

Frequently Asked Questions

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

Yes, our EPG contains our rules and regulations. The most up-to-date version is also available at <http://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.

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.

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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.

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.

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. View our [parking map](#).

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

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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.

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.

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.