DCU center

LEGENDS GLOBAL

Event Planning Guide & Facility Manual

EVENTS

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www.dcucenter.com

Table of Contents

Facility Overview 1

Facility Contact Information 3

Facility Floor Plans 4

DCU Center Rental Rates & Capacities 5

Event Planning Checklist 7

Event Planning Services

Event Management, INFOR ERP 8
Electric 9
Audio Visual 10
Telecommunications, Event Cleaning 11
Marketing 12
Business Center, Coat Check, Box Office 13
Equipment, First Aid, Medical Services 14
Food & Beverage, Guest Services Security, 15
Security Guidelines, Police Event Personnel, 16
Loading Dock 17

Facility Operating Guidelines

Licences/Permits/Taxes, Damages, Estimates, Floor Plan Approval 18
Deliveries 19
Drop-off/Pick-up, Handicap Facilities, Insurance, Labor Services, Parking 20
Room Set Ups, Signage & Banners 21
Smoking Policy, Sub Contractors, Water Services 22

Rules and Regulations 23

Facility Overview

For 40+ years, the Legends Global managed DCU Center in Worcester, Massachusetts has been recognized as the gathering place for people to experience the finest in entertainment, sporting events and public functions. As a multipurpose facility and proven leader in the entertainment and convention industry, the DCU Center is uniquely designed to accommodate the needs of any size group from 15 to 15,000.

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The DCU Center Convention Center is Central Massachusetts' premier venue for meetings, conferences, trade shows, and special events. The state-of-the-art facility offers over 100,000 square feet of versatile event space, including more than 50,000 square feet of open exhibit space, 11 flexible meeting rooms, and a 12,144-square-foot grand ballroom—the largest in the region. The building was designed to maximize event flow and attendee experience, featuring natural light, sweeping panoramic views of downtown Worcester, and modern finishes that allow for easy branding and customization.

Event planners benefit from full-service, in-house catering provided by Legends Global, offering everything from intimate VIP luncheons to large-scale banquets. Advanced technology and communication services—including high-speed internet, video conferencing capabilities, dedicated network lines, and a skilled onsite event services team—ensure a seamless production environment. The Convention Center hosts a diverse calendar of events year-round, including regional and national conventions, consumer and trade shows, corporate meetings, galas, fundraisers, and high school and college graduations.

Connected directly to the Convention Center, the DCU Center Arena is a flexible entertainment venue with a capacity of up to 14,500. The arena welcomes major concerts and touring productions across every genre, as well as annual family favorites like Disney On Ice, WWE, and the Harlem Globetrotters. It is also home to the Worcester Railers, the ECHL affiliate of the New York Islanders, and hosts a variety of sporting events throughout the year. Recognized by industry publications as a consistent top-grossing arena, the DCU Center continues to draw strong attendance and a wide range of events to the region.

Creating Better Environments

DCU Center's management company, Legends Global, is committed to sustainability, diversity, and community with its Global Acts initiative in an effort to keep creating better workplaces, a diverse workforce, and beautiful local communities.

The broad goals and commitments of the Global Acts initiative are:

Protecting the Environment – Reducing waste from the guest experience across our venues, enhancing facility efficiency through capital investments, and protecting and preserving resources in and around our communities.

Investing in People – Creating an environment of inclusion and gender equity across our organization, growing the diversity of our business partners around the world, and enabling opportunities for our current and future workforce.

Strengthening Our Communities – Engaging in improving the vitality of our communities, increasing philanthropic support through meaningful efforts, and enhancing the health and well-being of our coworkers, clients, and guests.

The Global Acts initiative has established annual targets that measure impact and progress to achieving these commitments.

The Global Acts Foundation will support philanthropic and community-based endeavors guided by its sustainability and diversity pillars. In addition, the Global Acts Scholarship will focus on serving diverse and under-resourced communities with educational and career-development opportunities.

"Whether you are a performer on our stages, a technician, hospitality team member, or visitor to our venue, we all have the ability to work together and harness our collective action to make the world a better place. Legends Global is inspired by and dedicated to making a meaningful difference in our communities and beyond."

Contact Information

General Inquiry

DCU Center
50 Foster Street
Worcester, MA 01608
www.dcucenter.com

Telephone: 508-755-6800 Fax: 508-929-0111

24 Hour Security Phone
508-929-0182, 508-929-0181

Operations Department

Operations Fax 508-929-0148

Rob Hornbaker
Director of Operations
rhornbaker@dcucenter.com
508-929-0152

David MacArthur, Jr.
Operations Manager
dmacarthur@dcucenter.com
508-929-0331

Security Department

Kevin Allain
Security Manager
kallain@dcucenter.com
508-929-0145

Finance Department

Melissa Day
Director of Finance
mday@dcucenter.com
508-929-0112

Amanda Fluegel
Senior Accounting Manager
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508-929-0103

Box Office

General Off ce
Telephone: 508-929-0164 Fax: 508-929-0165

Marie Denman
Box Off ce Manager
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508-929-0260

Ticketmaster 800-745-3000
www.ticketmaster.com

Food & Beverage Department

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Director Food & Beverage
TMacMaster@dcucenter.com
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Joanne Staruk
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Event Department

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Senior Event Manager
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508-929-0115

Evan Tremblay
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Executive Office

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General Manager
apeterson@dcucenter.com
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Peter Doyle
Assistant General Manager/
Director of Sales
pdoyle@dcucenter.com
508-929-0118

Bridget Canavan
Office Manager
bcanavan@dcucenter.com
508-929-0106

Marketing Department

John LaHair
Director of Marketing
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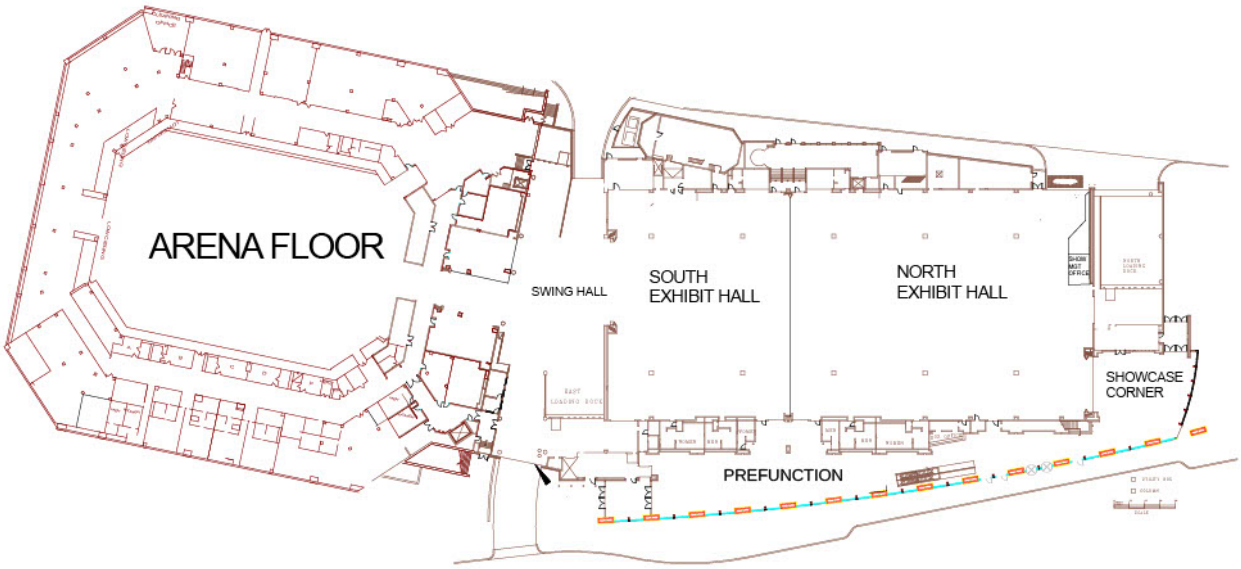
508-929-0126

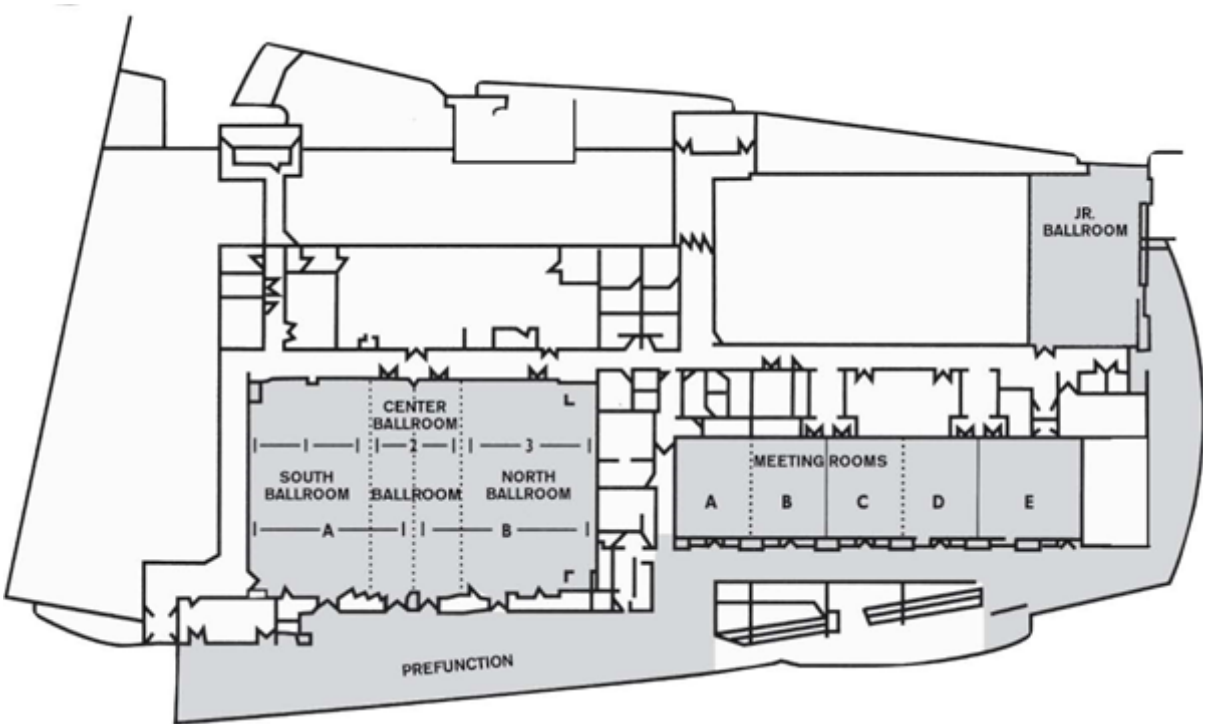
Sabrina Rashid
Marketing Coordinator
srashid@dcucenter.com
508-929-0127

Facility Floor Plans

Arena & Convention Center Expo Hall - Level One



Convention Center Ballrooms & Meeting Rooms - Level Three



Rental Rates & Capacities

Area	Gross Sq. Ft.	Ceiling Height	Banquet	Classroom	Theater	Receiption	Gross 10 X 8 Booths	Minimum Daily Rate*	Additional per hour rate (social events only)
Grand Ballroom	12,144	15'	960	756	1,628	1,285	74	$5,000.00	$400.00
South Ballroom	3,960	15'	270	198	408	421	27	$1,900.00	$250.00
Center Ballroom	3,520	15'	240	180	368	368	21	$1,800.00	$250.00
North Ballroom	4,664	15'	300	198	437	484	28	$2,000.00	$250.00
Ballroom Lobby	6,500	14' 8"					20	Included w/ full Ballroom rental	
1/2 Ballroom - North	5,720	15'	450	297	664	611	34	$3,200.00	$300.00
1/2 Ballroom - South	6,424	15'	510	297	667	674	41	$3,000.00	$300.00
South/Center Ballroom	7,480	15'	540	504	1,056	790	42	$3,400.00	$300.00
North/Center Ballroom	8,184	15'	670	588	1,118	842	48	$3,600.00	$300.00
Jr. Ballroom	2,924	13'	240	180	320	305	14	$1,750.00	$300.00
Meeting Room A	1,200	10'	80	72	120	126	6	$500.00	$150.00
Meeting Room B	1,200	10'	80	72	120	126	6	$500.00	$150.00
Meeting Room A-B	2,400	10'	200	156	260	253	12	$1,000.00	$150.00
Meeting Room C	1,200	10'	80	72	120	126	6	$500.00	$150.00
Meeting Room D	1,200	10'	80	72	120	126	6	$500.00	$150.00
Meeting Room C-D	2,400	10'	200	156	260	253	12	$1,000.00	$150.00
Meeting Room E	1,648	10'	120	105	182	175	8	$600.00	$150.00
Full Exhibit Hall	48,640	30'	2,520	2,076	4,828	5,100	see below	$8,000.00	
South Exhibit Hall	18,392	30'	920	816	2,000	1,950	see below	$4,000.00	
North Exhibit Hall	30,248	30'	1,720	1,320	2,828	3,150	see below	$5,000.00	
Showcase Corner	3,840	35'	200	180	222	400		$1,200.00	

Rental Rates & Capacities (cont'd)

Trade Show Rates

Area	Gross Sq. Ft.	Gross 10x10 Booths	Up to 5 Days	Rate for Additional Days	Minimum Guarantee	Daily Rate
South Exhibit Hall	18,392	99	$1.10/ NSF	$.15/NSF per day	8,000 NSF	$4,000
North Exhibit Hall	30,248	166	$1.10/ NSF	$.15/NSF per day	14,000 NSF	$5,000
Full Exhibit Hall	48,640	265	$1.10/ NSF	$.15/NSF per day	20,000 NSF	$8,000
Gallery	7,500	22	$1.10/ NSF	$.15/NSF per day		$1,200**

Net square feet (NSF) is defined as total display area less aisle space and in-house concession/ catering provided food service area. For the calculation of rent, aisle space shall not exceed 10 feet in width unless required by fire and safety code. All capacities are quoted at maximum numbers prior to event needs.

A 50% discount off the daily rate for a second, smaller space may apply.
A 15% net food catering rebate may apply for some events. Qualified events for rebates will only be issued if payment schedule is met and the final balance is received 5 business days prior to the start of the event.

* Social events are quoted for a 5-hour period. ** Rate applies when this space is used as exhibit space.

Additional ancillary expenses may apply. Rates subject to change without notice. Rates applicable as of July 1, 2025.

Truck, Backstage & 24 Hour Delivery

Item	Event Checklist	Date Completed
Two contracts are mailed and 2 signed contracts must be returned with a deposit	14 days after mailing	_____
Executed contract is mailed to client when deposit and signed contracts are returned	1 week later Schedule reminders for future deposits	_____
Review Event Planning Guide	Pre-planning stage	_____
Select Service Contractor: Decorator	Pre-planning state	_____
Submit preliminary floor plans to Event Manager	Prior to sale/lease of exhibit space	_____
Request Exhibitor Service Instructions (*see addendum*) Electrical Offerings ☐ Electrical Order ☐ Air/Water Order ☐ Telephone Order ☐ Audio/Visual Order	Prior to mailing of exhibit kits	_____
Finalize Plans w/ Event Manager ☐ Security/Ticket Taker Schedules ☐ Box Office ☐ Event Cleaning ☐ E.M.T./First ☐ Final Floor Plans ☐ Meeting Room/Ballroom Specs ☐ Signage Requirements ☐ A/V Requirements ☐ Catering Requirements	30 days prior to event	_____
Submit Certificate of Insurance to Facility	30 days prior to event	_____
Final Rent Deposit	1 month before show	_____
Return Signed Event Services Estimate Form with Deposit	20 days prior to event	_____
Final Event Settlement	T.B.D.	_____

Event Planning Services

Event Management, INFOR ERP Platform

Event Management/Coordination

Following the execution of the license agreement for your event, the DCU Center will assign an Event Manager to work with you on event planning and implementation. The Event Manager will contact you as soon as assigned and will remain as your primary DCU Center liaison through the conclusion of your event.

The major function of the Event Manager is to gather all event information, and disseminate that information to our operating departments. These departments include engineering, security, housekeeping, set-up, audio-visual, medical, electrical and other utilities, telecommunications and other technical services.

Additionally, your Event Manager will introduce you to a representative of our food services department. Your catering representative will coordinate all food and beverage requirements.

Order and Pay for Event Needs Online

The DCU Center is pleased to announce the introduction of our new online ordering platform: INFOR. With INFOR, exhibitors, affiliates and meeting planners can easily select and pay for their event amenities online. This free service streamlines the entire ordering process, allowing exhibitors like yourselves to order electricity, internet, WiFi, Audio Visual, cleaning, water and air for your upcoming show(s) online—instantly.

An additional perk to our online ordering platform is the 5mbps WiFi connection we offer to your attendees—free of charge. For added security with less traffic, you can easily upgrade this service on the INFOR storefront.

INFOR delivers the online shopping experience you're used to, but with the unique needs of the event industry. Simply select and purchase any amenity from anywhere and it's yours for showtime.

For additional information on INFOR and exhibitor services, please contact your Event Manager.

Electric

Electric/Utilities (exclusive in-house)

Electrical and utility services are offered exclusively through the Convention Center. Your Event Manager will supply exhibitor service directions that should be included in your exhibitor kits. Floor orders, changes and problems will be addressed at the DCU Center's service desk that will be open during move-in hours.

The main exhibit hall provides electric services in floor ports located on 30' x 30' centers. Detailed DCU Center technical specifications can be found in The Rules & Regulations section of this guide. Water service is conveniently available through access points located in the exhibit hall column supports and conduit is available for sub-floor routing. Conduit is in place providing access to most floor ports for compressed air lines. Electrical service is available, upon request, in all meeting rooms and the Grand Ballroom. Utilization of permanent wall or column electrical outlets requires prior written approval of DCU Center management.

Audio Visual

Audio Visual Services (in-house / non-exclusive)

The DCU Center's in-house audio-visual provider, PT Technologies, offers a full range of audio-visual services including sound reinforcement, stage and theatrical lighting, video production, data, video and slide projection, LCD, DLP and large venue projection, teleconferencing, satellite transmission, etc. Their trained technicians will assist you in the design of room layouts, equipment selection and development of budgets.

The design of the DCU Center provides some standard audio-visual services that will enhance the effectiveness of all meetings. Each of the DCU Center's meeting rooms is equipped with computer-controlled PA and dimmer controlled lighting systems. The Grand Ballroom's design also provides rigging points for larger events. Your Event Manager will supply further details regarding audio-visual support, in-room features and will introduce you to a PT Technologies representative.

By choosing PT Technologies as your audio-visual provider, you will be supplied with one complimentary microphone per meeting room contracted. Should you, however, decide to use another A/V company, extra charges for use of house sound, electricity, etc. may be incurred. Contact your Event Manager immediately should you contract the services of an outside supplier.

There are specific labor requirements for the set-up, operation and teardown of Audio-Visual equipment (see Labor Services).

Audio Visual Department

Jonathan Fitchet
jfitchet@dcucenter.com
508-929-0189

Telecommunications (exclusive in-house)

The Telecommunications Department provides exclusive telecommunications services that can be tailored to meet show management and exhibitor specific needs. Services available include single or multi-line telephones, voice messaging and high-speed Internet access.

Event Cleaning

The facility will be provided to the Licensee in "clean'" condition. During your event, the DCU Center's Event Cleaning Department will maintain all public common areas; i.e. lobbies, hallways, restrooms, and meeting rooms.

The Event Cleaning department can provide services relating to bulk trash removal, exhibitor booth cleaning, aisle carpet vacuuming, and post-show clean up for a fee. Ask your Event Manager for details and estimated costs.

It is the responsibility of the Licensee and/or it's subcontractors to leave the facility "broom clean", making sure that all trash, including tape residue, be removed. Post event cleaning done by the DCU Center will be billed to the Licensee. A deposit for these services is required for all events in the Exhibition Hall, any events using Ballrooms or Meeting Rooms as exhibition space and for ticketed events (i.e. concerts, job fairs).

The DCU Center maintains two compactors, one for bulk trash and a separate compactor exclusively for cardboard. The use of these compactors is included in your rental. Any event that produces trash or cardboard in excess of the capacity these compactors will be assessed an additional fee. Your Event Manager can provide details.

Certain types of bulk trash that are regulated by government guidelines (i.e. Hazardous waste, animal waste, large volumes of metal) are not covered under these conditions and may incur additional charges. Your Event Manager can provide details.

Event Planning Services

Marketing

Marketing, Advertising and Public Relations (in-house / non-exclusive)

The facility offers a full-service marketing department to assist with the promotion and publicity of your event. Among the services offered are:

• Media and marketing consulting to determine the optimal media mix to reach your audience effectively and within a budget
• Event inclusion on outdoor digital marquee (Convention Center - avg. 12 million impressions annually)
• Event information/contesting execution on DCU Center social networking sites (Facebook, X, Instagram, LinkedIn)
• Advertising placement (Broadcast and Print) using your creative materials (in-house agency commission rates apply)
• Public relations, including press releases, event publicity, calendar listings, and story pitching
• Added value media opportunities to supplement your media buying and deliver better value
• Promotions that increase event awareness and help drive traffic
• Group Sales to market your event to local organizations and businesses
• Direct mail design, printing and mailing
• Reciprocal trade advertising for print and broadcast advertising
• Your Event Manager can provide further details for these services including fees and estimates.

Business Center

Business Services including copying, faxing and printing are available on an "A la Carte" basis during normal show hours. The Business Service area is located on Level 2 directly off the passenger elevator near the Main Reception Desk.

We can assist in arranging any level of Business Service Center that you wish to provide for your clients. Your Event Manager can provide details.

Coat Check

The DCU Center coat check room is located on Level 3 directly outside the entrance to the North Ballroom. This area is available to clients on an event-by-event basis. Other coat check areas can be arranged to suit your specification.

Your Event Manager will provide further details for this service including estimates of hours of operation, space needs and associated costs.

Box Office (exclusive)

The DCU Center provides a box office for ticket sales to public events. Your Event Manager will schedule a meeting for you with box office personnel to review show hours, hall capacities, ticket prices, ticket ordering and box office charges. See the Appendix for a listing of box office charges. All gated events will have a facility fee added to the ticket price.

All tickets must be approved by the DCU Center and ordered from Ticketmaster. The box office will check all tickets against the show manifest to ensure accuracy prior to opening the sale of tickets to the public.

The DCU Center's box office will maintain control of ticket distribution, box office operation, ticket sales personnel and ticket sales revenue through the completion of final settlement.

The Convention Center's box office is open only during show days. For all advance ticket sales, the Arena Box Office, which is affiliated with the Ticketmaster network, is available. Arrangements for the inclusion of your event on the system must be made with your Event Manager. The DCU Center may offer tickets for sale at all of its approved ticket outlets, thus providing multiple locations for the sale of your event's tickets.

For events with rental calculations based on gross ticket sales, the issuing of complimentary tickets to events will be limited to five (5) percent of capacity or as dictated by prudent business practice. For all public events, the DCU Center will retain a minimum of thirty (30) tickets for each show day/performance for its own use.

Equipment Inventory and Rental (additional charge)

Equipment is available as inventory permits, although the DCU Center will make its best effort to accommodate the needs of all events. Rental equipment to supplement our inventory is available locally. The costs for supplemental equipment may vary based on quantity, availability, etc. Your Event Manager can provide details on supplemental equipment.

First Aid/Emergency Medical Services (exclusive)

Based upon event type and attendance, a mandatory Emergency Medical Technician will be employed during event hours to administer emergency first-aid treatment. All staffing, supplies, and supplemental emergency medical equipment are supplied exclusively by the Convention Center. Your Event Manager will schedule an EMT as required and inform you of this requirement.

Event Planning Services

Food & Beverage, Guest Services

Food and Beverage Service/Concessions (exclusive in-house)

The DCU Center maintains a full-service, in-house Food & Beverage Department. Our on-site kitchen facilities can provide the full spectrum of services whether your event calls for a continental breakfast, a hospitality suite, or an upscale event. Your Event Manager will introduce you to a Catering by Legends Global representative early in the event planning process to provide current menus and ensure that you benefit from their inventory of products, services and ideas. They will generate a separate catering contract or Banquet Event Order (BEO) for all of your catering needs.

Concession operations are also available to provide cash-sales of food and beverages to event attendees from permanent concession stands, coffee carts, and a variety or portable themed carts. The DCU Center reserves the right, but is not required, to open and serve concessions on a cash basis at all public events. The Food and Beverage Department will work with show management to ensure that menu selections will satisfy the tastes and budgets of attendees for your particular event. Booth catering delivery service is available to exhibitors during show hours.

Exhibitors may pre-order items directly from our Food and Beverage Department. Ask your Event Manager to include a Booth Catering Order Form in your Exhibitor/Show Packets.

Information Desk Guest Services

For your event, the Convention Center Information Desk may be available and is coordinated with Discover Central Massachusetts. This location provides information for restaurants, shopping areas, entertainment, and attractions that are located within the Worcester County area. The Information Desk is located in the Convention Center on Level one in the Main Gallery. Many levels of Guest Services can be arranged including dinner reservations, sight-seeing tours, and taxi calls. Our Sales Department can can connect you to Discover Central Massachusetts for this service.

The Convention Center has a number of services available for the convenience of everyone attending a function or show, including a DCU ATM and a kiosk up kept by Discover central Massachusetts with area information located in the Convention Center on the first floor.

Security

Keys/Room Security

The DCU Center has the capability to change door locks to designated rooms. Your Event Manager can review the policies and costs associated with this service. It is important to note that no doors may be locked, chained, etc. by client without prior written approval of DCU Center management. The DCU Center, at all times, reserves the right to access any area if necessary.

Security (exclusive in-house)

The DCU Center maintains an exclusive in-house security operation. Our trained building security personnel maintain 24-hour security coverage for the DCU Center's perimeter areas, internal corridors and life safety alarm system. Building security will also open and secure exterior and interior access doors and monitor internal traffic flow. At no time will the facility accept responsibility for client or exhibitor products or belongings. Special circumstances regarding the security of items brought onto the premises must be discussed with the Event Manager and the Security Manager. All items of concern should not be left on the premises unattended.

All incidents of injury, vandalism, fire, theft, etc. should be reported to the Central Security office immediately. Following notification of any incidents, security officers will initiate appropriate reports and investigations.

Security/ Event Staff

Security services will be provided under the following guidelines:

1. Minimal staffing will be at the discretion of DCU Center management as deemed appropriate after carefully considering the nature and character of event.
2. There is a four (4) hour minimum per person per day.
3. On large calls (6 or more), an additional break person will be scheduled depending on shift length.
4. Additional positions including the loading docks and the service road may require coverage based upon the needs of the event.
5. Convention Center staff will man all ticket taking/badge checking positions as well as pass gate.
6. Any door utilized for ingress/egress or load-in/load-out must be manned during all hours of operation by DCU Center staff.

Police

Uniformed Worcester Police are the only armed security permitted in the facility. Any special security services regarding police must be arranged through your Event Manager.

Event Personnel, Loading Dock/Marshalling Yard

Event Personnel

The DCU Center provides event personnel services on an exclusive in-house basis. Services available include show security, overnight security, badge checkers, ticket takers, etc. Security staffing is required for events during move-in, the exhibit, and move-out. These costs are in addition to your event rental agreement. Your Event Manager, along with the DCU Center's Security department, will develop a comprehensive event personnel plan catered to fit your specific event.

Minimal staffing will be at the discretion of DCU Center management as deemed appropriate after carefully considering the nature and character of event.

Loading Dock/Marshalling Yard

For the purpose of maintaining safe and efficient operations, the DCU Center will retain complete control over all loading dock and marshalling yard activities. All staff utilized for dock and marshalling yards will be scheduled through your Event Manager. Licensee is responsible for all associated labor and space costs.

Freight Elevators

The Convention Center is serviced by 2 freight elevators, one at the North Loading Dock and one at the South Loading Dock. Both service the third floor ballrooms and meeting rooms. The dimensions are

Depth: 10.7'
Height/ Door Opening: 9'
Width/ Door Opening: 7'
Maximum Weight: 7,000lbs

Drive-In Truck Doors

Door 4: 16.4'H X 17'W
Door 20: 16.11'H X 20'W
Door 26: 16.8'H X 26'W
Door 27: 16.2'H X 35'W

Business Licenses / Health Permits / Electric Permit & Inspection / Taxes

It is the licensee's responsibility to procure all necessary licenses and/or permits. The DCU Center will assist you in providing facility-related information necessary for submission, but the DCU Center will not secure such licenses/permits on behalf of licensee, except for electrical permits for facility provided power and City of Worcester entertainment licenses, which will be billed to you on the show settlement.

Damages

Please notify your Event Manager of any damage that occurs throughout the course of the show. The DCU Center will make its best efforts to inform you of any damages as soon as discovered and will provide copies of damage reports and photographs when applicable. The cost of repair of damages is the licensee's responsibility, and the DCU Center will make all repairs by a vendor of their choice.

Event Services Estimate

An Event Services Estimate will be issued to the Licensee by thirty (30) days prior to the event. One hundred percent (100%) of event services fees are due and payable at least twenty (20) days prior to the use of the facility. The facility will not be open for use until all deposits are received.

Exhibit and Registration Floor Plan Approval

The DCU Center's exhibit and registration floor plan approval process incorporates policies mandated by the City of Worcester Fire Department. All floor plans must be approved PRIOR to the sale or lease of any exhibit space.

Your Event Manager can provide guidelines for floor plan layout. Non-approved floor plans will be returned to licensee with explanations. Licensee must submit a copy of final floor plans for approval at least 30 days before your first contracted day.

Please remember that all NFPA Life Safety Code guidelines are observed by the DCU Center as well as all federal, state and local fire codes that apply to public assembly facilities. The decisions of the City of Worcester Fire Department will be considered final.

Freight Deliveries

Due to limited storage space, the DCU Center will not accept advance freight deliveries. All freight must be shipped to your service contractor and delivered to the DCU Center during the designated move-in period. Any freight scheduled for delivery to the DCU Center during move-in periods must be to the attention of the service contractor. The DCU Center will not accept C.O.D. shipments under any circumstances nor will the DCU Center accept responsibility for costs associated with freight delivery/pick-up during non-assigned periods. The DCU Center will not be liable for the security of freight left in the facility following the conclusion of your move-out date(s), nor can we assume responsibility for the shipping of such freight. Freight including empty crates or pallets left on the show floor will be disposed of at licensee's expense.

We do accept freight - Client must give delivery info and pay for IATSE 96.

Front Driveway/Shuttle Drop-off/Pick-up

The primary drop-off/pick-up location for shuttle busses, taxis, handicapped patrons, etc. is directly in front of the DCU Center's revolving doors (Door 1) on Major Taylor Boulevard. Please advise exhibitors and event staff that this area should not be used for load-in/out or for parking.

Handicap Facilities

In an effort to ensure appropriate access to events at the facility to all patrons, The DCU Center—in accordance with ADA—provides ramp access, rest room facilities, braille elevator buttons and fire alarms for the hearing impaired and the handicapped. We also offer assisted listening devices and sign language interpretors per your arrangement. Your Event Manager can provide you with further details.

Insurance

All licensees and their sub-contractors are required to provide a Certificate of Insurance. Specific requirements are referenced in the license agreement. Certificate(s) must be furnished to the DCU Center thirty (30) days prior to the first move-in day of your event.

General and Excess Liability coverage may be available to purchase by Licensees through the DCU Center for some events. Please notify your Event Manager if you elect to utilize this plan.

Labor Services

The DCU Center has a collective bargaining agreement with the IATSE Local 96 Union. IATSE labor must be utilized for all set-up/take down of in-house or Decorator equipment, all freight handling, electrical or telecommunication wiring, all rigging and/or sign or banner hanging (other than booth signs hung on pipe & drape), move-in/out and set-up of all subcontracted Audio Visual, and/or sound and lighting equipment for all events. Your Event Manager can provide additional details.

Parking - Exhibitors and Attendees

Your Event Manager can provide details about various options for discount, prepaid or validated parking in areas convenient to the DCU Center

Room Set-ups, Signage and Banners

Room Set-ups:

Capacities:

Suggested capacities for meeting facilities are provided on page 5. The numbers listed reflect maximum amount of seating allowed with a standing podium in each room (capacities in larger rooms allow for a podium and small riser). Capacities will vary with the type of room setup you choose and/or addition of staging, dance floors, or audio/visual requirements. Check with your Event Manager to confirm room capacities prior to preparing room specifications for your event.

Setups:

Meeting Rooms/Ballroom

One basic set-up is included in each paid rental day of all meeting rooms and ballrooms on Level 3 (This does not apply to use of these rooms as trade or retail booth areas. You may choose between theater, classroom (laminated tables), conference, or banquet style (oval) tables. Also included in the rental is the use of a podium, up to two pieces of riser staging, a head table. a skirted table in back of room for literature, and one registration table per event outside the room/ area. Any additional equipment such as pads/pencils, skirting or tablecloths for laminated tables, non-food use of banquet tables, extra staging or tables can be provided to you for an additional charge. Any change in the set-up, i.e. classroom to theater style, during your event will result in an additional charge. Consult your Event Manager for details.

Exhibit Halls

Use of the exhibit halls (as well as ballrooms and meeting rooms used as exhibit space) will be subject to equipment rental and/or set-up labor charges. Additional costs may also be incurred for changes additions. Consult your Event Manager for details.

Signage/Banners/Entrance Units

The Convention Center meeting rooms and Grand Ballrooms are equipped with sign holders that are located outside each room. Sign holders accommodate 11" tall by 8 1/2 " wide signs. If you desire, the DCU Center can provide signage for these holders at an additional charge. Contact your Event Manager for details.

The DCU Center will provide up to three electronic signs announcing your event to be located at the first floor main entrances and the third floor.

Banners are allowed in the Convention Center, although there are restrictions as to what, where, when and how the banners may be hung. DCU Center staff or union labor will be required to hang your banner and there may be a fee involved. City Ordinance restricts signage to be hung outside of the DCU Center. Consult your Event Manager with the details of every banner you may want to hang.

The Location of entrance units, provided by your decorator, must be approved by the DCU Center. Please contact your Event Manager for details.

Smoking Policy

In accordance with the Massachusetts Clean Air Act, the DCU Center's smoking policy restricts smoking and vaping to areas outside the facility. Smoking and vaping are prohibited at all times in all areas of the facility. While the DCU Center maintains signage, the cooperation of show management in encouraging compliance is requested.

Sub-contractors/Sub-contractor Employees Insurance Requirements

All sub-contractors are required to provide a Certificate of Insurance evidencing a minimum one million dollar general liability insurance as well as workman's comp coverage. The certificate must include Legends Global and the City of Worcester. The Certificate must also include a 30-day cancellation notice.

All sub-contractor operations and their employees must maintain generally accepted safe operating practices and follow all OSHA guidelines to insure a safe workplace. All sub-contractor employees must use the designated employee entrances/exits, and must have prop-er identification badges for access to authorized areas.

Water Service

The DCU Center offers complimentary water service at all podiums and head tables. Water service for attendees and Green Rooms can be provided by our Catering Department at an additional charge. Your Event manager can provide additional details. There are two complimentary water bottle filling stations. One on the first floor and one on the third floor lobbies.

General Rules & Regulations

1. The use of double face tape and cloth tape is permitted on concrete floor surfaces only. The DCU Center requires the use of Polyken 105 C tape or approved equal. The removal, and associated costs thereof, of tape and tape residue is the responsibility of Licensee.
2. Signs, decorations and related materials may not be taped, tacked, stapled, nailed, etc. to painted surfaces, doors, columns, fabrics or decorative walls in the DCU Center.
3. DCU Center permanent signs, banners, etc. may not be blocked in any manner. Temporary signs may not be attached in any manner to permanent DCU Center signage.
4. No banner larger than 5' x 8' can be hung in the DCU Center without prior written approval of Operator. No exterior banners are permitted.
5. Under no conditions will signs or banners be taped, hung or otherwise attached to the DCU Center's operable walls or doors.
6. The use of helium balloons is prohibited. Costs associated with violation of this are the responsibility of the Licensee.
7. Adhesive backed decals, stickers, and chewing gum may not be distributed in the DCU Center. Costs associated with the removal of decals, stickers, or gum are the responsibility of the Licensee.
8. Movement of operable walls in the DCU Center must be performed by DCU Center personnel only.
9. Use of DCU Center equipment, supplies and other materials is limited to DCU Center personnel unless approved in writing by Operator.
10. The movement of DCU Center furniture, fixtures and equipment must be performed by DCU Center personnel only.
11. House lighting, ventilation, heat or air conditioning will be provided as required during show hours. Energy conservation is of prime concern and minimal light and comfort levels will be maintained during move-in/out.
12. Passenger elevators and all escalators are to be used by the general public and should not be used for any freight or equipment movement including large bags, boxes, suite cases, etc.
13. Motorized vehicles and equipment (i.e. carts, forklifts, scooters, etc.) and other moveable equipment (i.e. dollies, pallet jacks, etc.) are not permitted on any lobby, prefunction, meeting room or ballroom space without the prior written approval.
14. Use of glitter and confetti is not permitted in the DCU Center without the prior written approval of Operator. Costs associated with the clean up of glitter, confetti and related materials are the Licensee's responsibility.
15. All floor load capacities should be strictly observed. Any variations should be approved in writing by Operator.

General Rules & Regulations (cont'd)

16. Use of drones without prior written approval is prohibited.
17. The sale of merchandise is prohibited without prior written approval of Operator.
18. All distributed materials, whether for sale or at no cost, must be distributed from locations approved by Operator.
19. The sale of any food and beverage products is strictly prohibited unless approved by the DCU Center.
20. Holes may not be drilled, cored or punched into any part of the DCU Center or exterior premises.
21. DCU Center office telephones are reserved exclusively for DCU Center operations. DCU Center numbers may not be published to the public as official show or convention numbers.
22. Animals and pets are not permitted in the DCU Center except in conjunction with an approved exhibit, display, show, etc. Service animals in accordance with ADA are permitted. Service dog owners are typically held responsible for any damages caused by their dogs, including property damage.
23. Damages to the DCU Center are the responsibility of Licensee. Incidents of damages should be reported to Security immediately and your Event Manager.
24. Licensee is responsible for procuring all necessary licenses and/or permits. The DCU Center will not secure such licenses/permits on behalf of Licensee.
25. Licensee is responsible for removal of bulk trash prior to opening of show. DCU Center will charge Licensee for any additional trash hauls necessary due to event operations. Bulk trash is defined as any material that cannot be readily removed by a standard push broom. Licensee must return the contracted areas to broom swept condition. Costs for returning the said areas to this condition are Licensee's responsibility.
26. Licensee must abide by any and all DCU Center labor rules and jurisdictions. The DCU Center will provide Licensee labor guidelines when applicable.
27. All facility utilities are property of the DCU Center and it is prohibited to access, tamper with or otherwise utilize said utilities without prior written approval of Operator. Costs for repairs, damages, etc. resulting from unauthorized use of utilities are Licensee's responsibility.
28. All working personnel will take breaks in DCU Center designated area and will be provided specific facilities for restrooms and lunch rooms (when available).
29. No soliciting is permitted in the DCU Center or on DCU Center premises.
30. The DCU Center will remove disruptive parties as necessary.
31. The DCU Center provides on an exclusive in-house basis: all electrical, utility, security, labor, housekeeping, telecommunications, and food and beverage services.

Food and Beverage Guidelines

1. Alcoholic beverages may not be brought into or out of the facility. All alcoholic beverages must be purchased from, and served by, DCU Center employees. The DCU Center reserves the right to prohibit the consumption of alcoholic beverages at any time.
2. All food and beverage items consumed within the complex must be purchased from, or by arrangement with Catering by Legends Global. No food or beverage may be carried into or out of the facility.
3. Exhibitors may bring in candy bowls of individually wrapped mints or penny-candy style candies as complimentary favors for attendees.
4. Exhibitors of food and beverage products or services at food and beverage related shows may distribute complimentary individual sample-size or bite-size portions of their product. All items must be commercially prepared, "homemade" items are not allowed. Beverage portions must be less than four (4) ounces and approved by Food & Beverage.
5. The securing of permits and licenses is the responsibility of the licensee/exhibitor.
6. An exhibitor and/or association member must occupy approved booths at all times.
7. Exhibitors may NOT bring in popcorn machines, coffee urns or similar items for use as traffic promoters except by prior arrangement with Catering by Legends Global Most equipment and product of this type may be rented or purchased through Catering by Legends Global.
8. Arrangements can be made for exhibitors who need on-site food preparation, or who require items such as ice, by calling Catering by Legends Global at (508) 755-6800 extension 2134.
9. Concession stands and kitchen facilities may not be used by exhibitors.
10. Restrooms may not be used by exhibitors for cleanup. Use of janitorial areas and/or services must be arranged in advance with the Operations Department.
11. Costs associated with the disposal of trash, waste, etc. from exhibitor sampling are the responsibility of the licensee and/or exhibitor.
12. The Exhibition Hall concession stands will be open during most ticketed shows and expositions that are open to the public. Generally, the concessions will only be open on show days during show hours. Catering by Legends Global reserves the right to close concessions or open additional locations as business conditions warrant. We welcome any suggestions and input from the client in offering menu items that best meet the needs of attendees.

General Fire Code Regulations

1. Licensees, show management, exhibitors and all other parties comply with all Federal, State, Municipal and DCU Center mandated fire codes that apply to public assembly facilities. The DCU Center includes sections of the NFPA Life Safety Code which apply to public assembly facilities as part of the Licensee Agreement.
2. The decision of the Fire Marshall of the City of Worcester is final.
3. Crate storage is prohibited in the DCU Center without the prior written approval of DCU Center Management. Crate storage is the responsibility of the Licensee. No storage between double pipe & drape.
4. Crates stored in interior storage rooms may not be stacked higher than within three (3) feet of sprinkler heads and an eight (8) foot radius must be maintained around all access/egress doors.
5. All bunting, table coverings, drapes, signs, banners and like materials must be flame resistant and are subject to inspection and flame testing by Fire Marshall.
6. All electrical equipment must conform to the National Electrical Code and be UL approved.
7. The following materials are prohibited without written consent of DCU Center: open flame devices; vehicles; welding, cutting or brazing equipment; ammunition; radioactive devices; flammable liquids; pressure vessels; exhibits involving hazardous processing and materials; fireworks or pyrotechnics; blasting agents or explosives; flammable cryogenic gases; aerosol cans with flammable propellants; gas operated cooking equipment; portable heating equipment; other equipment, materials and operations that increase risk to fire and life safety.
8. The display of any and all vehicles that are powered by a combustion engine require fuel tanks be less than 1/4 full. The cap for the fuel tank must be locked or taped closed and at no time is the removal or addition of fuel allowed in or around the DCU Center. Vehicle electrical systems must be disconnected by either removing battery, battery cables or disconnecting battery cables and taping contact with non-conductive electrical tape.
9. At no time during public hours are vehicles to be moved.
10. All emergency exits, hallways and aisles leading from the building are to be kept clear and unobstructed. Any vehicles, material, equipment, etc. in fire lanes or blocking exits, etc. will be removed at Licensee's expense.
11. Exit signage, fire extinguisher, fire alarms, pull stations and related fire fighting equipment may not be hidden, obstructed or blocked.
12. The DCU Center may request in writing specifications, descriptions, etc. of any and all equipment, processes, operations, etc. from Licensee, service contractor, exhibitors, etc. and reserves the right the right to submit such information to the Fire Department for approval.
13. Exterior exhibit hall doors and loading dock doors are not to be propped open. Automatic closing devices are not to be tampered with.
14. No storage is allowed behind exhibit booths' pipe & drape.

Exhibit and Registration Floor Plan Approval

1. Detailed floor plans are required for exhibit and registration areas and any other special activities located in the exhibit hall, meeting rooms, ballroom or public areas.
2. Prior to the final sale, lease or assignment of any exhibit space, Licensee shall submit the proposed floor plan, drawn to scale, for City of Worcester Fire Department review and approval. The DCU Center will submit proposed floor plans to the Fire Department and, upon approval, will forward approved copy to Licensee.
3. Any necessary changes in proposed floor plan will be forwarded to Licensee by DCU Center, and Licensee must submit revised floor plan.
4. The proposed floor plan submitted for approval must include the following:

   (a) Show title, contracted dates, draftsman's company name and address, service contractor name and address.
   (b) Booth configurations drawn to scale, including base dimensions, heights and locations.
   (c) Aisle locations and dimensions.
   (d) Location and dimensions of all fixtures including, but not limited to, stages, risers, regis-tration areas, lounge areas, entertainment areas, etc.
   (e) Location of all exits.
   (f) Location of all permanent and temporary concession and novelty stands.
   (g) Location of all fire safety devices including extinguisher and alarm stations.
   (h) Location of all primary entrances.
   (i) Locations and dimensions of all service desks including space allocations for service desks operated by DCU Center.
   (j) Location and dimensions of service contractor storage areas or "bone yards."
   (k) Distinction between pipe and drape and hard-wall, as well as distinction between DCU Center provided pipe and drape versus vendor provided.

5. A copy of the final approved floor plan is to be displayed in the Service Contractors service area or office.
6. The decisions of the Fire Marshall of the City of Worcester are final.

Layout and Set-up of Exhibits

1. Aisle dimensions and locations are subject to Fire Marshall approval. Aisles must be a minimum of 8' wide.
2. No exhibit booth, registration table or related material may be placed within 10 feet of main entrance/exit.
3. Doors, fire exits, including doors in partition walls, or access to any exit cannot be blocked or impinged upon by pipe, drape, exhibits or other fixtures.
4. Exhibitor service desks cannot be located in lobbies or pre-function areas without written approval of the Operator.
5. Clear access must be maintained to all DCU Center services (i.e. restrooms, concession stands, utility rooms, public telephones, vending machines, etc.)
6. Carpet runners or show carpet installed over DCU Center's permanent carpet is prohibited without the prior written approval of the DCU Center.
7. Whenever direct access to a fire extinguisher is blocked, the exhibitor blocking access must be notified of the location of the fire extinguisher, and a temporary sign must be hung above the exhibit indicating the extinguisher's location.

Security

1. The DCU Center maintains a twenty-four (24) hour security force responsible for monitoring the facility perimeter, interior public traffic flow in such areas, and the DCU Center's life safety system. The activities of the security personnel cannot be restricted by activities of the Licensee.
2. Licensee is responsible for security services in all areas specifically licensed to Licensee including exhibit halls, meeting rooms and other areas.
3. The DCU Center may require Licensee to provide minimum levels of security coverage in any leased space and other areas (i.e. docks, public access areas, registration areas, etc.). Such coverage will be at Licensee's expense.
4. No doors may be chained or otherwise locked without the written approval of the DCU Center. No doors can be chain locked when area is occupied.
5. All approved chains must be plastic coated and DCU Center in-house security must be presented with keys to all locks.
6. All proposed security arrangements are subject to DCU Center approval and must be submitted to the DCU Center at least thirty (30) days prior to the event.
7. All service contractors and other event related labor must enter/exit the DCU Center via the designated employee entrance (Door 4A) and are to be properly badged.
8. DCU Center in-house security reserves final rights to admit access of any event personnel to any DCU Center space.
9. Any changing or removal of door locks must be approved in writing by the DCU Center and work performed by DCU Center personnel, with associated costs billed to client.
10. Doors should never be propped out without approval, the implication here is these doors must be able to self close, regardless if the door is fire-rated or smoke resistant. Door props can also allow unauthorized individuals to gain access to restricted areas, compromising security.
11. Use of armed guards is prohibited without the written consent of the DCU Center.

Exhibit Hall and Loading Dock Regulations

1. No vehicles will be allowed in dock areas, exhibit halls, etc. without proper identification.
2. No parking, tow away zones and other restricted areas will be strictly enforced and vehicles will be towed at the owner's expense.
3. Move in and move out periods must be approved in writing by the DCU Center.
4. Individuals exhibiting behavior indicative of intoxication or use of a "mood altering" substance will be expelled from the DCU Center premises.
5. Vehicles are to be operated in a safe and prudent manner. Any actions including speeding, erratic driving, etc. that are deemed unsafe by the DCU Center are to be stopped at once. Failure to adhere to DCU Center direction will be grounds for ejection from the premises and possibly suspension of work privileges in the DCU Center.
6. No refueling of vehicles is permitted within fifty (50) feet of the DCU Center.
7. At no time may exit doors be blocked or obstructed with freight, equipment, display material, trash or unattended materials.
8. No glass containers are permitted on the exhibit floor, in meeting rooms or ballrooms without the prior written approval of the DCU Center.
9. Unless prior approval is granted, no one under the age of eighteen (18) is allowed on the exhibit floor.
10. Dock utilization schedules must be submitted to the DCU Center, and the DCU Center at times may require changes in the proposed schedules to allocate specific space to different events.
11. All freight deliveries to the DCU Center must be shipped on designated move-in/out days and must be to the attention of the service contractor. The DCU Center will not accept freight deliveries on behalf of licensee, service contractors, exhibitors, etc. without prior approval.

The DCU Center will not accept C.O.D. deliveries.

12. The DCU Center will not assume responsibility or liability for freight left on the premises following the conclusion of the move in/out.
13. Freight left in the DCU Center will be disposed of at licensee's expense.
14. Licensee is responsible for informing all parties of DCU Center's freight policies.

Miscellaneous

Circumstances and operations not covered in these rules and regulations will be subject to interpretation, stipulations and decisions deemed necessary and appropriate by Operator.

Updated April 2026.
Subject to change without notice.