallets, cement block, padding or hazardous materials should not be placed in the bins.

B. TRASH AND WASTE REMOVAL – The LRCVB will empty its own trash containers placed throughout the

building. The lessee is responsible for the removal of bulk trash in the meeting rooms, ballrooms, exhibit halls and pre-function space such as registration areas and show office areas during move-in, show and move-out. Bulk trash is defined as boxes, crates, lumber, pallets, packing materials and any other excessive trash not easily removed by a standard push broom or vacuum. The lessee will be assessed labor charges at the prevailing rate for the removal of bulk trash.

Cleanup of special effect items such as confetti, balloon drops, etc., will be charged to the lessee at the prevailing rate. All carpet should be taken off site by the general service contractor. LRCVB will charge labor and disposal fees for hauling any carpet off-site that is left behind after an event at the prevailing rates.

SECTION 26: RIGGING AND HANGING POINTS

Requests for installation of show banners, exterior signs, interior signs, directional signs and rigging must be submitted to the LRCVB thirty (30) days before the first contract day. A plan must be submitted indicating all points and the weight for each. An electronic version of facility space may be requested from your event coordinator to assist you with the planning process.

The LRCVB reserves the right to require the use of designated rigging personnel for hanging any item when necessary (including those under 100 lbs.) or when safety is a concern. LRCVB rigging personnel are required to approve any rigging for more than one hundred pounds (100 lbs.).

Items are not allowed to be attached to electrical or lighting conduits, utility pipes or sprinkler systems.

All beam structures or other painted surfaces must be covered with protective material before wire, cable or the like is attached to prevent damaging the painted surface.

Any material or equipment related to signs or rigging must be completely removed by the end of the last contract day.

SECTION 27: FACILITY, EVENT SECURITY AND PUBLIC SAFETY

The LRCVB reserves for itself, or through its designated contractors, the exclusive right to provide all attendants, ushers, badge checkers, security personnel, safety personnel and emergency medical technicians at the prevailing rate. No outside staffing of any personnel listed above is allowed unless approved by LRCVB Management. LRCVB management may also assign minimum staffing requirements for these services as they relate to your event.

- A. LOST, FOUND, AND ABANDONED PROPERTY** – Efforts will be made to return found property to its rightful owner and locate reported lost property at LRCVB. LRCVB will follow policy and procedures in managing the documentation, storage, return or disposal of unclaimed personal property. Attendees or lessees may check on found property reports for any LRCVB facility by calling LRCVB security at (501) 370-3257.
- B. ABANDONED PROPERTY** – The LRCVB shall have the right to collect and have custody of articles, exhibits, fixtures, materials, displays, crates, propane tanks or other personal property left in the facility or parking lots of the LRCVB if not claimed within forty-eight (48) hours following the last contract day. Such property is considered abandoned by lessee. The LRCVB is not liable for any loss of or damage to property left on the premises. Charges for the disposition of said property will be billed in accordance with the terms of the contract to the lessee.
- C. ARMED SECURITY** – Armed security may be required for your event at the prevailing rate. Event security is

an exclusive service of the LRCVB. The LRCVB reserves the right to enter any space in the facility covered by the licensed premises in the event of an emergency.

D. DOORS –The exterior doors are not to be used for move-in or move-out purposes.

Locks or chains are not permitted to be placed on any door in the facility. Doors are not allowed to be propped open and any automatic closing device, panic hardware or mullion is not allowed to be removed from the facility doors for any reason.

The LRCVB does not issue exterior door keys for the facility to any lessee, general service contractor or any other outside vendor. Access to the facility may be arranged through your event coordinator.

The LRCVB reserves the right to require door operators if deemed necessary, especially during move-in and move-out when the exhibit halls are air-conditioned. Door operators may not be volunteers or show management staff. The lessee will be responsible for the cost of required door operators.

Posting of notices or flyers is not permitted on any facility doors.

E. EMERGENCY PROCEDURES – Procedures for handling emergency situations in the facility have been established to limit and to control injuries and property damage. The security department monitors all building emergency systems and is open twenty-four (24) hours a day, seven (7) days a week.

The LRCVB is equipped with closed circuit television cameras mounted in various locations inside and outside. The security personnel monitor these cameras from the security department. The manager on duty in conjunction with the security department become the communication center and command post in the event of an emergency. The manager on duty is designated to oversee, manage and make decisions in regards to an emergency situation. The manager on duty directs LRCVB personnel and acts as liaison between police, medical, civil defense and fire services during an emergency. Your manager on duty will keep the lessee and service contractors informed in emergency situations and of decisions relating to events.

In the event of an emergency, the lessee or any person on site may dial 911 directly from any phone or call the manager on duty. A general fire alarm can be heard throughout the facility using sirens, strobes and verbal announcements. In the event of a facility-wide power failure, the facility is equipped with an emergency generator designed to provide emergency lighting and power within ten seconds of the failure. The facility is equipped with illuminated exit signs at every pedestrian exit. Electronic, magnetic door holders will release all self-closing fire and smoke doors in the related trouble zone.

F. EVENT PERSONNEL – All event personnel, including the employees of service contractors, must wear an approved identification device while on LRCVB property.

All event personnel, including show and service contractor staff, exhibitor-appointed contract staff, temporary staff, exhibitors and other workers affiliated with an event must enter and exit the facility through the entrance and exits designated by the lessee and the LRCVB.

All event personnel are subject to inspection of cartons, packages or containers brought into or taken out of the facility.

The lessee and service contractors are responsible for the conduct of their personnel and subcontractors

and for any damages caused by such personnel while in the facility. Loud or profane language and disorderly conduct are not permitted at any time. The use of alcoholic beverages and illegal drugs is strictly prohibited.

G. FACILITY ACCESS – Restricted areas of the facility labeled “Authorized Personnel Only” or “Restricted Access” are off limits to all persons except those authorized. Questions regarding access to restricted leased areas of an event will be addressed by an event coordinator.

Access to the facility for move-in/set-up, show and move-out/tear-down is allowed on the date(s) and time(s) listed on the contract on Exhibit A.

Exhibit personnel must use the public entrances for access during show hours.

Any facility area is accessible to assigned LRCVB employees during an emergency incident which requires immediate action to prevent injuries or damage to property.

H. EVENT COSTUME POLICY – Costumes are allowed on the property of LRCVB facilities as part of a scheduled event or in support of the operations of the department. The LRCVB security director or designee, using reasonable discretion, will make the final determination on the appropriateness of costumes allowed at LRCVB facilities.

- a. No costume may be worn that in its manner or design displays nudity that would be deemed illegal or offensive.
- b. No costume that resembles or imitates law enforcement, military personnel or any other government public safety entity will include a mask that covers the individual's face.
- c. A person who has as a part of their costume a weapon or any other instrument that requires a safety check inspection will remove any facial cover or headgear for the duration of that inspection.
- d. Any person who has as a part of their costume a facial cover or headgear that obscures their face may be asked by LRCVB security staff to remove the cover.

Failure to comply with the guidelines set out above may result in removal of the person from LRCVB property.

I. FACILITY LESSEE PROPERTY – The lessee assumes full responsibility to safeguard display, advertising material, and goods held for display or sale and all other property owned or used by lessee or any of its exhibitors or attendees. The lessee hereby waives any claims against the LRCVB and the person described for damages to, or loss of the property.

J. FORKLIFTS – All forklift operators must have documented training prior to working in the facility. Verification of training certification must be carried at all times when operating equipment on site. The LRCVB reserves the right to restrict any operator if any equipment is not being operated in a safe manner.

K. KEYS AND LOCK CHANGES – Keys to event space can be requested through your event coordinator at the prevailing rate. A fee will be assessed for each key checked out and not returned.

L. SECURITY – Event security is an exclusive service of the LRCVB. LRCVB security personnel (unarmed) patrol all facility perimeters, parking decks, exterior grounds and public areas. The LRCVB monitors the interior of all properties with twenty-four (24) hour video surveillance. Armed security may be required; see section 27 C.

The lessee is responsible for event staffing to secure licensed premises and support areas from the first

contract day to the last contract day. A minimum level of event staffing is required for move-in and move-out, concerts, dances, sporting events, etc. The lessee is responsible for event security of the areas in the licensed premises of the contract, as well as public areas used for displays, registration and possibly the parking garages. LRCVB follows a standard policy of one (1) security personnel for every two hundred and fifty (250) people.

Abusive language, threats, assault, vandalism, theft and other conduct detrimental to the successful staging of an event are grounds for immediate removal from the premises or arrest, depending on the nature of the offense. Solicitation is prohibited.

Credit is not given for services ordered and not used. A four (4) hour minimum is required and charged for labor unless otherwise specified. The LRCVB determines the number and type of security personnel required for an event. Overtime fees may apply.

During move-in and move-out hours of exhibits, a minimum of two (2) unarmed security are required to manage the flow of exhibitors.

Final determination of the number and type of personnel required for an event is made by LRCVB management.

M. SERVICE CONTRACTOR PERSONNEL – The following requirements are mandated for all decorator or service contractor staff and labor:

- a. All decorator and/or service contractor staff and labor must be identifiable by a uniform, name tag or badge while on LRCVB property.
- b. A company shirt must clearly display the name of the company. Company name must not be covered.
- c. The shirt must be worn at all times while the employee is in the facility or on the facility grounds.
- d. While working on-site, all decorator and/or service contractor staff and labor may only take meal breaks in designated areas. Under no circumstances are breaks to be taken in pre-function areas or those visible to the general public.
- e. While working on-site, all decorator and/or service contractor staff and labor may smoke only in designated LRCVB smoking areas.
- f. LRCVB break rooms are for LRCVB employees only.

N. DRONES/UAV – Drones and unmanned aerial vehicles (UAV) operations are not permitted inside any LRCVB-owned property. If lessee requests to fly drone outside the building, current policy applies. Contact your event coordinator for additional information.

SECTION 28: SERVICES

A. CLEANING AND CUSTODIAL SERVICES – The LRCVB provides custodial service for all public areas, restrooms, meeting rooms and ballrooms (except when used for exhibits) at no cost to the lessee. Booth cleaning and aisle vacuuming in any exhibit area is the responsibility of the lessee or general service contractor. LRCVB personnel will clean non-carpeted food service areas on show days only. The LRCVB will empty its trash containers placed in the aisles during show and non-show hours.

The lessee is responsible for the removal of bulk trash in the meeting rooms, ballrooms, exhibit halls and pre-function areas such as registration and show office areas during move-in, show and move-out. Bulk trash is defined as boxes, crates, lumber, pallets, packing materials and any other excessive trash not easily removed

by a standard push broom or vacuum.

The lessee is responsible for removing all tape from the exhibit hall floor or carpeted areas at the end of the event. Clean-up of special effect items, such as glitter, confetti, balloon drops, etc., will be charged to the lessee at the prevailing rate. The lessee will also be responsible for costs associated with excessive clean-up.

- B. COAT AND BAGGAGE CHECK** – LRCVB can staff a coat and baggage check if needed. Contact your event coordinator to schedule. Events may also handle coat and baggage checks themselves, but LRCVB is not responsible for any lost or stolen articles at locations that are not handled by LRCVB staff. Coat and baggage check can be set up at lessee request areas with preference being a secure, enclosed area such as a contracted meeting room.
- C. PAGING SYSTEM** – The facility has zoned paging capabilities inside the exhibit halls. A paging microphone can be installed for show management.

SECTION 29: SIGNAGE AND DECORATIONS

- A. BALLOONS** – Helium balloons are not recommended and require prior written approval by the LRCVB.

Charges to retrieve helium balloons are billed to the lessee at the prevailing rate. Helium tanks must be secured to safety cart or permanent object in upright position with valve safety covers in place except when in use.

- B. CANDLES** – Candles are allowed for decoration as long as they are contained in a glass or other fire-proof container. If wax or other damage from the candle is discovered, additional fees may apply.
- C. DECORATIONS AND DECALS** – The LRCVB does not provide decorations (such as plants, etc.) for any event at the facility. The service for such may be arranged through the general service contractor or another subcontractor of the lessee. Cost to repair damage resulting from the improper or unauthorized installation of materials will be charged to the lessee.

All curtains, drapes, decorations and decorative or construction materials must be non-combustible or flame retardant. Documentation affirming non-combustible or flame retardant properties must be available on-site.

Cleanup fees are assessed at the prevailing rate when special effect items are used, such as confetti, glitter or balloon drops. Live Christmas trees are not permitted. Construction painting is not permitted on the premises.

Pressure-adhesive stickers or decals or similar promotional items are not allowed for distribution in the facility. The facility requests that gum is not used as a decoration or giveaway to attendees while in the facility.

All decorations remaining in the facility at the conclusion of the event are considered trash.

- D. FOG AND SMOKE MACHINES** – Fog and smoke machines, as well as the schedule for use of such, require advance approval. Any “fogging” or “hazing” has the potential to activate one of the many types of fire detection devices in the facility. Therefore, at least sixty (60) days advance notice given to your event coordinator is required to avoid unwanted disruption to an event. Fog and smoke machine usage is restricted to water based chemicals. Use of fog or smoke machine(s) requires a fire watch. Such costs are at the lessee’s expense.
- E. OUTSIDE AREAS AND DISPLAYS** – Outside exhibits are considered on a case by case basis and will be based

on other show activity in the facility and/or type of exhibit. The lessee may not place exhibits outside the facility without prior approval.

F. SIGNS, WINDOW CLINGS AND CARPET ADHESIVE GRAPHICS – The LRCVB strives to accommodate requests to promote events with interior signs, banners and other forms of promotional advertisement, including exhibitor’s requests for signage above booth areas. The following guidelines are designed to protect the interest of all users of the facility and maintain an appropriate building environment. Generally, these guidelines do not apply to floor installations by individual exhibitors within exhibit booths.

- a. Requests for installation of show banners, exterior, interior or directional signs, window clings and carpet adhesive graphics must be submitted to your event coordinator six (6) months in advance.
- b. Final requests are required sixty (60) days before the first contract day.
- c. Decorations, signs, banners or similar materials may not be taped, nailed, tacked, stapled or otherwise fastened to ceilings, doors, walls, glass, columns, painted surfaces, fabric or decorative walls. Damage resulting from the improper and/or unauthorized installation of materials will be charged to the lessee.
- d. The facility’s permanent directional signs or graphics may not be obstructed in any manner.
- e. Due to safety concerns, the LRCVB reserves the right to require the use of rigging personnel for hanging items when it deems necessary.
- f. All rigging services are supervised by LRCVB rigging personnel. Fees may apply.
- g. Signs are not allowed to be attached to electrical lighting conduits, utility pipes or sprinkler systems.
- h. All beam structures or other painted surfaces must be covered with protective material before wire, cable or the like is attached to prevent damaging the painted surface.
- i. The lessee is responsible for damage, injury or the like resulting due to the hanging of a sign or attachment to the facility by any exhibitor, sub-contractor, contractor, representative or agent.
- j. Any material or equipment related to signs must be completely removed by the end of the last contract day.
- k. If the LRCVB is required to dismantle any sign, the lessee will be charged the applicable labor and equipment charges at the prevailing rates.
- l. Plans for all directional and informational signs, as well as plans for banners, special graphics or decorations in public areas must be reviewed by your event coordinator.
- m. The LRCVB will provide two (2) directional signs per group.
- n. The use of window clings or carpet adhesive graphics must be approved by LRCVB management.
- o. If leased space has a digital sign outside of the door. LRCVB will provide one (1) slide with event name and logo to appear on digital screen during the event at no extra charge. If additional slides are needed, LRCVB can provide at a nominal fee. Logo and wording for digital signage must be given to event coordinator thirty (30) days prior to beginning of event.

SECTION 30: UTILITIES

A. ELECTRICAL EQUIPMENT – Electrical equipment must be listed (UL, F.M., etc.). All equipment and connections, regardless of power source, must comply with federal, state and local safety codes.

Electrical wiring must be in accordance with the National Electrical Code: fourteen (14) gauge wire or better is required for all connections.

All extension cords must be three (3) wires grounded.

Only LRCVB personnel are allowed to provide electrical service connections and move department electrical equipment. Utility panels and mechanical equipment rooms may not be blocked under any circumstances.

Electrical requirements for registration areas vary; however, the minimum requirement preferred is a single fifteen

(15) Amp outlet for each counter to power the header sign, a computer, a printer and a credit card machine.

Wall, column and permanent building electrical outlets are not included with the facility rental. Access to all wall and floor pockets is restricted to LRCVB personnel.

Electrical services are audited prior to and during the event. Services provided, but not yet paid for, are included on the Lessee or exhibitor invoice at the standard rate.

Requests for electrical service on the exterior of any LRCVB facility must be approved in advance.

B. UTILITY SERVICES – LRCVB provides all utilities as an exclusive service including, but not limited to, electrical, water and drain and telephone services. The lessee must make LRCVB utility service ordering link available to exhibitors at least thirty (30) days before the first contract date. Costs for utility services are the lessee's responsibility and assessed at the prevailing rate.

Permanent facility outlets are not considered part of an exhibitor's booth space. Certain utilities may be limited to certain areas (electricity, water, etc.).

Electrical equipment must be Underwriters Laboratory (UL) approved.

LRCVB electrical equipment (extension cords, distribution boxes, etc.) should not be removed by exhibitors, service contractors or other personnel.

The exhibit hall utility floor pockets at Statehouse Convention Center are located on sixty foot (60') centers. Ask your event coordinator for specific layout. Exhibit floor plans not aligned with the floor pockets may be assessed additional charges and may not be accessible for utility services to booths. Some utility services may not be accessible for booths.

An exhibitor list, both in alphabetical and numerical order, is required ten (10) days prior to exhibitor move-in so prompt service may be provided to exhibitors. Services ordered and not used are not credited or refunded.

Unscheduled labor may be subject to the overtime charges of one and one-half (1 ½) times the regular rate. Overpayment for utility services is only considered when LRCVB personnel is notified before the end of the event at which overpayment was made.

Production requirements must be submitted thirty (30) days in advance. For a complete listing and additional information on utility services and technical services, refer to the order forms.