

## Facility Operations Guide

### COAT & PARCEL CHECK

Coat and Parcel check is available through our Facility Services department. All coat and parcel check services are placed in the most appropriate location for your event, based on the floor plans and available space. Both cash and hosted services are available. Please contact the Facilities Services department for details.

### DOCK

A lot attendant is required during move-in, show days and move-out to control and secure the lot from over-congestion, illegal parking and to increase safety and mitigate fire and security concerns. These costs will be the responsibility of the event licensee. In the cases of multiple events being held simultaneously, the hours charged an individual event will be proportionately divided based on space rented and utilization. The Security Department is responsible for all dock lot management, staffing and enforcement.

Only tractor trailers and company vehicles will be allowed to park in the dock loading area. No personal vehicles will be allowed to park in the dock lot. All company vehicles should be identifiable as such (i.e., logo on the vehicle).

All trucks, trailers and vehicles that enter the dock lot will be issued an unloading pass or logged in and recorded. All company trucks, trailers and vehicles must be cleared out of the dock lot at the time the event contract expires, unless permission is granted from facility management to extend the stay.

All trucks/trailers parked at the docks must be chocked and have a safety cone placed at the front of the vehicle.

The lot attendant is on duty one hour prior to exhibitor move-in or at the same hour that the decorating company is scheduled to arrive. Gates are staffed before first arrivals to control and prevent dock-area parking by decorator employees, Salt Palace employees, union workers, exhibitors and others.

Normal business hours are from 7:00 a.m. to 3:00 p.m., Monday through Friday. On non-show days, the gates will be locked during non-business hours. The dock gates for access to Halls 4 and 5 will remain locked unless a dock attendant is present.

### Move-in

- During exhibitor move-in, the lot attendant's duties are to work with the decorator and the promoter by routing exhibitors to the closest and most convenient dock door to unload.
- Exhibitors are not allowed to park on the dock. This policy will be strictly enforced.
- The lot attendant will issue a 30 or 60-minute unloading pass to every exhibitor entering the dock lot.
- The unloading pass must be filled out completely by the exhibitor.
- If any of the loading docks are being utilized during move-in, a dock attendant must be scheduled (up to three for a full-facility move-in), in addition to the lot attendant. Dock attendants will work in conjunction with the dock personnel that the decorator provides. Dock attendants will be requested by the Event Manager and scheduled through the Security Department.

### Show Days

- Lot attendant duties for show days are the same as move-in days. Show days bring an increased demand for parking space because of the arrival of attendees who may want to park on the dock. For this reason, the gate should be staffed until the show is closed for the night.

### **Move-out**

- Staffing the dock lot for move-out will be based on the specific needs of the event. In a majority of cases, the move-out period will extend to the end of the contracted move-out date. The specific time will be based on the needs and activities of the event. Violations
- Parking violations may result in varying degrees of penalties, including a violation ticket; penalty boot on the vehicle and fine; or towing at the owner's expense.

### **TEMPORARY ELECTRICAL & PLUMBING SERVICES**

Temporary electrical services are provided exclusively by Facility-approved electrical contractors. Temporary electrical services are defined as service connections and disconnections from floor boxes and wall outlets, power panels, and such other power sources as may be required to energize lighting and electrical systems for displays and exhibits installed, or production events held at the Facility. Temporary plumbing services are defined as water, air, gas and drain connections from the floor boxes, wall outlets and other sources as may be required to provide plumbing services for displays and exhibits installed or held at the Facility. See list of approved contractors below under "General Contractors."

### **EQUIPMENT INVENTORY & RENTAL**

The Salt Palace Convention Center is equipped with its own inventory of tables, chairs, risers and other equipment to meet your event needs. The basic room rental for all rooms (non-exhibit areas only) includes a room set of one topped and skirted table, chairs, a standard 6'x8' riser, a lectern (microphone not included), and house lighting and ventilation during event hours. Please refer to our complete equipment inventory on page 20 of the *Event Planning Guide*. Equipment is subject to availability. If your event requires equipment that is not available, rental of such equipment is the responsibility of the licensee. Please check with your Event Manager for available inventory.

### **FIRE PROTECTION SYSTEM**

The Salt Palace Convention Center is fully protected by an automatic fire sprinkler system. In addition, fire extinguishers are located throughout the facility. Exit doors, exit lights, fire alarm sending stations, fire extinguishers and strobe lights are prohibited from being concealed, obstructed or tampered with at any time.

### **GENERAL CONTRACTORS**

Freeman Decorating	775-355-4600
GES	801-908-8822
JP Display	801-523-7083
Modern Expo & Events	801-983-8100

### **HOUSEKEEPING**

Housekeeping charges are assessed at prevailing rates for all exhibit areas used by your event. The cleaning of the public areas, restrooms and meeting rooms is included with your basic room rental fee when the areas are used for public spaces and standard meetings.

Based on your decorating needs, you may need extraordinary housekeeping during or after the event. For example, if confetti is used as a decorative item, fees are applied to accommodate cleaning carpets and common areas where confetti is found. Fees are assessed at prevailing labor rates. Please see your Event Manager for details.

### **HOURS OF OPERATION**

The standard hours of operation for the administrative staff are 8:00 a.m. to 5:00 p.m. Monday through Friday. Our standard operating hours for client-leased spaces are 7:00 a.m. to 12:00 a.m. daily.

### **KEYS – ROOM SECURITY**

The Salt Palace Convention Center provides a convenient locking system to help you maintain security of the various rooms you use. We will also work with you to coordinate other security needs. It is important to remember that the Salt Palace must always

have access to all areas, and reserves the right to access any area, if necessary. Please designate a single member of your staff to receive all keys for your event, and coordinate their distribution to your designees. This person will also be responsible for the return of all keys. Keys can be issued at our Security Office upon your arrival. No deposit is required. However, an automatic charge of \$200 for each key not returned on your move-out day will be imposed. For a higher level of security, the

facility has the capability to change door locks to designated rooms for an additional fee. Please contact your Event Manager for details.

### **LIGHTING SERVICE FOR EXHIBIT HALLS**

Show lighting services begin one half hour prior to each show-day, and ends one half hour after the scheduled closing. Work lighting services are provided through all move-in and move-out days. All additional lighting services are billed at the prevailing rates.

### **PARKING**

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

### **RECYCLING & SUSTAINABILITY**

Please work with your Event Manager to develop a plan to recycle materials that may be left over from your event. The Salt Palace distributes foam core, show bags and other merchandise to local non-profits and school districts.

### **ROOM SET-UP**

Floor diagrams for all meeting space, public space, exhibit areas and lobby spaces must be submitted to your Event Manager at least two months prior to your event. (Any meeting space specifications received after 30 days prior to the event are subject to an additional charge of one half of the daily room rack rate.) Initial set-up of standard equipment tables, chairs, etc., is provided with the room rental. Any changes to the initial room set made within 48-hours prior to your event will be subject to equipment and labor fees. All room sets after the initial room set, will be billed at one half the daily room rental rate. The exception to this is if a room is changed for 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.

### **SECURITY**

The Salt Palace maintains a 24-hour, in-house security operation that provides coverage for the facility's perimeter areas, life safety alarm systems and camera surveillance systems. We also offer contract services for added event security. Our professional Security and Safety manager coordinates with your Event Manager and show management to create a custom security plan that meets your needs. Please refer to our outline of security recommendations on page 19 of the *Event Planning Guide*.

### **TRASH REMOVAL**

The facility has open-top, 30 cubic yard Dumpsters in the exhibit halls. We charge \$225.00 per compactor for trash removal. This charge will be assessed to all exhibit shows. If an exhibit show has excessive trash, and we are required to have more than one pickup, we will charge an additional \$225.00 for each pickup.

### **VENTILATION**

- Ventilation service (air conditioning/ heating) begins one hour prior to each scheduled event, and ends one hour after the scheduled closing. Additional ventilation required during move-in/move-out must be requested by the licensee and will be billed at prevailing rates.

March 30, 2016