

Event Planning Services

The following list includes descriptions of each department's services.

AUDIO VISUAL



PSAV is the preferred, on-site event technology partner for the Salt Palace Convention Center. It operates one of the largest, most up-to-date equipment inventories in the industry, including high-definition projectors, huge plasma screens and digital signage. PSAV's extensive services include: *Creative Service*: thematic and design production, video; *Audio Visual Services*: ballroom, boardroom and breakout, exhibit booth, public space; *Interactive Services*: audience engagement (LIVE social media feeds), content management system, mobile solutions (customized event apps), virtual events; *Staging Services*: lighting, projection, people, sets; *Facility Services*: business centers, on-site event technology, sound and rigging.

BUSINESS CENTER (See Facility Services)

ENGINEERING

Our Engineering Department ensures that heating, cooling, ventilation and other critical building systems work correctly for the comfort and safety of your staff, attendees and exhibitors. Additionally, our engineers take care of all facility lighting requests, and provide water and air drops for clients and exhibitors.

EVENT MANAGEMENT

After you sign the *Use License Agreement* for your event, we will assign an Event Manager to work with you on event planning and implementation. The Event Manager will contact you as soon as they are assigned, and will remain your primary facility liaison through the conclusion of the event.

EVENT SERVICES

Through your Event Manager, our Event Services crew sets tables, chairs, risers and other equipment in each room – once – to your specifications. Re-set of any of these rooms will be charged at one-half the room rental rates. The exception to this is if a room is changed for a banquet or out of a banquet. If the total food and beverage spent in that room is equal to or exceeds twice the standard room rental rate, there will be no charge for the re-set. If the amount spent is less than twice the room rent, the amount of the charge will be reduced by 25% of what is spent on food and beverage. Please ask your Event Manager about changeover fees.

FACILITY SERVICES

Internet, telephone and engineering services are all coordinated through the Facility Services Department. Facility Services is open Monday through Friday from 8 a.m. to 5 p.m., with extended hours for larger and/or weekend events. Show managers are encouraged to submit orders or service requests through their Event Manager. Otherwise, the Facility Services department may be contacted directly at 385-468-2229 or you may order services directly from our web site: www.saltpalace.com/exhibit-meetings/order-services/

Internet and telephone services are provided exclusively by the Facility. High-speed Internet access is available building-wide. We maintain a robust and versatile Wireless Internet system capable of running multiple networks supporting thousands of users. Local and point-to-point networking, analog and digital telephone lines and cable television services are also available. (Please see the Facility Services Guide for more information.)

The Business Center is your office away from the office. We are an on-site, full service print, copy and shipping center offering a convenient and efficient setting to conduct event business. Services include copying, printing, scanning, faxing, computer and Internet access, office supplies and mobility equipment rentals. The Business Center can ship packages of up to 150 lbs. through UPS, FedEx and USPS, as well as receive, store and deliver small packages. The Business Center is located inside the

Salt Palace Convention Center, on the north end of the upper concourse. For more information, contact the Business Center at 385-468-2228 or businesscenter@saltpalace.com.

FINANCE

Room rental charges are due in full prior to the event arrival. Please check your License Agreement for amounts and due dates. Invoices for deposits may be requested; otherwise the License Agreement is the invoice.

If payments are made using a credit card (VISA, American Express or MasterCard only), a 3.5% convenience fee will be applied to the billing.

Additional services (e.g. trash removal, labor requested by the Licensee) require a work order form. Immediately following the event, services will be invoiced and payment is due upon receipt of the final invoice.

FIRST AID/EMERGENCY MEDICAL SERVICES

Each facility requires all public events, trade shows, and/or events of 1,000 or more attendees to schedule onsite emergency medical personnel through the facility's EMT services. Additionally, any food function of 500 or more attendees also requires on-site emergency medical personnel. For the safety and convenience of all those involved with your event, we maintain a completely furnished First Aid Center in our facilities. In addition, we recommend you consider staffing the First Aid Center during your move-in/move-out periods when your exhibitors are working on-site. During move-in and move-out activities, we have found injuries requiring medical assistance are more likely to occur. Charges for these services and supplies utilized are billed with your final statement. Please contact your Event Manager to order these services.

FOOD & BEVERAGE/CONCESSION SERVICES



Utah Food Services (UFS), a locally-owned and award winning catering business strives to exceed expectations through creative menu development, innovative presentation and truly exceptional service. Their range of services includes: customized menus featuring global and local fare, special dietary meal service (such as gluten-free, vegan and kosher), extensive beverage and bar service, floral décor and design, and chef action stations. Chefs create a theatrical atmosphere while heightening the senses with lively displays, such as salad shaker stations, "Woks of Fire," cast iron tabletop grills, oversized bamboo steamers and "Caramelization Stations." Expect more with UFS! Contact them at 801-531-0226 or sales@utahfoodservices.com

GUEST RELATIONS

The Salt Palace Convention Center has two, portable information booths that can be strategically placed within the facility to aid event attendees. Booths feature Salt Lake Visitors' Guides, downtown maps and other helpful information. During most events, friendly Hosts provide way finding, offer suggestions for restaurants or shopping, and address any immediate needs attendees may have, such as directions to the nearest grocery store, light rail stops or drugstore. Our focus is on customer service and we will do our best to accommodate your requests.

HOUSEKEEPING

Our facilities are known for their exceptional condition and cleanliness. The Housekeeping Department works tirelessly to maintain that reputation. We will keep the restrooms, lobbies, corridors and other public spaces clean during all of your event hours. Time allowing, we also refresh your meeting rooms between sessions. Please be sure to tell your Event Manager about special cleaning needs, schedules or restricted housekeeping areas.

PARKING

The Salt Palace Convention Center has two underground parking areas with a total of 1055 parking stalls (19 are designated handicapped). One garage is located at 200 South 185 West and the other is at 50 South 300 West. The garages have elevator access to the facility. Parking is fee-based and rates are subject to change. There are no in/out privileges.

RECYCLING & SUSTAINABILITY

The Salt Palace Convention Center takes pride in its recycling and sustainability efforts. When possible, materials, such as foam core and event bags are collected after and show and then donated to area charities and school programs. Speak with your Event Manager on making arrangements to have items earmarked for donation. Check out the Salt Palace Convention Center's "green" efforts at <http://www.visitsaltlake.com/salt-palace-convention-center/about-meetings/sustainability/>

SALES

Following the designation of available space, our Sales Representatives may enter a space reservation for your event. All space reservations are entered on either a tentative/pending option, or on a definite basis. Potential date and space availability will be discussed, as appropriate. An event will be regarded as confirmed following the execution of a License Agreement, and payment of the deposit. The parameters for issuing and executing *Use License Agreements* are dependent upon the type of event being considered.

TELECOMMUNICATIONS (See Facility Services)

VISITOR INFORMATION CENTER & GIFT SHOP

Located near the east (main) entrance to the Salt Palace Convention Center are the Visit Salt Lake offices, Visitor Information Center and Simply Salt Lake gift shop. Knowledgeable staff will help you "know where to go and what to do" while you are in Salt Lake City.

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