



# Gatlinburg Convention Center Service Packet



## GATLINBURG CONVENTION CENTER INSURANCE REQUIREMENTS

Lessee shall obtain and retain throughout the Term the following insurance coverage:

Broad form comprehensive general liability insurance including: (i) Premises/operations, (ii) Products/completed operations hazard, (iii) Broad form contractual, and (iv) Personal injury.

This commercial general liability insurance shall include limits of liability of not less than \$1,000,000 for each occurrence, \$100,000 for damage to rented premises, \$1,000,000 for personal and advance injury, \$2,000,000 general aggregate and \$1,000,000 for products – comp/op agg and \$1,000,000 for automobile liability. A sample certificate of liability insurance outlining these requirements is attached. Certificate of Liability Insurance must be dated for entire dates spanning the event (move-in, event, move-out dates).

Such additional insurance which the GCC Director of Operations may require in his/her discretion from time to time.

Certificates of insurance in form acceptable to the V.P. of Operations shall be filed with the Director at least **thirty (30) days** prior to the commencement of the Term. The insurance policies shall name the Gatlinburg Convention Center as an additional insured, shall provide that the policies may not be cancelled or materially altered until at least thirty (30) days prior written notice has been given to the Gatlinburg Convention Center, and shall cover occurrences on any party of the Gatlinburg Convention Center. The insurance carriers providing such insurance shall have no less than an “A” rating according to A.M. Best’s rating and shall be authorized to do business in Tennessee.

A sample Certificate of Insurance is available on the next page.





Gatlinburg Convention Center Sample COI

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

00/00/0000

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed.

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> <b>Name of Insurance Company Providing Insurance</b> <b>Insurance Company Address</b> <div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; text-align: center; line-height: 30px; margin: 5px 0;">1</div>		<b>CONTACT</b> <b>NAME:</b> Insurance Company Contact Name <b>PHONE</b> <b>(A/C, No, Ext):</b> Insurance Company Phone Number <b>FAX</b> <b>(A/C, No):</b> <b>E-MAIL</b> <b>ADDRESS:</b> Insurance Company Contact Email Address															
<b>INSURED</b> <div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; text-align: center; line-height: 30px; margin: 5px 0;">2</div> <b>Customer Name</b> <b>Customer Contact Name</b> <b>Customer Address</b> <b>Customer Phone Number</b>		<table border="1" style="width: 100%;"> <tr> <th style="text-align: left;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: left;">NAIC #</th> </tr> <tr><td>INSURER A : If applicable</td><td></td></tr> <tr><td>INSURER B :</td><td></td></tr> <tr><td>INSURER C :</td><td></td></tr> <tr><td>INSURER D :</td><td></td></tr> <tr><td>INSURER E :</td><td></td></tr> <tr><td>INSURER F :</td><td></td></tr> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : If applicable		INSURER B :		INSURER C :		INSURER D :		INSURER E :		INSURER F :	
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COVERAGES:

CERTIFICATE NUMBER: Insurance Provider Assigned Number

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
<div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; text-align: center; line-height: 30px;">3</div>	<b>A</b> <input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b>		PHPK1820120	<div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; text-align: center; line-height: 30px;">6</div>	06/25/2026	06/29/2026
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR					
	GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:					
	<b>3</b> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY					
	<b>UMBRELLA LIAB</b>					
	<b>EXCESS LIAB</b>					
	<b>DED</b>	<b>RETENTION \$</b>				
<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below						
<div style="border: 1px solid black; padding: 5px;"> <b>7</b> <b>LIMITS</b>            EACH OCCURRENCE \$ 1,000,000            DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000            MED EXP (Any one person) \$            PERSONAL &amp; ADV INJURY \$ 1,000,000            GENERAL AGGREGATE \$ 2,000,000            PRODUCTS - COMP/OP AGG \$ 1,000,000            COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000            BODILY INJURY (Per person) \$            BODILY INJURY (Per accident) \$            PROPERTY DAMAGE (Per accident) \$            EACH OCCURRENCE \$            AGGREGATE \$            PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/>            E.L. EACH ACCIDENT \$            E.L. DISEASE - EA EMPLOYEE \$            E.L. DISEASE - POLICY LIMIT \$         </div>						

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

**Event:** Name of Event Taking Place in Gatlinburg Convention Center

**Covered Move-In dates, Event dates, and Move-out dates:** June 25, 2026 to June 29, 2026

**4** Name of Event and contracted lease agreement dates to be added in this box.

CERTIFICATE HOLDER

CANCELLATION

<div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; text-align: center; line-height: 30px; margin: 5px 0;">5</div> <b>Gatlinburg Convention Center</b> <b>234 Airport Road</b> <b>Gatlinburg, TN 37738</b>	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  Insurance Company Contact Signature <div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; text-align: center; line-height: 30px; margin: 5px 0;">8</div>
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1. **PRODUCER:** Insurance Agent/Broker who issues certificate.
2. **NAME OF INSURED:** This must be the legal name of the contracting party.
3. **TYPES OF INSURANCE:** This must include all types required by contract. General Liability must be an "OCCURRENCE" type.
4. **NAME OF ADDITIONAL INSURED:** In this area, you must list Show Management (by name), the Show itself (by name), and the facility (by name) as additional insureds on a primary and non-contributory basis.
5. **CERTIFICATE HOLDER:**
6. **POLICY EFFECTIVE/EXPIRATION DATE:** The effective date must be prior to or coincidental with the first day of event move-in. The expiration date must be on or after the last day of event move-out.
7. **LIMITS:** The monetary limits must be the same or greater than what is required by contract and on this Example COI.
8. **AUTHORIZED REPRESENTATIVE:** This form must be signed by an authorized representative of the producer of the certificate.



# GENERAL OPERATING POLICIES AND PROCEDURES

## STATEMENT OF PURPOSE:

General operating policies and procedures have been established to ensure the Gatlinburg Convention Center, its personnel, lessee, and related service industries are working in a safe and orderly environment. These policies and procedures should serve as a guideline for all concerned and will be enforced by Gatlinburg Convention Center management. Any requests for variations or exceptions should be submitted to the Event Coordination Department and must be approved in writing by Convention Center management.

## SERVICE CONTRACTOR GUIDELINES:

All show personnel (exhibitors, decorator, etc.) must enter and leave the building by the way of the loading dock entrances during move-in and move-out periods unless otherwise authorized. Decorator, service, or labor company employees are not permitted to remove any item(s) from the Gatlinburg Convention Center before, during, or after any event other than those items brought in and belonging to their company. Decorator, service, or labor company employees must always conspicuously display identification and company logo. All employees must act and dress in a non-offensive manner. The facilities event manager is the contractor's main contact for all aspects of the event. Contractor is expected to comply with the Event Managers' requests, direction, and general operating procedures. Your Event Manager designates load in/out entrances. Service Contractors must have a current insurance certificate on file with the Facility. The use of motorized vehicles, forklifts, gas, or electric carts, etc., is conditional upon safe operation and may not be operated in any carpeted areas of the center. Contractor will comply with the facility safety regulations, including proper use of harnesses and other safety equipment and operator certification. Carpets will be protected during load in/out with 5 millimeter or thicker plastic sheeting

over any area traversed by pallet jacks. **NO FORKLIFTS/MANLIFTS ALLOWED IN CARPETED GALLERY**

**AREAS.** Installation of carpet runners, show carpet, or other temporary floor coverings over permanent carpet must be approved in advance. Heat tape and double face tape may not be used on permanent carpet.

## GENERAL BUILDING POLICIES:

**DO NOT NAIL, STAPLE, TAPE, SPRAY, HANG, OR ATTACH ANYTHING** to walls, ceilings, fixtures, and floors. No holes may be drilled, cored, punched in, or fasteners attached to the floor or walls without prior approval of the Building Manager. Work must be done by Gatlinburg Convention Center personnel or under their department. An hourly fee will apply. **NO HELIUM TANKS OR HELIUM BALLOONS ARE**

**PERMITTED IN THE FACILITY.** No glitter or confetti is permitted in the facility. Failure to comply will result in a minimum charge of \$500.00 clean up fee. Animals and pets are not permitted in the building except in conjunction with an approved exhibit, display, or performance legitimately requiring use of animals.

Service animals are permitted. Gatlinburg Convention Center's permanent graphics, signs, or displays may not be visibly blocked in any manner, nor may temporarily signs or decorations be attached to permanent building graphics. Banners, overhead signs, and special decorations may not be hung without prior written permission. Planters and furniture in public areas, galleries, etc., may not be removed or repositioned. Escalators and passenger elevators are for use by the general public and may not be blocked and are not to be used to transport equipment or freight. Freight elevators are to be used on all freight equipment movement.

Gatlinburg

Convention Center office telephones are reserved exclusively for Center business. Center numbers may not be published as an official show or convention number. **SMOKING IS PROHIBITED** within the facility at all times. Smoking areas are designated outside the building, usually near entrances.

Damage to the Center's property or equipment shall be the responsibility of the lessee and/or the person or organization causing such damage. Show management and service contractors are invited to inspect leased areas prior to move-in and following move-out. Damages should be reported immediately to the Gatlinburg Convention Center personnel. The Center is not responsible for any equipment, which is stored overnight, whether it be in the dock area or part of an exhibit.

### **EXHIBIT FLOOR PLAN PROCEDURES:**

All exhibit floor plans should include the following information:

- Official name of the show, dates, and name of service contractor.
- All plans should be drawn to scale.
- Aisle widths and booth dimensions must be clearly indicated.
- Primary entrance doors and emergency exits should be clearly displayed.
- Preliminary plans must be approved prior to confirming exhibit space sales to avoid unnecessary confusion later.
- Ample space must be provided to accommodate food service at each concession stand (the Center has the option to serve or not serve food/concessions at all events).
- Floor plans should be submitted a minimum of 30 days prior to show move-in to Event Manager which will review and notify show management and their service contractor of problem areas and required modifications.
- Absolutely no changes can be made to the Final Fire Marshall approved plan within 10 days prior to move-in.
- Approved Final Event Quote and Document. Lessee acknowledges that per the General Operating Policies and Procedures, the approved final event quote and document is due thirty (30) days prior to group's arrival along with event floor plans. Also, per General Operating Policies and Procedures, Fire Marshal approved plan is due ten (10) days prior to group's arrival. If final required documentation is not received within (7) seven days of first move-in / event date, Gatlinburg Convention Center, at its discretion, may cancel event where initial deposit is forfeited and final payment will still be required.

### **PUBLIC AREAS:**

The Parkway entrance foyer, Airport Road entrance foyer, W.L. Mills Complex entrance foyer, Tennessee Ballroom entrance foyer, upper and lower gallery areas service hallways, Dock and permanent food facilities are considered public areas and generally not under license control unless specifically included in lease agreement. As such, the following guidelines apply:

All activities utilizing public areas, such as registration, special exhibits or displays, etc. must be approved in advance. Detailed floor plans with specifications are to be submitted to Event Manager for approval.

Activities in public areas must take into consideration the requirements of other tenants utilizing the Facility. Service desks and related "behind the scenes" workstations should not be set in public areas.

### **LOADING DOCKS, EXHIBIT HALLS:**

There is no parking in the loading dock area. This is for load in/out only. Event Managers will assign dock bay usage. All unauthorized vehicles will be removed at owner's expense. All labor requirements for move-in, move-out, set-up of display areas, etc., shall be the responsibility of show management and/or exhibitors and their service contractors. The Center serves as its own electrical and utility contractor. Refer to separate rate and service schedules for details. Lessees and their service contractors are responsible for removal of bulk trash, crates, pallets, packing material, lumber, etc., prior to show opening and following move-out.

**DELIVERY PROCEDURES:**

The Center WILL NOT ACCEPT RESPONSIBILITY OF ANY KIND for shipments to the Gatlinburg Convention Center or from the Gatlinburg Convention Center. All shipments accepted up to three days prior to the event. All shipments to the Center on an exhibit hall move-in day should be routed to the loading dock area. Representatives must be available to receive all shipments.

**SECURITY:**

The Center shall not be responsible for the safeguarding of displays and equipment placed by conventions and trade shows. All night and 24-hour security are available upon request and arrangements made by Center personnel only. All security arrangements subject to approval by Center management.

Safety of all occupants of the Center is of utmost concern. All unsafe conditions or activities will be brought to the attention of the responsible parties and corrective measures are to be made immediately.

**BASIC FIRE CODE REGULATIONS:**

- Show management, exhibitors, service contractors, and all other involved parties must comply with all federal, state, and municipal fire codes, which apply to places of public assembly.
- All emergency exits, hallways, and aisles leading from the building are to be kept clear and unobstructed. Vehicles in fire lanes or blocking exits, etc., will be removed at owner's expense.
- All drapes, curtains, table coverings and skirts, carpet, or any materials used in exhibits must be flame retardant. All such material is subject to inspection and flame testing by the Fire Marshall.
- Firefighting and emergency equipment may not be hidden or obstructed, including fire extinguishers, fire hose cabinets, and fire alarm pull stations.
- Under no circumstances will create storage or equipment storage be permitted to obstruct emergency exits from any area of the building. This requirement will be strictly enforced!
- Vehicles with gasoline engines may be displayed with a maximum of two gallons of gas remaining in the tank. A locking gas cap must be installed, or the tank must be adequately sealed by tape or in some other appropriate manner. All battery cables must be disconnected and taped to avoid potential sparks.
- All electrical equipment must be UL approved and all gasoline engines must be AGR approved.
- The use of welding equipment, open flames, or smoke emitting materials as part of an exhibit is prohibited.
- Absolutely no pyrotechnic displays of any kind will be allowed inside the Gatlinburg Convention Center or W.L. Mills Complex and Tennessee Ballroom.



# Gatlinburg Fire Department Checklist Fire Prevention Bureau Assembly Event Review

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## Gatlinburg Fire Code Checklist

### [ ] F3101.7 Aisles

**3101.7.1** All references to occupancies in this chapter are as specified in the building code. Every portion of every building in which are installed seats, tables, merchandise, equipment, or similar materials shall maintain aisles and seats as required in 3101.

**3101.7.2** Every portion of any building which contains seats, tables, displays, equipment, or other material shall be provided with aisles leading to exits.

### [ ] F3101.7.3 Aisle Width

**3101.7.3.2** Where aisles converge to form a single path of egress travel, the required egress capacity of that path shall not be less than the combined required capacity of the converging aisles.

**3101.7.3.3** Those portions of aisles, where egress is possible in either of two directions, shall be uniform in required width.

**3101.7.4** Exits and aisles shall be so located that the travel distance to an exit door shall not be greater than 200 ft measured along the line of travel. Travel distance may be increased to 250 ft in sprinklered buildings.

**3101.7.6** There shall not be obstructions of any kind except for handrails specified in the building code in any aisle. Aisles shall not have a slope of more than 1:8.

### [ ] F3101.7.8 Aisle Termination

**3101.7.8.1** Dead end aisles which terminate only at one end with a cross aisle, foyer, doorway or vomitory giving access to an exit shall be not greater than 20 ft long.

**Exception:** A longer dead-end aisle is permitted where seats served by the dead end aisles are not more than 24 seats from another aisle, measured along a row of seats having a minimum clear width of 12 inches plus 0.6 inches for each additional seat above seven in the row.

**3101.7.8.2** Each end of a cross aisle shall terminate at an aisle, foyer, doorway or vomitory giving access to an exit.

### [ ] F3101.9 Use of Exit Ways

No part of a stairway, whether interior or exterior, hallway, corridor, vestibule, balcony, or bridge leading to a stairway or exit shall be used in a manner that will obstruct its use as an exit or that will present a hazardous condition.

[ ] **F3101.11** Fire Appliances All fire appliances shall be kept in proper working condition. Extinguishers and hose and similar appliances shall be visible and accessible at all times.

[ ] **F3101.12** Plan of Exit Ways and Aisles A plan may be required for approval by the fire official indicating the seating arrangements, location and width of exit ways and aisles. See Note:

[ ] **F3101.13** Marking and Lighting of Exits All exits in places of assembly shall be identified and lighted in accordance with this code.

### [ ] F3101.14 Overcrowding

**3101.14.1** The number of persons in any building or portion thereof shall not exceed the amount specified in the building code.

**3101.14.2** Signs stating the maximum occupant content shall be conspicuously posted by the owner of the building in each assembly room, auditorium or room used for a similar purpose. It shall be unlawful to remove or deface such notice. This number shall be determined by the capacity of the exits provided.

**3101.14.3** No person shall permit overcrowding or admittance of any person beyond the approved capacity of any place of public assembly. The fire official, upon finding any overcrowded condition or obstruction in aisles, passageways, or other means of egress, or upon finding any condition which constitutes a serious menace to life, shall cause the performance, presentation, spectacle, or entertainment to be stopped until such condition or obstruction is corrected.



## GATLINBURG FIRE CODE CHECKLIST CONTINUED

### [ ] F3101.15 Open Flame

**3101.15.1** No person shall cause or permit any open flame to be used in any place of public assemblage, or drinking or eating establishment, except when used in conjunction with approved heating or cooking appliances, or under written permit from the fire official.

**3101.15.2** No person shall use or allow to be used, any open flame, burning candle or candles in connection with any public meeting or gathering for purposes of deliberation, worship, entertainment, amusement, instruction, education, recreation, awaiting transportation, or similar purpose or in places of public assemblage such as churches, schools, restaurants, eating establishments, cocktail lounges or bars without first obtaining a permit from the fire official.

**3101.16** Standby Firefighters Whenever it is essential for public safety in a place of public assembly or any other place where people congregate due to the number of persons, or the nature of the performance, in exhibition display, contest or activity, the fire official may require the employ of one or more experienced firefighters to be on duty at such place. Said firefighters shall be subject to the fire official's orders at all times when so employed and shall be in uniform and remain on duty during the times such places are open to the public, or when such activity is being conducted.

**3101.17** Supplementary Lighting System Every supplementary lighting system required by the building code shall be maintained in good working order.

### [ ] 3101.18 Vehicles Parked Inside Places of Assembly

**3101.18.1** No vehicle is to be parked inside a building used as a place of assembly, except that the following vehicles may be so parked: 1. Vehicles parked for display purposes only. 2. Vehicles parked for service purposes only – food distribution.

**3101.18.2** When a liquid-fueled vehicle is parked inside a place of assembly, the following conditions must be met: 1. Fuel tanks shall be drained to less than ¼ of tank capacity. 2. Fuel caps shall be taped shut or fitted with a locking cap. 3. Hot lead of battery shall be disconnected.

**3101.18.3** When a compressed natural gas (CNG) powered vehicle is parked inside a place of assembly, the following conditions must be met: 1. Close shutoff valve or valve outlet of CNG vehicle container and operate engine until it stops. The valve shall remain closed while the vehicle remains indoors. 2. At least one battery cable shall be disconnected from the battery used to start the vehicle engine and taped to prevent contact with the battery terminal. Vehicles equipped to operate on liquid fuel and CNG shall comply with both this section and 3101.18.2.

### [ ] Operations

**3101.6.3** Not more than 90 minutes prior to the scheduled commencement of any noncontinuous activity, event, performance, show, meeting, function, or other occasion for which persons will gather at a place of assembly, the owner (or his authorized designee) shall inspect every required exit, way of approach thereto, and way of departure therefrom. If such inspection reveals that any required means of egress is obstructed, inaccessible, locked, fastened, or otherwise unsuited for immediate use, the scheduled program shall not begin, nor shall admittance to the place of assembly be permitted, until necessary corrective action has been completed.

**3101.6.5** Accurate records of all inspections, corrections, and notifications made pursuant to this chapter shall be kept and retained for at least 2 years in the offices of the respective building owners. The records shall contain:

1. a brief description of each activity, event, performance, etc., including date, time and location;
2. the name and signature of the person who performed each requirement of this chapter; and
3. the date and time when each requirement was performed.

Such records shall be made available upon request to the fire official or his duly authorized representative.

The following codes were used in this review and are not inclusive to additional requirements: [ ] Standard Fire Prevention Code, 99 ed.

[ ] Standard Building

Code, 99 ed. [ ] NFPA standards [ ] Gatlinburg Municipal Code

Revised 7/04 West





## Gatlinburg Convention Center Rate Schedule Requirements

### **SPACE REDUCTION POLICY:**

If a contracted event releases excess space the following cancellation policy will be enforced:

-12 months prior to the event 25% of the rental fee will be due the Convention Center prior to move in day. -6

months prior to the event 50% of the rental fee will be due the Convention Center prior to move in day.

-3 months prior to the event 100% of the rental fee will be due the Convention Center prior to move in day.

Note: If the cancellation fee is not paid move in will not begin. If a contracted event is also holding tentative space and the Center has the opportunity to contract that space, the person holding the tentative space will be given 3 business days to either contract the space or release the space. If the person possessing the tentative hold does not respond within 3 business days, the Center assumes that the space is not required and can at the discretion of the CVB Sales Department contract with another party. If, the space is contracted by either party Item 1.a. stated above will apply. All building rental and settlement balances are to be paid by check, cash, or credit card per executed lease agreement. All deposit and payment schedules must be performed on the prescribed dates or the Center will consider it abandonment of the contract.

### **MEETING ROOMS:**

Rooms utilized are subject to the following conditions:

Rooms will be set up on a one-time basis only with costs for any changes to be paid by Lessee. Any cost for audio/visual equipment, operators, etc., will be charged at the prevailing rate. Meeting rooms are to be used for purposes directly related to the specific event and may not be re-assigned or sublet. Meeting rooms will be assigned in consideration of other tenants and commitments by the Convention Center.

### **TAXES:**

Lessee shall pay all taxes, fees and charges required by any government authority in conjunction with the use of the premises.

### **SERVICES AND FACILITIES INCLUDED IN RENTAL:**

Registration space and event offices will be made available to the Lessee at no additional cost on an "as available" basis and in consideration of any other tenants. House lighting, ventilation, heat, or air conditioning as required during show hours. In recognition of the need to conserve energy, a minimum maintenance level of comfort will be maintained during non-show hours. Cleaning of premises before, during and after the event. Cleaning is to include aisles, lobby, and restrooms. If there are exhibits, cleaning will not include vacuuming of carpets in aisles or individual booths. Any costs incurred by the convention center for bulk trash not removed by the Lessee will be charged to Lessee at the prevailing rate. Additional equipment or operators to be paid for by the Lessee at prevailing rates. A complimentary meeting amenity package includes one-time preferred chair arrangement set-up and skirting for head tables on an "as available" basis.

### **EVENT REQUIREMENT AND STAFFING:**

The Convention Center will provide, and the Lessee will be charged for, all event-related staffing. Security requirements and rates are outlined on the Security Rates and Requirements Sheet.

### **EXHIBIT ELECTRICAL AND UTILITY SERVICES:**

The Gatlinburg Convention Center serves as its own electrical and utility services contractor exclusively. Electrical and utility rates are outlined on separate service rate schedules.



## **FOOD SERVICES, CATERING AND CONCESSIONS:**

All food, beverage and concession services are operated and controlled exclusively by the Gatlinburg Convention Center Food Service Department. Refer to the “Catering, Alcoholic Beverages Commission Policies” document.

## **ADDITIONAL SERVICES AND EQUIPMENT:**

The Gatlinburg Convention Center maintains and can provide various equipment such as staging, forklifts, sound equipment, etc., at rental rates outlined on a separate equipment schedule. Assorted services such as production crews and equipment operators are outlined on separate service rate schedules.

## **BUDGETING TO AVOID SURPRISES:**

This section is intended to assist customers of the Gatlinburg Convention Center to understand the responsibilities not associated with rent. When planning your event, the event coordinator can walk you through these items and provide a cost estimate at any time. Our goal is to assist you produce a successful event and we want to make sure that we take the surprises out of the planning process. The list below should assist in preparing your event budget.

## **ELECTRICAL CHARGES:**

The Gatlinburg Convention Center has developed a special Advance Rate (14 days before scheduled exhibitor move in) for show electrical requirements. Floor Rate pricing, any electrical orders received after the 14-day advance deadline, will be applied. Contact your Event Coordinator for utility pricing or review in the Gatlinburg Convention Center Service Packet. Electrical services requested by a third-party production company for audiovisual equipment is charged to the master account.

## **SECURITY:**

All major events at the Gatlinburg Convention Center require security. This may include minimum requirements within licensed space, surrounding public space, traffic/shuttle/bus coverage, and additional areas, as necessary. Plans of Operations will need to be approved by the Gatlinburg Convention Center.

## **EXHIBIT HALL TRASH REMOVAL:**

The Gatlinburg Convention Center provides janitorial service during open show hours in aisles, open spaces, and restrooms plus one thorough cleaning of these areas during non-open hours. Any other items designated as bulk trash (e.g., crates, pallets, packing material) should be removed by the official service contractor and are the responsibility of the licensee. Items left including floor tape following the license period are subject to a removal fee by the Gatlinburg Convention Center. The Gatlinburg Convention Center provides one complimentary trash haul (40 cubic yard container) per exhibit hall, per show. The licensee will be billed \$400.00 per trash haul for all additional trash hauls required. During move-in and move-out, the Gatlinburg Convention Center will maintain restrooms and concession areas. Cleaning of aisles, exhibit areas, behind registration counters, and loading docks is the responsibility of the licensee or their designated contractor.

## **SPECIALTY CLEANING SERVICES:**

Cleaning of general sessions, sporting events, and other unique exhibit halls, auditorium or ballroom events are subject to labor fees if services are provided by the Gatlinburg Convention Center. Contact your Event Coordinator for additional information and an estimate.



### **EXHIBIT HALL AIR CONDITIONING:**

The Gatlinburg Convention Center maintains minimal comfort levels during move-in and move-out periods as part of the basic rental fee. If the logistical requirements of an event should demand that temperature be maintained within a specific range and additional air conditioning is necessary, the Gatlinburg Convention Center will provide such air conditioning at the rate of \$200.00 per hour, per exhibit hall.

### **ROOM TURNOVERS:**

The Gatlinburg Convention Center will provide the first meeting room set used in any room at no charge. Room set changes or turnovers after the initial set will be assessed a Room Turnover Fee. *\*Rates are based on \$100.00 per person – per hour – per charge.* The Gatlinburg Convention Center has established pre-determined turnover fees for all meeting rooms and ballrooms. Rates for room turns in exhibit halls are determined on a case-by-case basis. *\*\* Equipment set, but declined on site will be charged at prevailing rate.*

### **AUDIO-VISUAL:**

The Gatlinburg Convention Center has a minimum amount of Audio-Visual equipment for rent. Pricing and listing of equipment can be found in Gatlinburg Convention Center Service Packet. Third-party Audio-Visual companies can be brought into the Gatlinburg Convention Center by the customer.

## **CATERING & ALCOHOLIC BEVERAGES POLICIES**

### **CATERING AND CONCESSION POLICIES:**

Catering and Food and Beverage Concessions within the Gatlinburg Convention Center facilities are under exclusive contract. All details and payments relative to food and beverage must be coordinated through the exclusive caterer. The Gatlinburg Convention Center has the right to secure ample floor space for concession stand production. The Gatlinburg Convention Center has the right to refuse opening concession stands if deemed unprofitable. Due to state and local health codes and the Gatlinburg Convention Center agreement with the exclusive food and beverage provider, food and beverage items of any type will not be permitted into the Gatlinburg Convention Center for distribution.

### **DELIVERY OF FOOD:**

The ordering and delivery of prepared “take out” including pizza to the Convention Center is prohibited.

### **DISTRIBUTION OF FOOD OR BEVERAGE PRODUCTS:**

Event participants may not sell or give away food or beverage products in any form unless written authorization is granted by the Food & Beverage Director. An exhibitor in a trade show or consumer exhibition may offer samples of products prepared as part of a cooking demonstration or if selling pre-packaged fit-type products not available for consumption within the Gatlinburg Convention Center, (provided that the exhibitor is customarily engaged in promoting cooking demonstrations or in the sale of these gift items). The exhibitor must submit a description of the products and the proposed sample sizes to the Convention Center in advance of the event. An acceptable sample shall consist of a two ounce, (2 oz.), portion of food or any serving of a non-alcoholic beverage.

### **ALCOHOLIC BEVERAGES:**

Due to current laws controlling the sale of alcoholic beverages, the following will be observed: It shall be the policy of the Gatlinburg Convention Center to require food to be offered at any function serving alcohol. This may be our Center operated concession stands. Under no circumstances will alcoholic beverages be purchased



from outside the Convention Center for give-away, sale, or consumption on the Gatlinburg Convention Center premises. Any alcoholic beverages brought into the facility will be confiscated. State law prohibits any outside entity from selling or profiting from the sale of alcoholic beverages inside the Gatlinburg Convention Center. Alcoholic beverages will be available from 12:00 p.m. (noon) until 12:00 a.m. (midnight). THE GATLINBURG CONVENTION CENTER HAS THE RIGHT TO REFUSE SERVICE TO ANYONE WHO APPEARS INTOXICATED.

## SECURITY RATES AND REQUIREMENTS

Rate - \$27.00 per hour, Armed Rate - \$30.00 per hour

- Loading dock control
- Protection between events
- Promoter requested Security
- Badge checkers
- Overnight security for exhibits
- Move in / move out Security
- Crowd control
- Alcohol events
- Concerts
- Theatrical events

### REQUIREMENTS:

#### SECURITY:

All events serving alcohol will be required to have and will be charged for security guards using the following Guard/#

##### Guest Formula:

Up to 500 attendees	2 – Guards
501 to 750 attendees	3 – Guards
751 to 1,000 attendees	4 – Guards
1,001 to 2,000 attendees	5 – Guards
2,001 to 4,000 attendees	6 – Guards
4,001 and above attendees	8 – Guards

The guards will begin 30 minutes prior to the scheduled arrival of attendees and will work until 30 minutes past the scheduled closing or until the facility is clear. There is a 5-hour minimum on every guard.



### **Assemblies:**

Concerts, motivational programs, and theatrical events are required to have the following number of guards per attendees. The Gatlinburg Convention Center will schedule appropriately, and you will be billed for these services.

Up to 1,000 people	2 Guards
1,000 to 2,000 people	4 Guards
2,000 to 4,000 people	6 Guards
4,000 and above	8 Guards

The guards will begin 30 minutes prior to the scheduled arrival of attendees and will work until the facility is clear. There is a 5-hour minimum on every guard. On the scheduled move-in day, 1 dock guard will be required from 8 am to the scheduled beginning time of the event.

### **Exhibits:**

Trade shows, conventions with exhibits, and public exhibit events will be required to have and will be charged for the following number of guards for move-in/out based on the space rented.

1 Hall of Exhibits	2 Guards
2 Halls of Exhibits	3 Guards
3 Halls of Exhibits	4 Guards
3 Halls plus other areas (Meeting Rooms and/or Public Spaces)	5 Guards

The guards will begin 30 minutes prior to the scheduled arrival of vendors and will work until the facility is clear. There is a 5-hour minimum on every guard.

On the scheduled move out day, 1 Dock Guard will be required from 8:00 a.m. to the scheduled beginning time of the move out guards.

## **ALCOHOL FUNCTIONS**

**All events serving alcohol will be required to have and will be charged for security guards using the following Guard / # Guest formula.**

Up to 500 attendees	2 Guards
501 to 750 attendees	3 Guards
751 to 1,000 attendees	4 Guards
1,001 to 2,000 attendees	5 Guards
2,001 to 4,000 attendees	6 Guards
4,001 and above attendees	8 Guards

The guards will begin 30 minutes prior to the scheduled arrival of attendees and will work until the facility is clear. There is a 5-hour minimum on every guard.



## **EXTRA EQUIPMENT AND LABOR RATES**

**ALL RENTED FUNCTION SPACE SHALL BE PROVIDED ONE STANDARD FREE SETUP FOR THE DURATION OF THE EVENT.**

**THESE RATES ARE FOR EQUIPMENT NEEDS AS REQUIRED.**

<u><b>EQUIPMENT</b></u>	<u><b>SET-UP / 1<sup>ST</sup> DAYS RENTAL</b></u>	<u><b>EACH ADDITIONAL DAY</b></u>	<u><b>PER HOUR</b></u>
Upholstered Stack Chairs	\$3.00/event/chair	N/A	N/A
Upholstered Stadium Chairs	\$3.00/event/chair	N/A	N/A
Undraped Tables, 4'x30"	\$10.00	N/A	N/A
Undraped Tables, 8' x 24" & 6'x30"	\$20.00	N/A	N/A
Undraped Tables, 8' x 30"	\$25.00	N/A	N/A
Draped Table, 8' x 24"	\$40.00	N/A	N/A
Draped Table, 8' x 30"	\$45.00	N/A	N/A
Table Skirt	\$20.00	N/A	N/A
2' Tall Round	\$10.00	N/A	N/A
4' Tall Round	\$25.00	N/A	N/A
Adjustable Risers, 6' x 8' sections (16", 24", or 32" high)	\$50.00/each	N/A	N/A
Forklift or Scissor lift (Operator Required)	N/A	N/A	\$200.00
Forklift or Scissor lift	N/A	N/A	\$100.00
Forklift or Scissor lift <b>Weekly Rental</b>	\$500.00	N/A	N/A
Stanchion Retractable	\$10.00/each	N/A	N/A
3' Pipe/Drape (Black)	\$ 2.00 / Linear Foot	N/A	N/A
8' Pipe/Drape (Black)	\$ 3.00 / Linear Foot	N/A	N/A
16' Pipe/Drape (Black)	\$ 8.00 / Linear Foot	N/A	N/A
Monitor podium w/ custom logo	\$100.00/each	N/A	N/A
Dance Floor up to 30'X30'	\$1,350.00 (\$1.50 per sq. ft.)	N/A	N/A

<b><u>EQUIPMENT</u></b>	<b><u>SET-UP / 1<sup>ST</sup> DAYS RENTAL</u></b>	<b><u>EACH ADDITIONAL DAY</u></b>	<b><u>PER HOUR</u></b>
Baby Grand Piano	\$250.00 *Tuning is an additional charge	N/A	N/A
8' Stage Barricade	\$25.00	N/A	N/A
Projection cart	\$25.00	\$25.00	N/A
Flip Chart with Easel, Pad, Markers	\$25.00	\$25.00	N/A
Projector For Large Screen	\$400.00	\$400.00	N/A
Projector For Medium Screen	\$300.00	\$300.00	N/A
Wireless Lavalier Microphone	\$100.00	\$100.00	N/A
Wireless Handheld Microphone	\$100.00	\$100.00	N/A
Portable Sound System – Mixer, Amp, Speakers	\$300.00	\$300.00	N/A
Large Screen	\$250.00	\$250.00	N/A
Medium Screen	\$200.00	\$200.00	N/A
TV	\$150.00	\$150.00	N/A
Laptop	\$100.00	N/A	N/A
Mills Auditorium Stage Lighting	\$400.00	N/A	N/A
AV Tech	N/A	N/A	\$300.00/person
Wireless Internet	\$300.00	N/A	N/A
Internet; add hardwire drop	\$100.00	N/A	N/A
Cable Rental	\$50.00 each	N/A	N/A
Audio Mixer	\$200.00 each	N/A	N/A
Direct Box	\$25.00 each	N/A	N/A
General Labor	N/A	N/A	\$100/person
Clean-up fee	\$500.00	N/A	N/A

## ELECTRICAL SERVICE

<u>Electric Services</u>	<u>Advanced Rate</u>	<u>Floor Rate</u>
Vendor 0 – 2000 watts (20 amps)	\$100.00	\$120.00
0 – 2000 watts (20 amps)	\$100.00	\$120.00
208V / 1 phase each (30 amps)	\$150.00	\$175
208V / 3 phase each (40 amps)	\$175.00	\$220.00
Plug Change	N/A	\$50.00/hr
<u>Bulk Electricity</u>		
200 Amps (5 Wire, 3 Phase, Cam-Locks)		\$250.00
400 Amps (5 Wire, 3 Phase, Cam-Locks)		\$500.00

*All audio/visual equipment is subject to a 15% service charge.*

### **COPY SERVICE:**

Copies/Prints	0 – 25	\$.25 each
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### **BOOTH SERVICES:**

**Booth Package:** (1) 10' x 10' Booth. 8' Black Back drape, 3' Black Side drapes, (1) 8' x 24" White Plastic Covered, Black Skirted Table, 2 Chairs and 1 Wastebasket \$125.00 / Booth

**9 .75% Sales Tax will be added at the conclusion of the event.**

**Quantities Subject to Availability/Prices Are Subject to Change Without Notice  
(For other equipment and services, contact your event planner)  
Gatlinburg Convention Center**

## AUDIO-VISUAL & PRODUCTION COMPANIES

### Decorating, Service Companies & Transportation Providers

#### **Avideo Company, Inc.**

Contact: Scott Bumpas, Owner  
525 Henley Street, Knoxville, TN 37902  
Cell: 865-919-4900  
Phone: 865-525-8888  
E-mail: [sbumpas@avideo.org](mailto:sbumpas@avideo.org)

#### **International Alliance of Theatrical**

Stage Employees Local 197  
Contact: Matt Kryah, Business Agent  
P.O. Box 946, Knoxville, TN 37901  
Phone: 865-924-9872

#### **M&M Productions USA**

Mike Brown (President / CEO)  
115-C Flint Road, Oak Ridge, TN 37830  
Phone: 800-711-0140  
Email: [mbrown@mmproductionsusa.com](mailto:mbrown@mmproductionsusa.com)  
[www.mmproductionsusa.com](http://www.mmproductionsusa.com)

#### **Pdhsystems**

Contact: Paul D. Hendrix, CEO  
4367 Shallowford Industrial Parkway  
Marietta, GA 30066  
Phone: 770-499-7538  
Fax: 801-459-1257  
E-mail: [Paul.Hendrix@pdhsystems.com](mailto:Paul.Hendrix@pdhsystems.com)

#### **Pro Video Audio Productions**

Contact: Danny Davis, CEO  
250 Creekview Drive, Monticello, KY 42633  
Phone: 606-348-5770  
Cell: 606-278-0047  
Fax: 606-348-3507  
E-mail: [ddavis@provideoaudio.com](mailto:ddavis@provideoaudio.com)  
Website: [www.provideoaudio.com](http://www.provideoaudio.com)

#### **Sound Revue Audio & Lighting Services**

Contact: Mr. Mike White, Owner  
830 West Dumplin Valley Rd.  
Dandridge, TN 37725  
Cell: 865-388-2286  
E-mail: [mike@soundrevue.com](mailto:mike@soundrevue.com)

#### **Maxx Tenn Lights**

Contact: Daniel Maxwell  
Phone: 865-809-2261

#### **Sound Ventures**

Contact: Mr. Scott Grimsley  
P.O. Box 2405, Knoxville, TN 37901  
Cell: 865-591-5468  
E-mail: [msley@soundventureslive.com](mailto:msley@soundventureslive.com)

#### **Smoky Mountain Sounds**

Contact: Ellen Crivellone  
Phone: 865-934-7437  
Email: [smokeymountainsounds@yahoo.com](mailto:smokeymountainsounds@yahoo.com)

#### **TERI Productions**

Contact: Ms. Ann Coatney, Manager  
2040 Magnolia Avenue, Knoxville, TN 37917  
Phone: 865-546-2082  
Fax: 865-546-2135

#### **True Grip & Lighting Inc.**

Contact: Corky Corcoran, Owner  
8204 Asheville Hwy, Knoxville, TN 37924  
Phone: 865-523-5018  
Fax: 865-523-2741  
Cell: 865-603-5881  
E-mail: [Corky@truegrip.tv](mailto:Corky@truegrip.tv)  
Additional Contact: Shawn Beaulieu Cell: 865-712-6858  
E-Mail: [shawn@truegrip.tv](mailto:shawn@truegrip.tv)

#### **Veal Convention Services, Inc.**

3016 Rev Abraham Woods Blvd  
Birmingham, AL 35203  
Office: 800-844-8325 or 205-328-1010  
Direct: 205-328-1011

#### **World Light Productions**

Contact: DAVID GOSNELL  
1442 Frederick street Cleveland TN 37311  
[DAVIDG@WORLDLIGHTPRO.COM](mailto:DAVIDG@WORLDLIGHTPRO.COM)  
Office: 423-241-4060  
Cell: 423-596-0009  
Website: [WORLDLIGHTPRO.COM](http://WORLDLIGHTPRO.COM)



## DECORATING COMPANIES

### DECORATING, SERVICE COMPANIES & TRANSPORTATION PROVIDERS

#### **All Convention & Expo Services**

Contact: Wesley Mullins  
701 Henley Street  
Knoxville, TN 37902  
Phone: 865-251-6016  
Cell: 865-740-3710  
Fax: 865-251-6088  
Email: wes@acesknox.com

#### **Geo. E. Fern Co.**

Chappell 125 Fernco Dr.  
Nashville, TN 37207  
Phone: 615-256-0357  
Fax: 615-256-0490  
E-mail: jchappell@fernexpo.com

#### **Home Team**

Contact: Robby Henry  
Knoxville, TN  
Phone: 865-384-9655

### EQUIPMENT RENTALS

#### **Lift Truck Rentals**

201 Van Huss Ave  
Knoxville, TN 37917  
Phone: 865-673-8877  
Website: www.lifttruckinc.com

#### **Stowers Rents**

1825 Veterans Blvd  
Sevierville, TN 37862  
Phone: 865-595-3750  
Website: www.stowerscat.com

### PIANO TUNING

Contact: Mr. Tim Kirkland  
P.O. Box 279  
Parrottsville, TN 37843  
Phone: 865-458-3964

### SECURITY

Red Hawk Security Company  
Contact: Mr. Jason Bennett/Terry Stines 2116 Berry Clark Drive  
Gatlinburg, TN 37738  
Phone: 865-850-1270  
E-mail: redhawksecurity@live.com





## TRANSPORTATION PROVIDERS

Elite Taxi & Courier  
Contact: Gerry Martin  
651 Parkway Suite 106  
Gatlinburg, TN 37738  
Phone: 865-296-9180  
E-mail: [elite.taxi@aol.com](mailto:elite.taxi@aol.com)  
Website: [www.elitetaxigatlinburg.com](http://www.elitetaxigatlinburg.com)

Premier Transportation Contact: Mike Bayless  
1500 Breda Drive  
Knoxville, TN 37918  
Toll Free: 800-953-7469  
Phone: 865-429-5070  
Fax: 865-429-8028  
E-mail: [mike@premiertransportation.net](mailto:mike@premiertransportation.net) Website:  
[www.premiertransportation.net](http://www.premiertransportation.net)

Gentry Trailways  
Contact: Bill Gentry, Owner  
2519 Mitchell Street  
Knoxville, TN 37917  
Phone: 865-523-2796  
Fax: 865-637-7405  
E-mail: [information@gentrytrailways.com](mailto:information@gentrytrailways.com)  
Website: [www.gentrytrailways.com](http://www.gentrytrailways.com)

Rocky Top Tours  
Contact: John Clabough  
P.O. Box 672  
Pigeon Forge, TN 37868  
Phone: 865-429-8687  
Fax: 865-429-3338  
E-mail: [rockytop tours@bellsouth.net](mailto:rockytop tours@bellsouth.net) Website:  
[www.rockytop tours.com](http://www.rockytop tours.com)

## ALS

### **Partners Interpreting:**

[Partners Interpreting Website](#)

Phone Number: 508-699-1477

### **Knoxville Center for the Deaf (KCD):**

[KCD Website](#)

Phone number: 865-579-0832

Email: [interpreter@kcdtn.org](mailto:interpreter@kcdtn.org)

Red Hawk Security Company