



Content Guide

Center Welcome	<u>4</u>
Center Overview	<u>5</u>
Getting Started	<u>6</u>
Guidelines, Information, and Regulations	<u>7-29</u>
• Advertising	<u>7</u>
• Abandoned Property	<u>7</u>
• Air Walls	<u>7</u>
• American with Disabilities Act (ADA)	<u>8</u>
• Amusement Rides	<u>8</u>
• Anchoring/Drilling	<u>8</u>
• Ancillary Charges	<u>9</u>
• Animals/Pets	<u>9</u>
• Audio Visual Services	<u>9</u>
• Bagel Boulevard	<u>9</u>
• Balloons	<u>9</u>
• Box Office	<u>10</u>
• Cabling	<u>10</u>
• Catering/Food Service (Exclusive)	<u>10-11</u>
• Cleaning (Exclusive)	<u>12</u>
• Coat Check (Exclusive)	<u>12</u>
• Convention and Visitors Bureau Services	<u>12</u>
• Crate/Bone Yard Storage	<u>12-13</u>
• Damages	<u>13</u>
• Drayage	<u>13</u>
• Drone Policy/Unmanned Aerial Vehicles	<u>13</u>
• Equipment Lists and Rentals	<u>14</u>
• Electrical/Utilities (Exclusive)	<u>14</u>
• Elevators	<u>14</u>
• Engineering/Utilities (Exclusive)	<u>14</u>
• Estimated Invoice	<u>14</u>
• Event Manager	<u>15</u>
• Emergency Operating Procedures	<u>15</u>
• Exhibitor Services (Exclusive)	<u>15</u>
• Exhibitor and Show Management Work Rights	<u>16</u>
• Fire and Safety Requirements	<u>16</u>
• General Service Contractors	<u>16</u>
• Glitter/Confetti	<u>17</u>
• Gratuities	<u>17</u>
• Green Efforts	<u>17</u>
• Hand Carry Policy	<u>17</u>
• House Phones	<u>18</u>
• House Sound	<u>18</u>
• Insurance	<u>18</u>
• Internet	<u>18</u>
• Identification	<u>19</u>
• Key Cards	<u>19</u>
• Loading Dock	<u>19</u>
• Labor – Outline of Jurisdictions	<u>19-20</u>

Content Guide

• Lost and Found	<u>21</u>
• Marshalling Yard	<u>21</u>
• Media	<u>21</u>
• Medical Services	<u>21</u>
• Medical Waste	<u>21</u>
• Motorized Vehicles	<u>22</u>
• Noise Levels	<u>22</u>
• Overhead Doors	<u>22</u>
• Parking	<u>22</u>
• Police	<u>22</u>
• Privately Operated Vehicles	<u>23</u>
• Prohibited Items	<u>23</u>
• Public Safety and Event Security (Exclusive)	<u>24</u>
• Pre-Convention Meeting	<u>24</u>
• Radios	<u>24</u>
• Recorded/Live Performance	<u>24</u>
• Rentals	<u>24-26</u>
• Rigging Rules and Regulations (Exclusive)	<u>26</u>
• Room Sets	<u>27</u>
• Signage	<u>27</u>
• Site Visits	<u>27</u>
• Smoking Policies (e-cigarettes)	<u>28</u>
• Solicitations	<u>28</u>
• Starbucks Coffee	<u>28</u>
• Suites	<u>28</u>
• Taxes	<u>28-29</u>
• The UPS Store	<u>29</u>
• Water Refills	<u>29</u>
• Weight Loads	<u>29</u>

Center Welcome

On behalf of ASM Global, welcome to the Huntington Convention Center of Cleveland!

Our team looks forward to working with you and your staff. Our goal is to become an extension of your team and to assist you in producing a successful event.

To better serve you, we continue to improve the center through technological upgrades and capital improvements. In addition, we've implemented exciting new additions, renovations and expansions including an on-site Starbucks, UPS Store, Bagel Boulevard and the Huntington Park Garage Hilton Connector.

The Huntington Convention Center is dedicated to responsible environmental stewardship. As an LEED Gold certified center and as a member of the District 2030 movement, we are committed to an extensive landfill diversion effort through our building-wide reduce, reuse, and recycle program, along with our on-site farm, *The Real Farmville*, manicured by exclusive catering partner, Levy Restaurants.

The City of Cleveland and Cuyahoga County offer an exciting array of food, entertainment, and hotel options as your host city, including the attached 600-room Hilton Cleveland Downtown.

Welcome to Cleveland and have a great event!

Mike Campo
General Manager

Mike Campo



Center Overview

Owner	Cuyahoga County
Management Company	ASM Global
Facility Address	St. Clair Entrance: 1 St. Clair Avenue, NW Cleveland, OH 44114 Lakeside Entrance: 300 Lakeside Ave, E Cleveland, OH 44113
Loading Dock Address	1139 West 3 rd St. Cleveland, OH 44113-1019
Website	www.clevelandconventions.com
LEED Rating	Gold

About Us

A connected campus, the Huntington Convention Center of Cleveland is connected to the Cleveland Public Auditorium and the Hilton Cleveland Downtown. Within walking distance of nearly 5,000 hotel rooms, Cleveland's convention center campus is a convenient location to host small executive meetings or large industry trade shows.

The Huntington Convention Center provides more than **500,000 square feet of prime meeting and event space**, which includes **225,000 sq. ft. of continuous exhibit space**, **50+ breakout rooms**, **2 outdoor terraces** and **2 ballrooms: a 32,000-sq. ft. Grand Ballroom** divisible into three spaces, and a **20,000-sq ft Atrium Ballroom** divisible into four spaces. New in 2024, the Center has **3 suites** available for rental. The Center is home to amenities such as Starbucks Coffee, the UPS Store, and Bagel Boulevard. Please contact your sales representative for details and pricing.

Getting Started

We get it. Planning an event can be overwhelming. That is why we put this document together for you. This document (our EPG) contains in-depth information regarding Center rules and regulations.

Maps and Specs. Finding your way around a building as large as the Convention Center can be confusing. To find your way around and see the size of your space, check our [Center map and specs](#) document.

Parking. Trying to find parking in a new city can be a pain. That is why we created a map for [parking downtown](#). This map is often helpful to send to exhibitors.

Event Planner Checklist. This [checklist/timeline](#) was put together to assist you in the planning of your event and only highlights the main items. Your assigned Event Manager will help guide you through the process and answer any questions you may have.

Catering. Please see the [Catering Policies](#) to get started with your catering needs.

Technology. Please see our [technology features document](#) to see our offerings.

Rent. To see what is included with your rent, please view our [rentals](#).

Cleaning Services. Please check our [cleaning services](#) document for information regarding mandatory and recommended cleaning.

General Service Contractors. Do you need a general service contractor for your event. See our [general service contractor](#) sheet for companies and contact information.

Equipment Rentals. Looking to rent something specific? Check out our [equipment rentals](#) to see what we currently offer.

Additional Revenue Opportunities. We offer additional revenue opportunities to show management. For more information, please see our [digital advertising guide](#) or ask about our suites.

Still can't find what you are looking for? Try our [frequently asked questions](#) document.

Guidelines, Information, Regulations

Advertising

The Huntington Convention Center recognizes the need to promote your event outside of your contracted event space to direct or draw attendance. All requests for promotional and directional signage, outside of the contracted event space, must be submitted for review to your Event Manager at least three months prior to the first scheduled move-in date. The Huntington Convention Center maintains the exclusive right to approve and charge a flat fee for all revenue-producing signage outside of any contracted event space. Revenue-producing signs or banners are those that derive revenue or value trade from a commercial or exhibiting company or corporation for advertising a product or service. For our offerings, please view our [Digital and Static Signage Guides](#) along with [signage policies](#).

Abandoned Property

Abandoned property is any product and/or materials left behind by the Licensee, contractor, attendees, speakers or exhibitors. Upon the expiration of the Event License Agreement, any product that has been left behind and/or not picked up will be considered abandoned property. We will make reasonable efforts to contact the owner of the property but reserve the right to dispose of property without liability. The Licensee shall be held liable for any fees incurred to discard abandoned materials.

Airwalls

Airwalls are in the following Center areas:

- Exhibits Halls ABC
- Grand Ballroom ABC
- Atrium Ballroom ABCDEF
- Meeting Rooms 25 ABC
- Meeting Rooms 26 ABC
- Meeting Rooms 205 AB
- Meeting Rooms 307 AB
- Conference Room 207ABC
- Conference Room 409ABC

The movement of the airwall is to be performed by the center's staff only. Air wall movement should be communicated to the Event Manager well in advance of the event moving in. Any requests to open/close an air wall during an event or last-minute requests to open/close an air wall may incur a labor charge and require the room to be empty. All event-related equipment, including audio visual equipment, must always be kept at least three feet from air walls. Charges may apply if equipment is within three feet of the air wall.

Guidelines, Information, Regulations

Americans with Disabilities Act (ADA)

The Center is an ADA-compliant facility that provides accessible features throughout our meeting and event space. Passenger elevators are located at street and pre-function levels. We have an ADA lift for use with staging and risers for your speakers. Restrooms located throughout the Center are ADA accessible. Wheelchairs are available upon request and are limited in quantity. Please contact your Event Manager to discuss arrangements for guests with special needs. View our detailed [accessibility recommendations](#).

Amusement Rides

The State of Ohio defines "Amusement Rides" as an amusement ride or device, aquatic device or a combination of devices that carries or conveys passengers on, along, around, over, or through a fixed restricted course within a defined area for giving its passengers amusement, pleasure or excitement. "Amusement Ride" includes carnival rides, bungee jumping, inflatable rides, climbing walls and fair rides. All vendors wishing to operate Amusement Rides within the Center are required to obtain all necessary permits and licenses and are required to supply them to the Center's management upon request.

The contact information for the Ohio Department of Agriculture Amusement Ride Safety Division is listed below:

Ohio Department of Agriculture
Division of Amusement Ride Safety
8995 East Main Street
Reynoldsburg, OH 43068-3399
Phone: 614.728.6280
After-Hours Incident Report Line: 800.282.1955
Fax: 614.728.6416
Email: ridesafety@agri.ohio.gov
Website: <http://www.agri.ohio.gov/divs/rides/>

Anchoring/Drilling

Any anchoring or drilling into the exhibit floor or any other surface within the Center is strictly prohibited.

Guidelines, Information, Regulations

Ancillary Services Deposit

This charge serves as a deposit against a portion of the Event's anticipated future need for equipment and/or services provided by Licensor or its in-house service contractors. Should the Event's actual Ancillary Services fall short of this amount, the difference will be returned to Licensee, and should the actual Ancillary Services exceed this amount, the balance will be added to the Estimated Invoice and/or Final Invoice.

Animals/Pets

Service animals are permitted within the Center. However, non-service animals/pets are not permitted within the Center without proper approval by the Center's management. The requesting party is responsible for ensuring all proper permits and licenses are in place. This includes but is not limited to contacting the Board of Health for any applicable permits.

Audio Visual Services

Audio-visual rental supplies and equipment may be coordinated through our preferred in-house A/V vendor, Mills James. Mills James is located on-site and can provide an extensive line of audio-visual and production equipment and services. Mills James trained technicians can assist you with an audio-visual package that will meet your event design and budget. Mills James is the exclusive provider of rigging services as well as union labor for strike, loading, unloading, setup and teardown of audio-visual equipment within the facility. Depending on their equipment, DJs may require labor for load-in/load-out. Please coordinate your event production needs and labor through our Mills James on-site representative and your Event Manager.

Bagel Boulevard

For those looking for an on-the-go option for breakfast or lunch, stop by Bagel Boulevard! Offerings include bagels, schmears, and sides. [View the menu](#). No time to wait? [Place an online order](#). **Hours of Operations: Monday – Friday 6:30am – 2:30pm / Saturday & Sunday 7:00am – 12:00pm**

*Hours subject to change.

Balloons

Helium and hydrogen balloons are not permitted in the Center. Should helium or hydrogen balloons be brought into the facility the Licensee will be charged a fee for the removal of balloons that rise to the ceiling.

Guidelines, Information, Regulations

Box Office

Events that have on-site admission charges and are open to the general-public are required to hire box office labor through ticket sellers and treasurers, Local 756. Box office labor includes a box office manager and ticket seller(s). Additional charges that may apply include: ticket takers, ticket booths, security, police (required) and credit card fees. Your Event Manager can guide you through the process and provide an estimate of costs.

Tickets: The Licensee is responsible for supplying the change bank and tickets to be sold on-site to the box office personnel in advance of the event. Please provide your Event Manager with a sample ticket at least three days before the show moves in.

Taxes: It is the responsibility of the Licensee to remit and pay all applicable taxes due regarding all ticket sales. Licensee must register and fill out an application with the City of Cleveland Division of Assessments and Licenses located at 601 Lakeside Avenue, Room 122, Cleveland, OH 44114-1085.

Box Office Services: At the election of the Licensee, the Center will provide box office management services for your event. These services include scheduling, overall supervision, arranging, supplying and managing a change fund, cash handling, including storing and depositing, on-site ticket sale reconciliation and settlement. There is an additional daily cost for this service.

Cabling

No cables (telephone, internet, electrical, audio, video, etc.) should be run in front of any doorways at any time. If cables must cross a doorway, cables must be flown overhead. Ramps or cable trays are not an acceptable substitute. Contact your Event Manager as additional costs may apply.

Catering/Food Service (Exclusive)

Levy Restaurants (Levy) is the exclusive food and beverage provider for the Center. As your single source for planning food service needs, your catering manager should be included in your site tour to provide valuable information on the possibilities available for your event. We encourage you to contact Levy to start planning your food and beverage needs.

Non- refundable Deposit: Levy does not commence service without receipt of a one hundred percent (100%) NON-REFUNDABLE deposit of the estimated event price (the "Deposit") at least seven (7) business days prior to the event. Outstanding event price balances shall be paid at the end of the event.

Guidelines, Information, Regulations

Catering/Food Service (Exclusive) (Cont.)

Menu: All menu selections must be made at least thirty (30) days prior to the event. Final guarantee is due (7) business days before the event. Counts cannot be lowered after the final count is given. A late fee may incur if the count increases after the due date. Orders placed or adjusted after the designated deadline may be subject to a surcharge of 10% of the additional catering fee. An on-site increase may be subject to a 25% surcharge.

Outside Food and Beverage: No food or beverages of any kind may be brought into or removed from the location by either the client or the client's guests without our prior written approval. Food and beverage sampling, in conjunction with specific exhibits may be permitted, but only if it is approved in writing, in advance by a Levy Catering Sales Manager.

In addition to written approval, the exhibitors must adhere to the following:

- Samples must be limited to four ounces for beverages and two ounces for food.
- Sampling of alcoholic beverages are not permitted unless approved in advance by Levy and Center Management. Arrangements for booth attendants and/or bartenders will be made by Levy Restaurants accordingly.
- Exhibitors are permitted to display and give away individually wrapped bite size (quarter ounce) items such as candies or mints.

If a party brings unauthorized food or beverage items into the Center and does not meet the sampling requirements, the party may be asked to remove the unauthorized items.

Concessions: All food and beverage services are provided exclusively by Levy. Concessions and food stations are available on the show floor based on the attendance and location of your event. When laying out your booth space, please consider arranging food court or seating areas to properly meet the needs of your attendees. To operate portable and/or permanent concessions, please note a concessions minimum may apply. Please contact your Catering Manager to make arrangements.

Please note: Coca-Cola is the exclusive beverage product sold within the Center.

For more information, please contact your catering sales manager.

Guidelines, Information, Regulations

Cleaning (Exclusive)

The Center provides cleaning services for the Licensee and exhibitors on an exclusive basis. The Center will clean and maintain all common areas including lobbies, hallways, restrooms and will empty all Center-owned trash cans. The Licensee will receive the use of one trash compactor and one recycling compactor as part of your rent. The Center does not provide wastebaskets to exhibitors. Please contact your Event Manager for estimated pricing. Please see our [Cleaning Fees](#) document for information on mandatory and recommended cleaning services.

Coat Check (Exclusive)

Coat check services are available exclusively through Levy. There are several designated coat check locations throughout the building. The Center and Levy are not responsible for checked items left behind after the event. Any items left at the end of the event will be placed in our lost and found. Reasonable efforts to return items will be made; however, the Center reserves the right to discard these unclaimed items at any time. To inquire about any lost items please call our Command Center at 216-928-1601.

Convention and Visitors Bureau Services

Our partners at [Destination Cleveland](#) are committed to the success of your event, offering a wide range of services including the following:

- Attendance Building & Registration Assistance
- Keynote Speaker Requests
- Promotional Collateral & Media Relations
- Housing Assistance
- Restaurant Reservations and City Information Booth
- When two or more hotels are required, Destination Cleveland can manage your group's housing needs utilizing the Passkey System's state-of-the-art housing technology.
- Food trucks on the Malls.

To make arrangements for any of the above services, or to learn about other possible available services please contact Convention Services. Visit their web site at www.thisiscleveland.com or call 216.875.6619

Crate/Bone Yard Storage

Bone yards are allowed within the Center with prior approval. Show management, on behalf of their General Service Contractor, is responsible for securing crate or bone yard storage areas for their event. Bone yards must be clearly marked on all applicable floor plans submitted by the GSC.

Guidelines, Information, Regulations

Crate/Bone Yard Storage (Cont.)

The proposed bone yard location cannot block emergency access and egress, automated external defibrillators (AED), fire extinguishers or emergency exit signs. Bone yards must be kept neat and organized at all times. In any location, bone yard storage shall not exceed a height of 10 feet and shall have 10-foot aisles every 50-feet as well as be pipe and draped. Crates must maintain a five-foot buffer from air walls and a three-foot buffer from other walls. Crates and other combustible shipping and packing materials may be stored on the loading dock within trailers or in designated pre-approved interior dock locations.

Damages

Any damages to the Center should be reported immediately to the Event Manager. Show Management is responsible for any damages to the Center beyond normal wear and tear. Clients are encouraged to schedule a pre and post-event walk-through with the Event Manager to verify the condition of the Center. The Center will repair any damages that take place however, the Licensee is financially responsible for building damages incurred during the length of the license agreement.

Drayage

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

Drone Policy/Unmanned Aerial Vehicles

The operation (flight) of any drone/unmanned aerial vehicles at the Center whether indoors or outdoors is prohibited unless permission is granted in advance in writing by ASM Global management.

In the event permission is granted by ASM Global management and the City of Cleveland, there are rules and regulations that govern use both inside and outside the Center.

Please see your Event Manager for more information for the rules and regulations regarding the use of drones/unmanned aerial vehicles at the Center. Static drones are permitted to be displayed within exhibit space without prior approval by ASM Global management.

Guidelines, Information, Regulations

Equipment List and Rentals

A listing of the Center's standard equipment can be found on our [equipment rentals sheet](#). The Center will make its best effort to accommodate the needs of all events, although equipment is available as inventory permits. The costs for supplemental equipment may vary based on quantity and availability.

Electrical/Utilities (Exclusive)

Electrical services for the needs of events are provided through our exclusive contractor, Edlen. All electrical equipment must meet applicable National Electric Codes and City of Cleveland code requirements. Electric fixtures and fittings must be UL listed and properly marked. Terms and conditions governing electric work are listed within the online Exhibitor Service Center and the [Exhibitor Manual](#). For more information, please contact Edlen at 216-928-1540

Plumbing services, including water, drain, and compressed air, are provided exclusively through Edlen Electric. Order Forms are available through Edlen Electric. Please [contact Edlen](#) for additional information.

Elevators

Elevator sizes can be found in the [General Service Contractor Guide](#).

Engineering/Utilities (Exclusive)

Our Engineering department ensures that the heating, ventilation and air conditioning (HVAC) systems, as well as the permanent overhead lighting and other critical systems, are functioning properly to serve the needs of your event. Full lighting, heating or air conditioning are made available during your event hours only. If additional utilities are requested during load in/out times additional costs may apply. Please see your Event Manager for more information.

Estimated Invoice

Your Event Manager will provide you with an estimate of charges after all your event requirements have been received. We require 100 percent of the estimated charges placed on the statement to be received fourteen (14) days prior to the first day of move in for the event.

Guidelines, Information, Regulations

Event Manager

Following the execution of the license agreement, the Center will assign an Event Manager to work with you on the planning and implementation of your event. Your Event Manager will be your principal point of contact for all your operational needs. His/her goal is to be responsive, effective and innovative in helping you to transition your event into the facility. The Event Manager will assist in putting you in contact with our service providers including Levy, Edlen Electric, Mills James and IT services. Please communicate regularly with your Event Manager during the planning process to ensure the successful production of your event.

Emergency Operating Procedures

The purpose of the Emergency Operating Procedures is to establish plans for the management of various emergency conditions, which may occur within the Center. The Center will exercise the authority necessary to ensure the safety and best interest of the public. These efforts will be coordinated with emergency response services and show management. In the event of an emergency, it may become necessary to evacuate a portion or all of the facility following the established emergency procedures. In the event of an emergency prompt notification is essential to minimize injury and/or damage.

All emergencies should be channeled through our 24-hour Security Command Center by calling 216.928.1601.

When reporting an emergency, please give the following information:

- Location
- Nature of the emergency
- Number of persons involved
- Nature and extent of injuries, if any
- Any other pertinent information that may be helpful for responding emergency crews

Exhibitor Services (Exclusive)

The Center is the exclusive provider of the following service: utilities, (electrical, plumbing services, compressed air, or any other utility necessary for the event), cleaning, security, set up/tear down of Center-owned equipment, telecommunications (voice, data, internet, fiber, Wi-Fi, cable television), food and beverage, coat check, box office labor, and rigging services. Services can be purchased through the [online portal](#). View our [Exhibitor Manual](#).

Guidelines, Information, Regulations

Exhibitor and Show Management Work Rights

Exhibitors and Show Management, using their own full-time staff, may perform the following work in their booth of any size:

- Setting up and dismantling of exhibits or displays owned by the exhibitor or show management with the use of hand tools – power or otherwise.
- Assembling and disassembling their own products, materials, machinery or equipment.
- Installation of exhibitor owned signs, graphics, props, or decorative items not flown, rigged or attached to any Center structure.
- Setting up of exhibitor drapery including the skirting of tables.
- Delivering, setting up, plugging in, interconnecting and operating show management or exhibitor electrical equipment, computers, audio-visual devices and other equipment.
- Exhibitors/show management can self-unload Privately Operated Vehicles (POVs) in designated area(s) within the loading dock using full-time employees operating non-motorized lift or material handling equipment. The loading/unloading of non-POVs in the dock area should be performed by the General Service Contractor.

Fire and Safety Requirements

Fire and safety policies of the Convention Center must be followed at all times. For an in-depth list regarding the rules and regulations of the building please see our [fire and safety requirements](#) document.

General Service Contractors

The Center has developed working relationships with many General Service Contractors (Show Decorators) who are interested in providing services for trade and consumer shows hosted in our facility. See our [general service contractor sheet](#).

Guidelines, Information, Regulations

Glitter/Confetti

The use of glitter, confetti, sand, or simulated snow types of material is NOT permitted in the Center without prior approval from your Event Manager. If your request is approved, an additional cleaning cost may apply, and/or a fire detail may be required at a cost to the Licensee.

Additionally, adhesive-backed decals (stickers) may not be given away or utilized as promotional items. Any costs incurred by the Center for the removal of these items will be charged to the Licensee.

Gratuities

It is against The Huntington Convention Center of Cleveland/ASM Global policy for any employee to accept gratuities or gifts from Show Management, Exhibitors or Attendees.

Green Efforts

The Huntington Convention Center is a LEED Gold facility and is committed to operations that reduce environmental impact by focusing on conserving resources, recycling initiatives, and utilizing environmentally friendly products and practices that continually improve these efforts. For information on the Center's comprehensive sustainability plan, please see our [Green Efforts and Initiatives](#).

Hand Carry Policy

The Center's Public Safety personnel will be on-site to direct exhibitors during move-in and move-out. For the convenience and safety of exhibitors and patrons, all freight and material handling must enter and exit the facility through the loading dock unless approved in advance by the Center. The Center reserves the right to restrict all freight and package deliveries to the loading dock.

The Licensee and its exhibitors will be allowed to hand carry items in or out of the main entrances (St. Clair and Lakeside) without having to access the loading dock. Hand-carried freight is defined as one item that can be easily carried by an individual, without the need for dollies or other mechanized equipment. No parking is allowed at the main entrances of the facility (St. Clair and Lakeside).

The use of passenger elevators for movement of freight is not allowed. All packages are subject to inspection by facility personnel.

Bellmen from surrounding hotels are permitted to transport packages on carts into the building, however the carts are not permitted to come onto the exhibit hall floor.

Guidelines, Information, Regulations

House Phones

Black house phones are in public spaces throughout the building. House phones cannot be used to make outside calls except for dialing 911. **In the event of an emergency please dial extension 1601 and you will be directed to our 24-hour Command Center.** A Public Safety officer will assist you and call 911 if necessary.

House Sound

The preferred in-house A/V vendor, Mills James, is the exclusive provider for the use of the in-house sound systems. All other A/V companies must bring in a stand-alone speaker system or patch into the house sound for a fee.

Insurance

All Licensees and their subcontractors are required to carry insurance. Licensee must provide a Certificate of Insurance evidencing the required limits, coverage dates and specific additional insured wording required to the Center for review and approval at least 30 days prior to the event as per the Event Licensee Agreement.

If the Licensee fails to provide approved proof of insurance, the Center reserves the right to order insurance at the expense of the Licensee. The specific limits required and 'additional insured' wording can be found in your License Agreement.

Internet

The Center is the exclusive provider for wired and wireless internet services. See the [technology features document](#) for more details.

Free Wireless: Free wireless internet is available in all common areas within the building such as the concourses and atrium. This service has limited bandwidth and is provided as a convenience to the casual user looking to check emails and perform basic tasks.

Wireless: The Center offers several wireless options for exhibitors, show managers or attendees. Your Event Manager can provide details and pricing.

Wired: Wired Internet is available throughout the exhibit floor, meeting rooms and common areas. The Center strongly recommends a hard-wired connection for all "mission critical" applications such as registration, credit card processing and high data volume presentations. Please see your Event Manager for details.

Guidelines, Information, Regulations

Identification

The Center requires its staff and business partners to wear photo identification badges at all times. We also require show staff, exhibitors, show attendees, service contractor and all employees of the services you contract with to wear ID badges at all times while within the Center. Your Event Manager will ask you for a badge/ID plan to present to our security team servicing your event. Any outside contractors working in the building must check in at the Command Center to sign in and receive a wrist band for the day.

Key Cards

Key cards for meeting rooms are provided at no charge to clients. The Center offers the flexibility to control (restrict) access to one or more rooms. Upon request, we will provide keys to a limited number of meeting rooms. A lost key card fee will apply in the event any of your key cards are not returned to your Event Manager.

Loading Dock

The address for the loading dock is 1139 West 3rd Street, Cleveland, OH 44113-1010. The loading dock is staffed 24 hours a day and monitored from our onsite command center. The dock is accessible by an access road/bridge. The road is HS-20 rated and can support 250 pounds per square foot. The loading dock is enclosed and climate controlled featuring 20 dock bays. (17 usable bays)

If you require the use of the loading docks for move in/out please provide your Event Manager with all information regarding your loading dock activity. Based on your needs, Center event security will be necessary to enforce parking rules, traffic control, freight elevator operation, POV's and to provide direction.

Your Event Manager will include these costs in your event estimate. The General Service Contractor is responsible for managing all decorator freight trailers on the dock and is responsible for accepting all show-related shipments. The Center does not accept any event related deliveries. View our [Loading Dock Map](#).

Labor – Outline of Jurisdictions

Listed below are the labor unions that perform work within the Center and the services they provide through the General Services Contractor or other service provider. Exhibitors/Show Management and their full-time personnel have the right to perform certain work within the Center. Please see "Exhibitor and Show Management Work Rights" for details. Please see the [General Service Contractor sheet](#).

Guidelines, Information, Regulations

Labor – Outline of Jurisdictions (Cont.)

Union labor is intended to maintain consistent levels of quality service for events within the Center. There is no requirement for standby labor and Union personnel are not permitted to approach exhibitors/show management regarding work rules or jurisdictional items. All concerns regarding these topics are to be directed to the General Service Contractor or Event Manager.

Teamsters Local 407

- Teamsters perform all loading/unloading of show management/exhibitor materials consigned to the General Service Contractor and/or exhibitor when conducted in the Center dock area for shipments requiring forklifts.
- Load/unload and deliver exhibitor material requiring a forklift to exhibitor's booth.
- Operate forklifts when necessary to perform such work inside booth area.

Decorators Union 48U

- Perform the unloading/reloading of the General Service Contractors' decorator equipment, including the use of forklifts in the performance of such work as well as the installation and removal of all exposition equipment owned or leased by the service contractor including displays, fixtures utilized by show management or exhibitors inclusive of service contractor owned staging.
- May perform the installation or removal of exhibitor owned displays located within the Ballroom when exhibitors require four hours or less of contiguous labor to perform such work.

Indiana/Kentucky/Ohio Regional Council of Carpenters Union

- Perform the installation and dismantling of exhibits/displays.
- Perform the crating and uncrating of exhibits/displays.

Stagehands Union Local 27

- Unloading and loading in/out of staging and theatrical gear that is owned or leased by anyone other than the general services contractor.
- Stagehands union personnel perform work associated with the installation/removal of the following: A/V equipment; theatrical equipment (lighting/sound); props and scenery.
- Meeting room presenters may load, unload and operate personal sized hand carry A/V equipment.
- Installation and removal of such gear (listed above) requiring rigging and attachment to Center requires use of an in-house exclusive A/V contractor.

Electrical Union Local 38

- Electrical work within the Center is an exclusive service provided by the Center's electrical contractor.
- Perform distribution of power.
- Provide labor for electrical connections when signage rigged/hung overhead requires power.

Guidelines, Information, Regulations

Lost and Found

The Center's lost and found can be reached at 216.928.1601. While the Center will attempt to hold lost and found items to be returned to their rightful owners, the Center reserves the right to discard any lost and found items at any time.

Marshalling Yard

The Huntington Convention Center does not have an onsite marshalling yard. With notice, we can assist your general contractor with local marshaling yard options. Show management and their designated General Service Contractor are responsible for submitting a marshalling plan for Huntington Convention Center review. Please contact your Event Manager for additional details.

Media

If you represent a media outlet seeking further information about the Center or if you wish to cover any of our events, we are happy to provide assistance.

Please reach out to Travis Poppell, Director of Sales and Marketing, for additional information at tpoppell@clevelandconventions.com.

Medical Services

To keep your event staff and attendees safe the Center offers on-site paramedics through University Hospitals. Events of 1,000 attendees per day or more will require a paramedic on site during event hours and one hour into the move-out process. Athletic events or events with a large number of children will require a paramedic regardless of the number of attendees. Paramedics can be ordered through your Event Manager. They can also provide you with pricing.

Medical Waste

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

Guidelines, Information, Regulations

Motorized Vehicles

Motorized vehicles/equipment are not permitted on any carpeted area of the Center, including any of the Ballrooms and pre-function spaces. This includes but is not limited to display vehicles and forklifts. Exceptions will be made for scissor lifts used for rigging, which is done exclusively by Mills James.

Noise Levels

The Center reserves the right to require any group whose noise levels disturb another group within the facility to reduce their sound to a reasonable level that does not disturb any other group.

If you feel that your event will have high noise levels at any time (including bands, loud music for dancing, shouting, singing or other noise), please plan with your Sales Manager and Event Manager to ensure that no other group will be near your event.

The Center is not responsible for any losses or damages associated with sound level requirements.

Overhead Doors

View overhead door sizes in our [General Service Contractor guide](#). For overhead door security requirements, please see our [Public Safety and Event Security](#) document.

Parking

There are plenty of covered and surface parking options for your event. The Huntington Park Garage is an attached covered garage that provides 1,200 parking spaces and provides a direct connection to our Center from the Hilton Cleveland Downtown garage connector (underground pedestrian walkway). The Huntington Park Garage has entrances on Lakeside Ave. and West 3rd Street.

There are also 5,000 available surface lot and garage spaces within walking distance of the Center. Location details can be found on the [parking map](#). Please consult your Event Manager for further details.

Police

Ohio certified Police Officers are the only armed security personnel permitted within the Center unless otherwise approved by the Center in advance. Arrangements for their services may be made through your Event Manager and our Safety & Security Department. Police presence is mandatory for all family-friendly events.

Guidelines, Information, Regulations

Privately Operated Vehicles (POV's)

Exhibitors and show management are permitted to load/unload their materials from their vehicles within the designated POV area, designated by the Center, under the following guidelines:

- The vehicle's trailer storage/cargo area is no longer than 12' in length.
- The use of motorized material handling equipment is prohibited. Hand carrying items and the use of two and four-wheel dollies is permitted.
- As a courtesy to fellow exhibitors, the Center will permit up to 20 minutes for unloading within the designated POV area. Requests for additional time must be authorized by the Event Manager.
- Vehicles to be loaded/unloaded should remain in the loading dock and should not be driven onto the exhibit floor unless prior approval has been given through the Event Manager. If show management and/or exhibitors require assistance or the use of dock height loading/unloading, this work should be performed by the General Service Contractor's personnel.
- Third party contractors will be allowed to perform their own loading/unloading from the designated POV area without the use of motorized lift equipment or motorized material handling equipment.

Prohibited Items

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

- Weapons
- Laser Pointers
- Food and Beverage
- Animals (Service Animals are permitted)
- Pyrotechnics
- Drones/Unmanned Aerial Vehicles
- The use of tobacco products (including vapor and e-cigarettes)
- Air Horns, Noise Makers or Fireworks
- Skateboards, Bicycles, Roller Skates, Segways and Hoverboards (other power-driven mobility devices are permitted as per ADA Requirements)
- Any items affecting the safety of guests or show participants

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

Guidelines, Information, Regulations

Public Safety and Event Security (Exclusive)

The Center maintains an extensive in-house security operation. Our trained Public Safety personnel maintain 24-hour security coverage for the Center's perimeter areas, internal corridors and life safety alarm system. Building security will also open and secure exterior and interior non-event space access doors and monitor internal traffic flow.

The rental of space does not include costs associated with Event Security. The Center provides Event Security personnel on an exclusive basis.

The Security Command Center, located on the Atrium Level, administers and manages all public safety/security systems and procedures. All incidents should be reported to the Public Safety Manager immediately. For more information, please see our [Public Safety and Event Security](#) document.

Pre-Convention Meeting

Pre-convention meetings are held at the request of Show Management. This is an excellent opportunity to address last-minute planning items and give everyone involved in planning and servicing the event to put faces to names. Your Event Manager will arrange the meeting if deemed necessary.

Radios

The Event Manager will be able to access all in-house service providers of the Center immediately by two-way radio, including Public Safety Services. Radios are available for rental during your event for a fee. Please contact your Event Manager for details. Please notify your Event Manager if you plan to bring in your own event radios.

Recorded/Live Presentations

The Licensee is responsible for all fees due to ASCAP (The American Society of Composers, Authors and Publishers); BMI (Broadcast Music, Inc.), SESAC Holdings, etc. for recorded or live musical performances.

Rentals

The details of what is and is not included within your rent as part of your License Agreement is detailed below. All Center equipment is subject to available inventory and affected by concurrent users.

Guidelines, Information, Regulations

Rentals (Cont.)

INCLUSIVE OF RENT

Meetings/General Sessions held within Meeting Rooms and/or the Ballrooms:

- One standard set per room (theater, classroom, conference, hollow square, banquet, u-shape) includes one 6' covered head table with two chairs, one 6' covered registration table with two chairs, and one podium.
- Ability to display limited event information on digital display screens located outside of meeting rooms. See your Event Manager for the digital signage policy.
- House lighting, heating or air conditioning during show hours. Levels maintained at a reasonable temperature during move in/out.
- Access to convenience electrical outlets from wall receptacles inside meeting rooms. Any sets that require power distribution will incur a fee.
- One room refresh per day (straighten seating, empty trash cans, light sweeping and clearing trash from tables).
- Four complimentary 20-amp services within your designated registration area.

Exhibit Halls for Trade Shows/Exhibits:

- House lighting, heating or air conditioning during show hours. Levels maintained at a reasonable temperature during move in/out.
- The Center will provide show management with a clean floor. During the event, the operations department will maintain all public and event common areas including, lobbies, hallways, restrooms, meeting rooms and Center-owned trash cans placed within the exhibit floor.
- One trash/recycling compactor.
- Four complimentary 20-amp services within your designated registration area.
- 24 hour building security monitored from a central command area.
- 1,000 complimentary conference chairs for a general session held within an exhibit hall purchased at full rental price.

Guidelines, Information, Regulations

Rentals (Cont.)

NON-INCLUSIVE OF RENT

- Additional building equipment inventory beyond what is provided as part of rent (i.e. tables, chairs, etc.)
- Any inventory requested for an exhibit hall event is subject to a fee.
- Lighting/heating/cooling beyond service included within rent.
- Pre/Post show cleaning. See our [cleaning fees](#) document.
- Show aisle cleaning and booth cleaning.
- Open top dumpsters and additional compactors required for additional cleaning and bulk trash removal.
- Labor charges for event personnel including operations, housekeeping, security, police, EMT's, fire personnel, IT, engineering, box office, coat check attendants, etc.
- Service providers including Edlen (electrical, plumbing etc.), Mills James (audio-visual) and/or Levy (food and beverage).
- General Service Contractors.
- Meeting room changeovers requested, as determined by the Center. However, clients will not be charged for a meeting changeover if space is being changed to accommodate a meal function.
- Advertising or sponsorship placed on digital signage or other areas outside of contracted space.

Rigging Rules and Regulations (Exclusive)

Rigging includes anything attached to the building structure and hanging overhead; for example, overhead objects, signage, truss and lighting. Mills James is the exclusive rigging service provider at the Center. Floor plans and specifications (weight loads, etc.) must be submitted to Mills James and the Event Manager for written approval. See our [Rigging Policies](#) for more information.

Guidelines, Information, Regulations

Room Sets

Capacities

- Maximum capacities for meeting facilities are provided on the [Maps and Specs](#) document.
- The numbers listed reflect maximum amount of seating allowed in each room.
- Capacities decrease with the addition of staging, dance floors or audio/visual equipment. Check with your Event Manager to confirm room capacities prior to preparing room specifications for your event.

Set-ups

- A one (1) time basic set-up is included in the rental of all meeting rooms. You may choose between theater, classroom, conference, hollow square, U-shape or banquet style (72" round) tables.
- Also, included in the rental:
 - (1) Six-foot skirted head table
 - (1) skirted six-foot registration table
- Any additional equipment such as skirting, tablecloths, staging or tables can be provided to you for an additional charge. See our [equipment rentals](#) for a listing of all equipment. Any unscheduled changes in the set-up during your event will result in an additional charge.

Exhibit Halls

- Any furniture being used in the exhibit hall should be that of the General Service Contractor. If building furniture needs to be used, additional costs will be incurred. Exceptions will be made of any food service areas on the exhibit hall floor. Consult your Event Manager for details.

Signage

We recognize the need to promote your event outside of your contracted event space to direct or draw attendance. All requests for promotional and directional signage, outside of the contracted event space must be submitted for review to your Event Manager at least three months prior to the first scheduled move-in date.

Please review our [signage documents](#) for information regarding additional revenue opportunities for show management. Our guidelines and policies regarding location, type, size and number of signs and banners are also included.

Site Visits

If prospective clients are interested in event space, they can arrange a site visit with one of our Sales Managers. A member of the Event Services team can be made available as well as any requested service providers such as IT, Mills James, Edlen and Levy.

Guidelines, Information, Regulations

Smoking Policies (including e-cigarettes)

The Center is a smoke-free campus. In accordance, smoking is prohibited within 50 feet of any entrance door to the Center. The loading dock and driveway areas are considered part of the Center and should also be designated as smoke free.

Solicitations

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

Starbucks Coffee

For those on the go, or looking for an afternoon pick-me-up, stop by our full-service on-site Starbucks, for freshly brewed coffee, specialty drinks, pastries, light sandwiches, snacks and more. **Hours of Operations: Monday – Friday 6:30am – 3:30pm / Saturday & Sunday 7:00am – 12:00pm**

*Hours subject to change based on building occupancy.

Suites

Our new, state-of-the-art suites provide additional revenue opportunities for show management. Please reach out to your sales manager for more information.

Taxes

The Licensee is responsible for all applicable State and local taxes, including but not limited to state sales tax and any other taxes. In the event the Licensee is holding tax exempt status, they must present a tax-exempt certification to the Event Manager, otherwise taxes will be charged.

Any entity, event or exhibitor conducting business during the event must also follow all the taxation rules and regulations applicable. All clients, as well as exhibitors and/or other vendors, conducting sales during an event, are responsible for obtaining the appropriate business license(s) and paying applicable state and local taxes.

For your convenience, we have listed some of the licensing entities below.

State Tax & Licensing

Ohio Department of Taxation
P.O. Box 530
Columbus, Ohio 43216-0530
www.tax.ohio.gov

Guidelines, Information, Regulations

Taxes (Cont.)

County Tax & Licensing

Cuyahoga County Fiscal Officer 2079 E. 9th St.
Cleveland, Ohio 44115
216.443.7010
www.cuyahogacounty.us

Division of Assessments & Licenses

601 Lakeside Avenue
Room 122
Cleveland, Ohio 44114
216.664.2260

The UPS Store

Located onsite within the Center is [The UPS Store](#), a full-service business center open Monday through Friday from 7:30 am to 6:30 pm and Saturday from 10 am to 2 pm. The store offers a wide range of products and services including but not limited to shipping/packing, business services, printing (small and large format), copying, mailbox, shredding, office supplies and notary. To learn more about the store please email 6919@theupsstore.com or call **216-303-9360**.

* Hours subject to change based on building occupancy.

Water Refills

As part of our sustainability initiatives, water refill stations are located throughout the building. See our [green initiatives](#).

Weight Loads (Floor)

- Exhibit Hall = minimum of 350 lbs. per sq. ft.
- Atrium = 100 lbs. per sq. ft.
- Grand Ballroom = 350 lbs. per sq. ft.
- Meeting Rooms = 125 lbs. per sq. ft.
- Atrium Ballroom = 125 lbs. per sq. ft.
- Pre-Function Areas = 100 lbs. per sq. ft.
- Loading Dock Access Road = HS-20 rated

Please contact your event manager for more information.