



Content Guide

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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!

Ron King
General Manager



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.

Center Map Overview

- Exhibit Halls
- Ballrooms
- Meeting Rooms
- Exhibit Hall Concessions
- Show Offices
- Starbucks/Bagel Boulevard
- The UPS Store
- Public Restrooms
- Back of House
- Elevators
- P Campus Connections to Hilton and Public Auditorium
- P Huntington Park Garage Tunnel
- 💧 Water Bottle Refill Stations



Center Specifications

Exhibit Halls	Location	Space Name	Square Feet	10 x 10 Booths	Floor Load	Overhead Doors	Ceiling Height	Dimensions
	Exhibit Level	Hall ABC	225,000	1,090	350 LBS/SF	4	25' - 40'	547' x 631'
	Exhibit Level	Hall AB	141,500	725	350 LBS/SF	2	25' - 30'	547' x 308'
	Exhibit Level	Hall BC	172,000	885	350 LBS/SF	3	30' - 40'	318' x 631'
	Exhibit Level	Hall A	53,000	245	350 LBS/SF	1	25'	231' x 252'
	Exhibit Level	Hall B	88,500	470	350 LBS/SF	1	30'	317' x 308'
	Exhibit Level	Hall C	83,500	395	350 LBS/SF	2	30' - 40'	317' x 324'
	Loading Dock	Overhead Hall A	-	-	-	-	-	20' x 13'6"
	Loading Dock	Overhead Hall B	-	-	-	-	-	20' x 13'6"
Loading Dock	Overhead Hall C	-	-	-	-	-	19' x 10'6"	
Loading Dock	Overhead Hall C	-	-	-	-	-	19' x 9'6"	
Total			225,000					

Ballrooms	Location	Space Name	Square Feet	Theater	Classroom	Banquet	Ceiling Height	Dimensions
	Ballroom Level	Grand Ballroom ABC	32,200	3,540	2,079	2,520	24' 6"	242' x 134'
	Ballroom Level	Grand Ballroom AB	21,475	2,220	1,452	1,480	24' 6"	161' x 132'
	Ballroom Level	Grand Ballroom BC	21,675	2,220	1,452	1,600	24' 6"	165' x 134'
	Ballroom Level	Grand Ballroom A	10,525	1,088	690	720	24' 6"	78' x 133'
	Ballroom Level	Grand Ballroom B	10,950	1,080	704	720	24' 6"	81' x 133'
	Ballroom Level	Grand Ballroom C	10,725	1,120	736	720	24' 6"	84' x 134'
	Atrium Floor 1	Atrium Ballroom ABCDEF	20,000	1,920	900	1,080	-	-
	Atrium Floor 1	Atrium Ballroom A	4,650	418	288	230	-	-
	Atrium Floor 1	Atrium Ballroom B	1,900	-	-	-	-	-
	Atrium Floor 1	Atrium Ballroom C	3,450	340	209	180	-	-
	Atrium Floor 1	Atrium Ballroom D	4,550	450	288	250	-	-
	Atrium Floor 1	Atrium Ballroom E	1,900	-	-	-	-	-
	Atrium Floor 1	Atrium Ballroom F	3,550	340	228	180	-	-
Total			52,200					

Meeting Rooms	Location	Space Name	Square Feet	Theater	Classroom	Banquet	Ceiling Height	Dimensions
	Concourse Level	1	2,775	352	198	150	13' 2"	68' x 41'
	Concourse Level	2	825	74	39	60	10' 4"	38' x 23'
	Concourse Level	3	2,375	284	157	170	11'	55' x 44'
	Concourse Level	4	2,375	284	157	170	10'	55' x 44'
	Concourse Level	5	2,425	285	159	170	9' 7"	55' x 45'
	Concourse Level	6	2,275	238	134	180	11'	43' x 55'
	Concourse Level	7	2,175	260	146	160	9'	44' x 50'
	Concourse Level	8	1,200	118	60	80	9'	44' x 28'
	Exhibit Hall Level	9	1,550	165	102	120	16'	30' x 53'
	Exhibit Hall Level	10	1,450	159	90	100	15'	51' x 29'
	Exhibit Hall Level	11	1,450	159	90	100	15'	51' x 29'
	Exhibit Hall Level	12	1,325	142	91	110	15'	51' x 27'
	Exhibit Hall Level	13	1,475	150	92	110	15'	51' x 32'
	Exhibit Hall Level	14	1,375	146	82	90	15'	29' x 51'
	Exhibit Hall Level	15	1,525	170	101	100	15'	31' x 51'
	Exhibit Hall Level	16	1,600	185	104	100	15'	28' x 60'
	Exhibit Hall Level	17	800	75	39	40	16'	40' x 21'
	Exhibit Hall Level	18	800	69	35	50	16'	40' x 21'
	Exhibit Hall Level	19	1,500	164	99	90	16'	57' x 27'
	Exhibit Hall Level	20	1,500	168	99	100	16'	57' x 27'
	Exhibit Hall Level	21	1,500	168	99	100	16'	57' x 27'
	Exhibit Hall Level	22	1,500	168	99	100	16'	57' x 27'
	Exhibit Hall Level	23	1,500	159	99	100	16'	57' x 27'
	Exhibit Hall Level	24	1,450	157	99	100	16'	57' x 27'
	Ballroom Level	25 ABC	4,725	440	270	300	20'	87' x 58'
	Ballroom Level	25 AB	2,950	288	187	220	20'	54' x 57'
	Ballroom Level	25 BC	3,275	320	201	240	20'	61' x 57'
	Ballroom Level	25 A	1,450	163	101	100	20'	26' x 57'
	Ballroom Level	25 B	1,500	166	93	120	20'	28' x 57'
	Ballroom Level	25 C	1,775	204	109	130	20'	33' x 57'

Center Specifications

Meeting Rooms	Location	Space Name	Square Feet	Theater	Classroom	Banquet	Ceiling Height	Dimensions
	Ballroom Level	26 ABC	6,600	660	378	470	20'	119' x 57'
	Ballroom Level	26 AB	4,425	378	234	340	20'	80' x 57'
	Ballroom Level	26 BC	4,425	374	234	320	20'	80' x 57'
	Ballroom Level	26 A	2,175	251	138	150	20'	40' x 57'
	Ballroom Level	26 B	2,250	264	162	160	20'	41' x 57'
	Ballroom Level	26 C	2,175	242	141	150	20'	39' x 57'
	Atrium Floor 2	202	3,700	264	192	170	-	-
	Atrium Floor 2	203	4,375	405	216	250	-	-
	Atrium Floor 2	204	1,000	Office	Office	Office	Office	Office
	Atrium Floor 2	205-AB	8,000	593	312	380	-	-
	Atrium Floor 2	205-A	3,875	375	316	190	-	-
	Atrium Floor 2	205-B	4,125	418	240	240	-	-
	Atrium Floor 2	Exec. 206	1,750	Boardroom	Boardroom	Boardroom	Boardroom	Boardroom
	Atrium Floor 2	207-ABC	1,775	-	56	-	-	-
	Atrium Floor 2	207-AB	1,050	-	36	-	-	-
	Atrium Floor 2	207-BC	1,325	-	38	-	-	-
	Atrium Floor 2	207-A	450	-	16	-	-	-
	Atrium Floor 2	207-B	600	-	18	-	-	-
	Atrium Floor 2	207-C	725	-	22	-	-	-
Atrium Floor 3	302	3,750	324	210	160	-	-	
Atrium Floor 3	St. Clair 303	1,600	Boardroom	Boardroom	Boardroom	Boardroom	Boardroom	
Atrium Floor 3	304	1,500	143	99	100	-	-	
Atrium Floor 3	306	1,200	Office	Office	Office	Office	Office	
Atrium Floor 3	307-AB	6,500	480	288	270	-	-	
Atrium Floor 3	307-A	3,300	344	222	190	-	-	
Atrium Floor 3	307-B	3,200	342	207	170	-	-	
Atrium Floor 3	308	1,850	70	36	60	-	-	
Atrium Floor 4	The Loft 407	12,350	-	-	500	-	-	
Atrium Floor 4	Conference-ABC	2,600	190	153	140	-	-	
Atrium Floor 4	Conference-AB	1,875	140	108	100	-	-	
Atrium Floor 4	Conference-BC	1,475	120	81	80	-	-	
Atrium Floor 4	Conference-A	1,125	80	72	60	-	-	
Atrium Floor 4	Conference-B	750	60	36	40	-	-	
Atrium Floor 4	Conference-C	125	60	36	40	-	-	

Total 102,000

Suites	Location	Space Name	Square Feet	Theater	Classroom	Banquet	Ceiling Height	Dimensions
	Atrium Floor 2	Suite 201	2,670	-	-	-	-	-
	Atrium Floor 3	Suite 301	2,650	-	-	-	-	-
	Atrium Floor 4	Suite 401	2,600	-	-	-	-	-

Total 7,920

Pre-function	Location	Space Name	Square Feet	Theater	Classroom	Banquet	Ceiling Height	Dimensions
	Atrium Floor 1	Pre-Function	8,200	-	-	-	-	-
	Atrium Floor 2	Pre-Function	9,100	-	-	-	-	-
	Atrium Floor 3	Pre-function	15,750	-	-	-	-	-
	Atrium Floor 4	Pre-function	6,400	-	-	-	-	-
	Concourse Level	Pre-function	20,650	-	-	-	9' 6" - 13'	-
	Exhibit Hall Level	Pre-function	20,000	-	-	-	15' x 6"	-
	Lakeside Lobby	Pre-function	4,170	-	-	-	-	-
Ballroom Level	Pre-function	16,200	-	-	-	24' x 5"	-	

Total 100,470

Outdoor Space	Location	Space Name	Square Feet	Theater	Classroom	Banquet	Ceiling Height	Dimensions
	East Terrace	East Terrace	20,000	-	-	-	-	-
	West Terrace	West Terrace	11,200	-	-	-	-	-

Total 31,200

Frequently Asked Questions

Is there a comprehensive document detailing the rules and regulations of the Huntington Convention Center of Cleveland?

Yes, it is contained within this document beginning on [page 18](#). The most up-to-date version is also available at www.clevelandconventions.com.

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

Following the execution of the license agreement, we 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. Their goal is to be responsive, effective and innovative in helping you transition your event into the center. The Event Manager will assist in putting you in contact with our service providers such as the ASM Global IT Team, Levy Restaurants, Edlen and our audio-visual specialists, Mills James.

Please communicate regularly with your Event Manager during the planning process to ensure the successful production of your event.

What additional costs may I incur other than rent?

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

- Utility Services (Electrical services, plumbing services, compressed air)
- Audio-visual
- Catering
- Union Labor
- Inventory Rental
- Cleaning
- Security
- Medical
- Telecommunications (voice, data, internet, wi-fi, cable tv)
- Parking (HCCC does not have guest parking onsite)

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

Frequently Asked Questions

What is included in a meeting room rental?

A one-time set up includes theater (chairs only), classroom (6' x 18" tables) or conference style (u-shape, hollow square, etc.), banquet style (round tables) along with a lectern, and one registration table. Please contact your Sales or Event Manager for more details.

Can I ship product/materials to the Center?

Our onsite [UPS Store](#), located within the first-floor atrium, offers retail shipping Monday – Friday from 8:00am – 7:00pm and on Saturday from 10:00am – 2:00pm. The store accepts any unpalletized shipments of product/material that are 100 lbs. or less. To learn more about the services or to get detailed pricing please email store6919@theupsstore.com or call 216-303-9360.

The Center does not accept advance materials or freight. Due to limited space, all freight, packages etc. must be shipped to your General Service Contractor and delivered to the Center during the designated move-in period.

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

Yes. Full-time employees of the exhibiting company or show management personnel, whether personally owned or rented, may set up computers.

Is the Center a union facility?

Yes. Based on the needs of your event, certain union jurisdictions apply. Please see your General Service Contractor or Event Manager for more details.

Who is the food and beverage provider at the Center?

[Levy Restaurants](#) is the exclusive food and beverage (F&B) provider for the Center. For more information, contact the Director of Catering Sales at 216.928.1555.

Frequently Asked Questions

Who is the audio-visual provider at the Center?

Mills James is our preferred in-house audio-visual company. Mills James is also the exclusive provider for all rigging services, sound patches and stagehand labor required for the load in/out and set up and tear down of audio-visual equipment. For further information contact Mills James at 216.928.1534.

Who handles security and public safety at the Center?

Security services are provided onsite by our Safety and Security Department. Guards are available 24 hours a day to help you with any security needs.

The Safety and Security Department maintains 24-hour coverage of perimeter areas, internal corridors and the Life Safety alarm system.

Based on the needs and nature of your event, additional event security will be required. The cost of event security is the responsibility of the Licensee. Please contact your Event Manager for a detailed event security plan and proposal.

Is there parking available near the Convention Center?

The Huntington Park Garage has hundreds of parking spaces directly connected to the Hilton Cleveland Downtown and the Huntington Convention Center of Cleveland. In addition, there are over 5,000 parking spaces near the center. The Huntington Park Garage is located at 1141 West 3rd Street and the Willard garage at 601 Lakeside Avenue. See additional parking options [here](#).

If additional parking for your event is needed, contact your Event Manager to discuss options.

As an exhibitor, can I set up my own booth?

Yes. Exhibitors may set and dismantle their own booths provided they use full-time employees of the exhibiting company. Please contact your General Service Contractor to discuss specific union work rules on the exhibit floor and loading dock.

Frequently Asked Questions

Who handles electrical and plumbing services in the Convention Center?

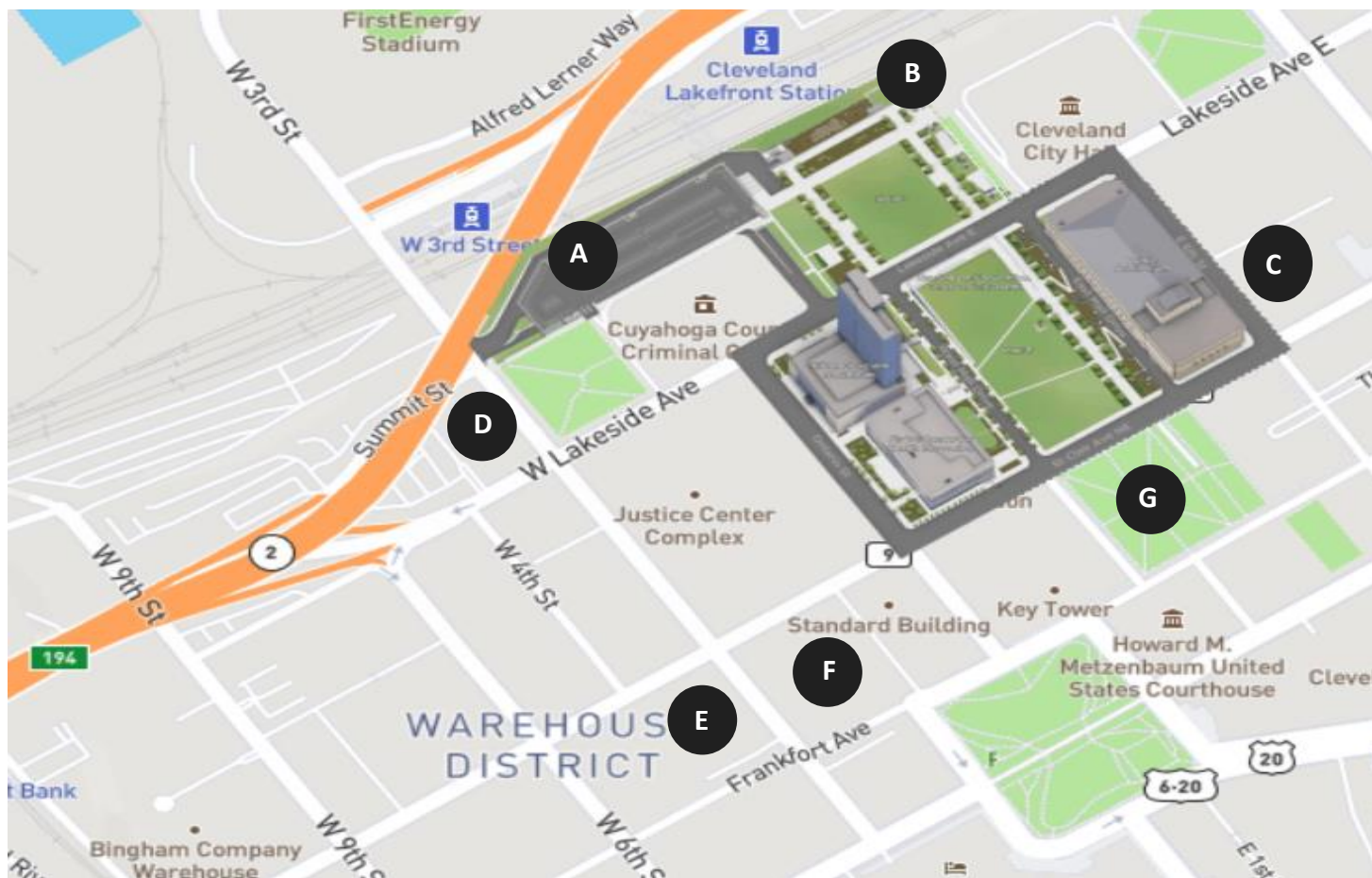
Edlen provides these services on an exclusive basis. For further information regarding these services, contact Edlen's onsite office at 216.928.1540.

Limited power is available in all meeting rooms through convenience wall outlets and is included in the rental of the meeting space. Additional power may be placed in meeting rooms for an additional fee.

Who handles telecommunications and Internet services in the Center?

The Huntington Convention Center's IT Department provides all internet and telecommunications as exclusive services within the facility. The center offers a wide variety of internet and technical services through our experienced in-house team of technicians. Please reach out to your Event Manager for our IT team's contact information to get started.

Parking Map



	Location	Rates (Varies)	Capacity	Hours	Address	Phone	Type
A	Huntington Park Garage CONNECTED	\$10 - \$24	1,200	Mon-Sun/24hr.	1141 W 3 rd Street	216.443.7007	Garage
B	Willard Park Garage	\$10 - \$25	1,200	Mon-Fri/5am-11pm Sat-Sun/Open for special events	601 Lakeside Avenue	216.664.2999	Garage
C	AECOM Garage	\$10 - \$20	632	Mon-Sun/24hr	1301 E 6 th St.	216.205.4405	Garage
D	Cuyahoga County Parking Division	\$10 - \$40	110	Mon-Thur/6am-9pm Fri/6am-1am Sat/5pm-1am	400 W. Lakeside Ave.	216.443.7007	Surface
E	Shaia's Parking	\$10 - \$30	200	Mon-Sun/24hr.	409 W St. Clair Ave.	216.621.0328	Surface
F	ABM Parking Service / 55 Public Sq. Garage	\$5 - \$25	401	Mon-Thur/7am-10pm Fri/7am-12am Sat/4pm-2am	1370 W 3 rd St.	216.348.0357	Garage
G	Memorial Plaza	\$8 - \$25	200	Mon-Sun/24hr.	300 St. Clair Ave.	216.736.7064	Garage

*Pricing and Capacity subject to change.

Event Planner Checklist

The below 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.

8 + Months in Advance		
Item	Notes	Contact
Event Manager Assignment	<ul style="list-style-type: none"> • Upon the signing of your license agreement, an Event Manager will be assigned to your event. • Add Event Manager to your mailing list. 	Event Manager
Receive and Read Event Planning Guide	Please review the entire guide to determine which rules and regulations will affect your event.	Event Manager
E-mail Floor Plans CAD in PDF Format	<ul style="list-style-type: none"> • Floor plans must be approved by the Fire Marshal well in advance of the event. • Must include any requests for pre-function space set, including registration, boneyard, etc. 	Event Manager
Tax Exempt Forms	If your company is tax-exempt please send your tax-exempt forms so your Event Manager can provide accurate event estimates.	Event Manager

6 + Months in Advance		
Item	Notes	Contact
Contact Food & Beverage	Contact Levy Convention Centers, our exclusive food and beverage provider for menus and pricing.	Director of Catering Sales 216.928.1555
Contact Audio-Visual Provider	Contact Mills James to begin the AV planning process and receive a cost estimate.	Mills James Sales Manager 216.928.1534
Contact Electrical/Plumbing	Contact Edlen Electric to discuss electrical and/or plumbing requirements and receive a cost estimate.	Edlen General Manger 216.928.1542
Preliminary Event Schedule Requirements to Event Manager	<ul style="list-style-type: none"> • Detail your move in, event hours and move out schedule. • This details the following limited inventory requirements (meeting room sets, risers, lecterns, flags, safes, easels, etc.) 	Event Manager

General Service Contractor Notification	Notify your Event Manager of the general service contractor (decorator) hired for your event.	Event Manager
Rigging Requirements	Notify Mills James of any rigging requirements.	Mills James Sales Manager 216.928.1534
Receive Security Proposal	<ul style="list-style-type: none"> • Preliminary security estimate detailing the security plan for your event. • Review needs for medical services (required for events of 1,000 or more attendees; suggested for 500 or more attendees per day. 	Event Manager
Send Exhibitor Kit to Event Manager	Send exhibitor kit to Event Manager for review prior to publishing.	Event Manager

3-4 Months in Advance		
Item	Notes	Contact
Updated Event Estimate	Your Event Manager will send you an updated event estimate to reflect deposits received and revised event needs.	Event Manger
Final Floor Plan Approval	Final floor plan must be approved by Fire Marshal.	Event Manager
Submit Insurance Certificate	Require \$1 million per occurrence coverage under general liability with specific additional insured wording.	Event Manager
Receive Security Proposal	Comprehensive security proposal detailing the security plan and costs for your event.	Event Manager
Submit Signage Plan	Submit signage plan to Event Manager for review.	Event Manager

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 Show Management Advertising Guide and our Static Signage Guide.

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 reserves 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. [Click here](#) for more detailed information.

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/>

Guidelines, Information, Regulations

Anchoring/Drilling

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

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

New bagel restaurant concept coming soon!

Balloons

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

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).

Guidelines, Information, Regulations

Box Office Continued...

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) offers attendees a restaurant quality experience in a convention center environment while far surpassing their expectations. Levy provides an environment where all team members are obsessive in their goal of "Winning One Customer at a Time." We encourage you to contact Levy to start planning your food and beverage needs.

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.

Guidelines, Information, Regulations

Catering Continued...

The Center prohibits any outside food or beverages from being brought into the building, except by Levy, the exclusive food and beverage service provider. The distribution of food and beverages, regardless of type and/or quantity, is the sole responsibility of Levy.

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.

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

Levy donates all surplus prepared food to organizations that help those in need. If there is an organization you would like to recommend, please let your Catering Manager know.

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.

Mandatory cleaning services consists of:

- **Pre-Event Cleaning:** The costs associated with the cleaning of any space utilized for exhibit purposes from the time the event loads in until the time the event is open.
- **Post-Event Cleaning:** The costs associated with the cleaning of any space utilized for exhibit purposes from the time the event ends until the time move out is complete and the floor is returned to its original condition.
- **Dumpsters:** Show management receives the use of one trash and one recycling compactor within their rent. If your event fills one of the Center's open top dumpsters over the course of the event (move-in to move-out), a dumpster charge will be applied based on the number of dumpsters filled.
- **Show Aisle Cleaning:** Vacuuming of all aisle carpet or sweeping of non-carpeted aisles within your exhibit floor. Please see your Event Manager for details and pricing.

Recommended cleaning services:

- **Booth Space Cleaning:** Vacuuming the carpet within the exhibit booths as well as emptying wastebaskets. This charge is normally requested directly by the exhibitors via the online exhibitor portal. If show management would like to pay for this service on behalf of their exhibitors, please contact your Event Manager to make arrangements.
- **Porter Service:** Wastebasket emptying throughout show hours as needed. Please note the Center does not provide wastebaskets for booths.

Guidelines, Information, Regulations

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.

Concessions (Exclusive)

All food and beverage services are provided exclusively by Levy. Concessions, as well as 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. Please contact your Catering Manager or Event Manager to make arrangements.

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
- 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.
- Restaurant Reservations and City Information Booth

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.

Guidelines, Information, Regulations

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.

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.

Guidelines, Information, Regulations

Drone Policy/Unmanned Aerial Vehicles Continued...

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.

Equipment List and Rentals

A listing of the Center's standard equipment inventory can be found on [page 56](#) of the Event Planning Guide. 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 Ordering Kit. 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.

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.

Guidelines, Information, Regulations

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 thirty (30) days prior to the first day of move in for the event.

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 and Mills James. 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

Guidelines, Information, Regulations

Exhibitor Services (Exclusives)

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.

Please visit our exhibitor resources page on the [website](#) for a copy of our Exhibitor Services Guide.

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.

Guidelines, Information, Regulations

Fire and Safety Requirements

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

➤ **Display Vehicles:**

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

- Disconnecting the battery
- Reducing the amount of gas to ¼ tank or less
- Locking or taping shut the gas cap
- Using a drip pan under vehicle's engine
- Avoiding all carpeted areas of the building

➤ **Cooking:**

The Cleveland Fire Department may require a test of all cooking equipment prior to the opening event. Additional requirements include:

- Food producing grease-laden vapor is prohibited.
- Cooking and heating devices shall be placed on non-combustible surface and separated two feet from any combustible item and separated from the public by four feet.
- Each exhibitor must provide a 20-pound BC fire extinguisher, or an approved automatic extinguishing system located in their booth.

➤ **Multi-Level Booths:**

- A detailed scaled plan must be submitted and approved by the Center. Plans must include registered architect or engineers' signature or stamp, show name and dates, directional information and exhibit dimensions.
- Exhibitors must post maximum occupancy for second level at the base of the structure as well as all applicable safety/egress codes, exit signage and size of stairwells.
- Battery operated smoke detector with audible alarm must be installed in exhibit booth.
- A 20-pound BC rated fire extinguisher must be installed inside the booth and readily visible.
- Must be approved by Cleveland Fire Department or the Center.

Guidelines, Information, Regulations

➤ **Covered Exhibits of 300 Square Feet or More:**

- A portable fire extinguisher must be mounted in a visible location for any covered structure of 300 square feet or more.
- Materials or decor must be made of non-combustible materials and a certificate of treated materials must be present upon request.
- Battery operated smoke detector with audible alarm must be installed in the exhibit booth. A 20 lb. BC rated fire extinguisher must be installed inside the booth and readily visible.

➤ **Open Flame:**

The use of open flame devices are not permitted within the Center. The following devices may be permitted upon prior written approval from the Cleveland Fire Department or the Center:

- Votive candles. Candles must have their flame recessed at least one inch from the lip of the glass votive.
- Sterno
- Butane/propane single burners using no more than a one-pound canister.

➤ **Compressed Gas:** The use of compressed gas is permitted within the Center with prior approval by the Fire Department under the below conditions:

- Cylinders are limited to one-pound capacity and a booth may only contain one cylinder at any one time. Reserve cylinders shall be limited to 20 and must be secured in a safe area not accessible to the public.
- Propane tanks larger than one pound must be stored outside of the facility in the designated area located outside of the loading dock.
- Fork lifts are permitted to use propane tanks within the Center during load in and out days as long as they are properly secured and have been properly inspected prior to and after use each day.
- Propane tanks on forklifts must be removed from the Center during all show open hours and stored outside within the approved propane storage locations. A maximum of one propane tank may be left on one forklift in case needed during show hours for any reason.

Guidelines, Information, Regulations

- **Floor Plan Layouts: The exhibit area requires:**
 - Open emergency exits. Exhibits and/or equipment are not permitted to block exits.
 - 10-foot clearance around all emergency exits with clear unobstructed access.
 - 15-foot clearance from main entrance/exit.
 - Crate storage in designated and approved area(s).
 - Final plans must be received for review at least one month prior to the event date. Once received, your Event Manager will have plans reviewed for approval.
 - Plans submitted must include the following:
 - CAD format sent to Event Manager in PDF to scale.
 - Aisle size and locations, service aisles, mandatory emergency egress aisles.
 - Exit signs, fire extinguishers, hoses, AED locations and utility floor ports.
 - Exhibit booths, General Service Contractor booths, food stands/bars, registration area, bone yard, and service desks.
 - Pipe and drape lines, baffles and perimeter lines.
 - Name of event, general service contractor, load in, open and load out day(s) of event.

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 list on page 55.](#)

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.

Guidelines, Information, Regulations

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 Center's comprehensive sustainability plan includes the following:

- **LEED Gold Facility:** The Center and ASM Global are 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.
- **Below Grade Construction:** The Center's below grade construction allows for the efficient use of the Earth's geothermal and insulating properties to help naturally reduce heat loss and more efficiently maintain steady temperatures.
- **Green Roof:** The Center's green roof, which makes up Malls B and C offers breathtaking views of Lake Erie. This unique living roof design is not only aesthetically pleasing but functions to reduce combined sewer overflow by incorporating plant life and soil materials that efficiently filter storm water.
- **Lighting:** The Center is equipped with a state-of-the-art lighting control system that is highly programmable and can use daylight harvesting by taking advantage of the extensive natural light throughout to reduce energy use.
- **Low Flow Water Systems:** The design includes significant water reduction systems such as low-flow washroom fixtures and the processing of lower water loads in sinks throughout the facility.

Guidelines, Information, Regulations

- **The Real Farmville:** Our exclusive food and beverage provider sources products that are locally grown, in season, organic and hormone/antibiotic free. In fact, some products such as vegetables, honey and eggs are grown on the farm located directly outside our Grand Ballroom. The Center is home to pigs, goats, ducks, chickens, and bees who assist us with our sustainability initiatives. In addition, the food and beverage containers used in our concession stands are made from 100 percent compostable materials.
- **Heating/Cooling:** Our energy provider serves multiple buildings within a concentrated area to deliver efficient and reliable thermal heat and chilled water underground.
- **Transportation:** We encourage and embrace the usage of alternate transportation. There are efficient and nearby connections to RTA bus and rail lines. We are also located within walking distance of multiple hotels, making it easy for attendees to walk to and from their event.
- **Water Refill Stations:** Eco-friendly water refill stations are strategically placed throughout the Center to help reduce the need for more plastic water bottles. These stations are in the exhibit halls, outside of meeting rooms 8, 12, 25 and levels 2 and 3 of the Center's Atrium.
- **Single Stream Recycling:** We are committed to recycling, reducing and reusing as many products as possible. We work together with our employees, vendors, customers, partners and visitors to minimize our collective impact on the environment.
- **Organic Food Waste Recycling:** The installation of the Grind2Energy system allows us to divert our food scraps from landfills by grinding, storing and removing for conversion to electricity and compressed natural gas. Unused food is donated to local food banks and other non-profit organizations when possible.
- **Equipment/Products:** All departments and partners of the Center use green products whenever possible. Our housekeeping staff uses products such as Pathosans water produced from water, salt and a small amount of electricity to create a safe, non-toxic environmentally friendly cleaning solution.

Guidelines, Information, Regulations

Show managers are encouraged to do their part and help contribute to the recycling program. Below are ways you can help:

- When possible encourage attendees to walk or bike to and from the facility or utilize available mass transit options.
- Encourage attendees and exhibitors to place all recyclables in correct bins.
- Use our eco-friendly water refill stations to fill water bottles located in the Exhibit Hall, outside of rooms 8, 12, and 25A, and in the Atrium.
- Turn off lights in meeting rooms if you are the last one there for the day.
- Utilize energy efficient hand dryers within the restrooms instead of paper towels.
 - Encourage exhibitors to label donation items for Center staff to recover and donate.
 - Use recyclable badge holders and collect from exhibitors and attendees at the end of the event to be recycled.

Hand Carry Policy

The Center reserves the right to restrict all freight and package deliveries to the loading dock.

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 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 [page 59](#) 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.

Guidelines, Information, Regulations

Internet Continued...

- **Premium Wireless:** The Center offers several premium 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.

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.

Guidelines, Information, Regulations

The loading dock is enclosed and climate controlled featuring 20 dock 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.



1139 W 3rd Street, Cleveland, OH 44113 (Stay left of the parking garage lanes and follow the red arrow)

Guidelines, Information, Regulations

Labor – Outline of Jurisdictions

Union labor is intended to maintain consistent levels of quality service for events within the Center. Listed below are the labor unions that perform work within the Center and the services they provide through the General Services Contractor.

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.

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” on [page 28](#) for details. Please see the list of General Service Contractor’s located on [page 57](#).

- 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.

Guidelines, Information, Regulations

- 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.

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 attempt to secure an area for use if available. 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 & Marketing Services

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 expert assistance.

Guidelines, Information, Regulations

Media & Marketing Services Continued...

We also have an onsite [UPS Store](#) for all your signage needs. To learn more about the store please email 6919@theupsstore.com or call 216-303-9360.

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.

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.

Guidelines, Information, Regulations

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.

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 is open 24/7 and 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 [page 17](#). Please consult with 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 Public Safety Department. Police presence is mandatory for all family-friendly events.

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:

Guidelines, Information, Regulations

Privately Operated Vehicles (POV's) Continued...

- 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)

Guidelines, Information, Regulations

Prohibited Items Continued...

- 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.

Public Safety and Event Security (Exclusive)

Public Safety

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 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. Following notification of any incidents, Public Safety staff members will initiate appropriate reports and investigations.

All incidents reports completed by the Center are internal documents and will not be released.

Event Security

The rental of space does not include costs associated with Event Security. The Center provides Event Security personnel on an exclusive basis. Services available include overnight security, badge checkers, ticket takers, etc.

Certain mandatory posts are required during move-in, event hours and move-out.

The Center's Public Safety Department along with your Event Manager will develop a comprehensive, cost-effective event security plan catered to your specific event needs. For costs associated with Event Security please contact your Event Manager.

Guidelines, Information, Regulations

Event Security Continued...

Recommended Posts

- Move In/Out Day(s)
 - Loading Dock: Responsible for monitoring and maintaining the load in/out activities to ensure the building safety policies and procedures are being upheld within the loading dock. Additional guards are required for shows with a large amount of POV's
 - Overnight: Responsible for securing the exhibit hall after working hours.

- Event Day(s)
 - Badge Checker: Responsible for ensuring only authorized attendees, staff, requests and exhibitors are permitted on the exhibit floor during the hours requested.
 - Ticket Taker: Responsible for the taking of tickets during public events.
 - Overnight: Responsible for securing the exhibit hall after working hours. This is required when there are any exhibitor materials/crates within the facility.
 - Floor Roamer: May be required for events with high attendance, competitions or other special events that dictate a need for security to be present for crowd control purposes.

Mandatory Posts

These posts are required for events taking place within the Exhibit Halls and in some cases, Grand Ballroom events:

- Move In/Out Day(s)
 - Exhibit Floor/Overhead Dock Door: Responsible for monitoring and maintaining the load-in activities to ensure the building safety policies and procedures are being upheld within the exhibit floor.

Event Day(s)

- Entrance Guard/Greeter: Responsible for monitoring building entrances. They're stationed at all main entrances of the facility. To have an entrance open, an Entrance Guard needs to be in place.
- Emergency Exit(s): Responsible for ensuring these areas are kept clear and only accessed by authorized personnel.

Guidelines, Information, Regulations

Event Security Continued...

Staffing levels and additional posts will be at the discretion of Center Management as deemed appropriate after carefully considering the nature of the event. Final decision rests with the Center regarding security coverage for your Event. Listed below are some further guidelines and security posts.

Additional security positions that may be required include but are not limited to: Supervisors

One (1) Supervisor is required for every five (5) event guards on duty. The Supervisors will ensure that all guards are on post, following instructions and give breaks to guards as needed.

Escalators Guard

May be required for events requiring the use of elevators for load-in/load-out of exhibit materials. This position directs any exhibitors transporting materials that could damage the escalators to use the nearest elevator. In addition, this post may be required when the demographics and/or the nature of the event poses increased risks involving the use of escalators (i.e., children, pets, etc.).

Freight/Passenger Elevator

Required for events requiring the use of freight/passenger elevators for the load-in/load-out of materials.

Traffic Detail

May be required at the main entrances (Lakeside or St. Clair) to control the flow of vehicular and pedestrian traffic. Events with 5,000 or more attendees will require a traffic detail or for events that Center Management deems necessary. A traffic detail will also be required when West Mall Dr. (Franz Pastorius Dr.) is utilized as a loading/unloading zone for events. Traffic detail for simultaneous events may be pro-rated. A permit must be pulled with the city of Cleveland to use this street as a loading/unloading zone. Please discuss with your Event Manager in advance.

Guidelines, Information, Regulations

Paramedic

See details listed on [page 40](#)

Police Officers

See details listed on [page 41](#)

Event Security services will be provided under the following guidelines:

- Four-hour minimum per guard per day
- For every five security positions (per day) a security supervisor is required.
- 72-hour notice is required for the last-minute changes and cancellations.

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.

Guidelines, Information, Regulations

Rental Fees

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.

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, one podium, and one microphone.
 - 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.

Guidelines, Information, Regulations

INCLUSIVE OF RENT CONTINUED...

- 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.

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 [page 23](#) for a description of this service.
- 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.
-

Guidelines, Information, Regulations

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. The jurisdiction of the Center's Exclusive Rigging Service Provider, Mills James, is briefly summarized as follows:

- Exhibit Halls A, B, C:
 - Mills James is the exclusive provider of aerial rigging in the exhibit halls, including provision and operation of aerial lifts.
 - Rigging is to be done as close to the pre-installed rigging points as possible and only from the structural steel, not from any duct work or sprinkler piping.
 - Each point can support a maximum vertical load of 2,500 lbs. No rigging may be hung from the high steel unless approved in advance by the Center in writing.
- Grand Ballroom A, B, C:
 - Mills James is the exclusive provider of all aerial rigging in the Grand Ballrooms, including provision and operation of aerial lifts.
 - All equipment must be assembled and attached by Mills James, on the ground and/or in the air.
 - Each point can support a maximum vertical load of 1,500 lbs.
- Atrium Ballroom:
 - Mills James is the exclusive provider of all aerial rigging in the Atrium Ballrooms, including provision and operation of aerial lifts.
 - All equipment must be assembled and attached by Mills James, on the ground and/or in the air.
 - Each point can support a maximum vertical load of 1,500 lbs.
- Lobbies and Pre-function Areas:
 - Signs weighing 15 lbs. or less can be hung in designated areas throughout the Center upon receiving advance approval in writing by the Center.

Guidelines, Information, Regulations

Rigging Rules and Regulations (Exclusive) Cont...

- Mills James can work with Show Management to advise on available rigging locations. Locations must be pre-approved by your Event Manager.
- No rigging is permitted in the Atrium.

- Meeting Rooms:
 - Rigging is not permitted in any meeting room.
 - Signs/banners can be displayed through ground supported crank-ups.
 - Ground supported crank-ups are not exclusive to Mills James but must be inspected by a Mills James employee once installed.

Guidelines, Information, Regulations

Room Sets

Capacities

- Maximum capacities for meeting facilities are provided on [page 7-10](#) of the Event Planning Guide.
- 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:
 - Use of a lectern
 - (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 [page 56](#) 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.

Guidelines, Information, Regulations

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 the guidelines and policies regarding location, type, size and number of signs and banners.

- All sign/banner placement requests for common areas must be approved by Center Management prior to placement. This can be done by submitting a Signage Plan to your Event Manager at least three weeks in advance of your move-in date.
- Walls, floors, ceilings or other areas of the facility or its furnishings or fixtures are not to be painted or have permanent coverings applied.
- Signs, decorations and related materials may not be taped, wired, tacked, stapled, nailed or affixed in any manner to painted surfaces, columns, handrails, fabrics or decorative walls in the Huntington Convention Center. Applicable cleaning fees will be applied.
- Permanent Center signs, banners, etc. may not be blocked or covered in any manner. Temporary signs may not be attached to permanent center signage.
- Decals or window clings must be a 3M low tack product and must be tested and approved at least 30 days in advance of the event.
- Clings on the Terrazzo floor or other designated areas are strictly prohibited. Please contact your event manager for specific space limitations.
- A fee per location will be charged if decals damage any building surfaces or if decals are not removed at the end of the event.
 - *Additional charges may apply to repair any damage caused by signage or decals.
- The Center maintains the exclusive right to approve and charge a flat fee for all revenue-producing signage outside of any contracted event space.

Guidelines, Information, Regulations

Signage (cont...)

- Revenue-producing signs or banners are those that derive revenue or value trade from a commercial or exhibiting company or corporation for advertising a product or service.

Site Visits

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

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 7:00am – 5:00pm / Saturday & Sunday 7:00am – 12:00pm**

*Hours subject to change based on building occupancy.

Guidelines, Information, Regulations

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

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.

Guidelines, Information, Regulations

Water Service

Water bubblers or head table water service can be arranged through your Levy Catering Manager.

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.

General Service Contractors

Arata Expositions, Inc.

<https://www.arataexpo.com/>

(301) 921-0800

Excel Decorators

<https://www.exceldecorators.com/>

(614) 522-0056

Freeman

<https://www.freeman.com/>

(301) 918-7900

Fern Expositions & Event Services

<https://www.fernexpo.com/>

(216) 771-0940

GES

<https://www.ges.com/>

(440) 546-0255

Great Lakes Events

<http://www.greatlakesevents.com/>

(585) 458-2200

Miller's Convention & Expo Services

<http://www.millersexpo.com/>

(330) 753-9104

Shepard

<https://www.shepardes.com/>

(404) 720-8600

Stetson Convention Services

<https://www.stetsonexpo.com/>

(412) 223-1090

Viper Tradeshow Services

<https://www.vipertradeshow.com/>

(847) 426-3100

Inventory

The following labor and items are available. Please contact your event manager for current pricing.

Labor
Operations Labor (Air wall Movements, General Labor, etc.)
Security Guard (4 hr. minimum)
Security Supervisor
Police Officer (4 hr. minimum)
Fire Watch (4 hr. minimum)
Emergency Medical Technician (4 hr. minimum)
Box Office Manager (4 hr. minimum)
Box Office Manager
Ticket Seller (4 hr. minimum)
Pipe & Drape (8' high black)
Stage Sections - 8' x 4' (Height Range: 36" - 56")
Riser Sections - 8' x 6" (Height Range: 16" - 24")
Chairs – Conference
Chairs – Banquet
Tables - 6' x 30", 6'x18", 8'x30", 8'x16"
Tables - 72" Rounds
Tables - Cocktail 36" Rounds
Table Covers, Fitted (6' x 18", 30", & 8' x 30") (black)
Table Linens (Black 85"x 85")
Dance Floor (4x4 sections)
Tensa Barrier (aka Rope & Stanchion)
Portable Box Office
Vendor Package - Exhibit Hall (skirted 6'x30" table and 2 chairs)
Vendor Package - Non-Exhibit Hall (skirted 6'x30" table and 2 chairs)
Coat Rack
Safe Rental
Exec. Lectern
Lectern
Easels
Pre/Post Show Cleaning - Exhibit Hall A
Pre/Post Show Cleaning – Exhibit Hall B
Pre/Post Show Cleaning – Exhibit Hall C
Pre/Post Show Cleaning – Grand Ballroom A/ B / C
Exhibit Halls Utilities– Additional Heating/Cooling
Grand Ballroom Utilities – Additional Heating/Cooling
Meeting Room Utilities – Additional Heating/Cooling
Pre/Post Show Cleaning – Grand Ballroom Pre-Function
Show Aisle Cleaning – Vacuuming carpeted aisles/scrubbing non-carpeted aisles
Vacuuming/Mopping – Booth Space (discounts apply for multi-day orders)
Dumpster – 30 yards
Balloon Retrieval
Lost Key Card Replacement
Additional Utilities - HVAC
Digital Signage Boards
Room Set Changeover - Meeting Rooms
Room Set Changeover - Atrium ballroom
Room Set changeover – Grand Ballroom

Technology Features

Technology services are available through the Center on an exclusive basis. As a gigabit-rated center that's ranked among the most technological advanced convention centers worldwide, we offer an all-encompassing technology package, including the following features:

Infrastructure

- Data/Telecommunication services on every fixed wall and/or floor pocket every 30 feet
- Wireless Network 802.11a/b/g/n
- Over 4,600 CAT 6 Copper UTP ports
- Over 850 Multi-mode F/O ports
- Over 400 Single-Mode F/O ports
- Telecommunication conferencing capabilities in all areas
- Redundant 100 Mbps ISP pipes that can be throttled up
- Redundant Cisco core network components (Routers, core switches, firewalls)
- All systems on battery backup systems as well as emergency building power

Internet Access

- Over 2 Gbps (gigabits per second) of bandwidth burstable to 10 Gbps running on a redundant Cisco ethernet infrastructure.
- Limited complimentary Wireless Internet Access throughout entire facility
- The ability to support as many IP (public/private) addresses as required.
- Redundant DHCP and DNS servers

Network Support

- In-house network engineer on staff to assist with networking design needs.
- In-house network administrators on staff to assist with networking needs.
- PC leasing available from preferred AV company Mills James

Voice Support

- Analog phone service
- Digital phone service – Voicemail & Long Distance
- Specialty roll over and coverage path programming
- VoIP Cisco Network

Other Features

- 24/7 network monitoring systems
- Digital signage & Video Streaming
- Voice-over IP
- In-house PBXs with redundant SIP trunks
- Dark fiber to upstream ISP
- Video streaming
- Content delivery network hosting Cisco Telepresence

Levy Restaurants

Levy Restaurants (Levy) is the exclusive food and beverage provider for the Center. In addition to your catered events Levy also operate all concession stands and coat check operations within the Center.

Levy will assist you in selecting the proper menu items and arrangements to ensure a successful event. Should you prefer specialized menus, their culinary team can customize the perfect menu tailored to your event!

IMPORTANT INFORMATION:

- **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.
- **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.
- **Concessions:** To operate portable and/or permanent concessions, please note a concessions minimum may apply. Talk with your Levy representative for more information and details.

Rosemary Macey
Director of Catering Sales
216-928-1555