

IRVING CONVENTION  
CENTER AT LAS COLINAS



IRVING CONVENTION CENTER  
AT LAS COLINAS

**EVENT PLANNING GUIDE**

YOUR GO-TO GUIDE FOR BUILDING INFORMATION AND PLANNING STRATEGY

Welcome to the Irving Convention Center at Las Colinas – a premier convention, meeting and trade show venue in the U.S.

We take pride in the appearance and efficient operation of our facility. We have created this event planning guide to help you produce your most successful event ever. All the questions and answers you may have concerning your event and this facility should be addressed in the following pages.

The Irving Convention Center is a state-of-the-art facility owned by the City of Irving and operated by Legends Global. Legends Global is the world's leading venue management company and producer of live event experiences. Working hand-in-hand with our partners at the Irving Convention and Visitors Bureau, our management philosophy is based on service. From your initial contact with our office to post-event reviews, our goal is to provide you with the highest levels of service and personal attention. The resources of our event services department will be available to you throughout your event planning and implementation. Furthermore, our commitment to service will be extended to your exhibitors and attendees, and reflected in the success of your event.

Our experienced event staff will lend additional information and guidance throughout the planning stages of the event. We encourage you to communicate with your Event Manager frequently. Keeping the doors of communication open will help ensure the success of your event.

We are very pleased that you have selected the Irving Convention Center to host your event, and we look forward to serving you each step along the way to its success.

Sincerely,



Tom Meehan  
General Manager

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## INTRODUCTION

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The 275,000 square foot Irving Convention Center (ICC) features a 50,000 square foot, column-free exhibition hall, a 20,000 square foot, column-free ballroom and 20,000 square feet of breakout space in 20 meeting rooms. The facility's highly flexible, stacked design allows it to host several different types of events and meetings concurrently, and the building's unique architecture, vertical design, and interior finish create a new niche in the marketplace.

Ideally situated on 40 acres in the heart of Irving's Las Colinas Urban Center, the ICC is part of the mixed-use entertainment district which also includes a 350 room Westin Irving Convention Center Hotel, and the 8,000 seat Music Factory entertainment venue with dozens of unique restaurants, shopping, and entertainment options.

Home to thousands of corporations and the global headquarters of eight Fortune 500 companies and four Fortune 1,000 companies, Irving understands high-level business meetings and events, and the customer service needs that accompany these. More than 90 hotels are within 10 minutes of the ICC. In fact, over 20 hotel properties are within a two-mile radius of the ICC. With Dallas/Fort Worth International Airport just a few miles west and Love Field just a few miles east, access to the ICC is quick, efficient, and easy. For your added convenience the DART Rail offers direct rail connections to both airports with stops throughout the Dallas area, including the ICC.

The ICC is operated by Legends Global which is the world's leading venue management company and producer of live event experiences. Legends Global's commitment to service for our clients is paramount. We have assembled a first-class service staff that will work with you from the first stages of your event planning to the final evaluation of your event. Our goal is not only to provide you with the most superior service available, but also to ensure that your organization will come back to the ICC. We want to make the ICC your group's business address.

*Polices, rental rates and equipment rental charges noted herein are subject to change without notice and supersede any version of this guide produced prior to June 2023. This Event Planning Guide and its contents are incorporated by direct reference in your License Agreement. Circumstances and operations not covered in these rules and regulations will be subject to interpretations, stipulations, and decisions deemed necessary and appropriate by the Irving Convention Center's General Manager.*

## MEET OUR TEAM

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### LISTED IN ORDER OF PROGRESSION

Get to know our staff and all the talent, experience, and knowledge behind your successful event.

#### SALES

Our Sales Department has worked with you since the initial booking of your event, as well as detailing and administering your use license agreement. Your use license agreement is our legal commitment to each other and as such is not a complete partnership until signed by you and executed by us. This guide, its policies, rules and regulations are included as part of your use license agreement. Please feel free to contact your Sales Manager with any questions as they are a valued source for understanding your contract and event guidelines.

It is crucial that you let your Sales Manager know if you have made any changes to your event that will affect your contract. At which time, an addendum may be executed to ensure both parties are in agreement and fully aware of the changes. If you are interested in exploring dates in the future, please call your Sales Manager directly.

Learn more about our [Sales Team](#).

#### EVENT MANAGER

Your Event Manager is the go-to player on our team. Following the execution of your use license agreement an Event Manager will be assigned to your event. This process can take up to two weeks. Once assigned, your Event Manager will contact you and will remain your primary ICC liaison through the conclusion of your event. Your communication and relationship with your Event Manager are as crucial to the success of your convention, trade show, or event as any member of your own staff.

Use your Event Manager as the principal source of information during the planning process and while on site, and they are the link to all operation departments. Your Event Manager will answer your questions and convey information to all pertinent departments. We encourage you to communicate regularly with your Event Manager during the planning process to ensure the successful production of your event.

Please use this guide and your Event Manager as your go-to resource. We have provided a link to a [checklist](#) that will assist in providing essential information to your Event Manager. Due dates for this information will be customized by our Event Manager. Missed due dates may incur a late fee not to exceed \$500.00.

## **FOOD & BEVERAGE SERVICES**

Catering for all events at the ICC is provided exclusively by SAVOR... Las Colinas. Our experienced culinary and service professionals are able to offer truly customizable catering menus. Whether you have a unique theme for your event or have specific dietary concerns, we'll cater to your individual meal requirements. Your Event Manager will be your contact for all your food & beverage needs.

For an in-depth look into our Food & Beverage Department please see section 4 of our event guide.

## **EXHIBITOR SERVICES**

Exhibitor Services will coordinate exhibitors' electrical, utility, and telecommunication needs. The ICC uses an online ordering system for your exhibitor's convenience. Once Exhibitors Services receives the appropriate exhibitor list, each exhibitor will receive a personal log-in to order exhibitor service items. Your Event Manager will work closely with our exhibitor services in communicating your event details to ensure your exhibitor needs are met.

For detailed exhibitor information please [click here](#).

## **OPERATIONS**

Our Operations Department sets tables, chairs, risers, and other equipment, within the limits of our ICC inventory. They also handle partitioning walls and your changeover requirements. Some services may involve a labor charge, please ask your Event Manager about changeover fees.

[Click here](#) for a guide to equipment pricing.

## **HOUSEKEEPING**

Our Housekeeping Department maintains the restrooms, lobbies, corridors, and other public areas during your event. Meeting rooms will be monitored and refreshed according to the event schedule. Please inform your Event Manager about special cleaning schedules or restricted areas.

## **BUILDING SECURITY**

The ICC maintains 24-hour in-house security for the premises. Security staff coverage for the ICC includes the perimeter areas, internal corridors, and life safety alarm system. Building Security will also secure exterior and interior access doors, as well as monitor internal traffic flow.

All incidents of injury, vandalism, fire, theft, etc. should be reported to the Security Office immediately through your Event Manager. Life threatening matters please call 911 followed by contacting your Event Manager. Following notification security staff will initiate appropriate reports and investigations.

Additional security will be required depending on event type and attendance. Event security will be arranged through your Event Manager.

For our evacuation and emergency plans please ask your Event Manager.

## **FINANCE**

While our Finance Department may be behind the scenes, they are an integral part of our team. Your Event Manager will handle all deposits, estimates of charges, and final invoicing. However, the Finance team will be assisting throughout the entire process.

## AMENITIES AND IN-HOUSE VENDORS

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### LISTED IN ALPHABETICAL ORDER

The ICC has a variety of services on site that help to make your event planning experience seamless. Learn about our preferred on-site services and vendors.

#### ACCESSIBILITY

In accordance with ADA, the ICC provides ramp access, restroom facilities, Braille elevator buttons, phone and fire alarms for the hearing-impaired, patrons with disabilities, and wheelchairs. Furthermore, motorized scooters and wheelchairs are available through your Event Manager.

#### AUDIO VISUAL

We are fortunate to have INSPIRE Event Technologies as our preferred in-house provider. The team at INSPIRE Event Technologies will handle all audio-visual requirements for your event including use of house sound and is the exclusive provider of all rigging needs on our property. You are welcome to bring your preferred supplier pending preapproval. For more information on services, please call (972) 401-7748.

#### AUTOMATIC TELLER MACHINES

For your convenience, three 24-hour ATMs are located throughout the facility.

#### CONVENTION AND VISITORS BUREAU SERVICES

The helpful, award-winning employees of the Irving Convention and Visitors Bureau are dedicated to assisting you in making the most of your event. [Click here](#) for more information and a sample of the convenient, complimentary services offered.

#### DIGITAL MONITORS

The ICC offers digital display monitors outside each exhibit hall and meeting room, and main entrances into both ballrooms. You may display a custom logo, meeting name, and itinerary on monitors adjacent to your rental space. Ask your Event Manager for more information about this complimentary service.

#### LIGHTING

Our Exhibit Hall and Grand Ballroom contain LED dimmable lighting. The Grand Ballroom lighting features color changing effects.

Our meeting rooms are equipped with fluorescent and dimmable incandescent lighting. Contact your Event Manager for specific room lighting.

## LOADING DOCK

The ICC has eight covered loading docks for easy loading and unloading. Loading docks provide direct access to the Exhibit Hall and the service elevators to the meeting room and ballroom levels. Two drive-on loading docks make exhibit hall event staging very efficient. Access to the loading dock requires preauthorization and proper ID. Please contact your Event Manager for detailed dock regulations and details.

## PARKING

The ICC has approximately 750 garage parking spaces. Parking rates based upon agreed terms will be noted in your use license agreement. Overnight parking is not allowed without prior written authorization. Please contact your Event Manager to request valet parking or service parking passes. Any request must be in writing from the Licensee. Additional charges may apply. Supplemental parking is available if needed. Contact your Event Manager for additional information.

[Map of parking garage](#)

## SAFETY SERVICES

The health and safety of your attendees and exhibitors are very important to us. The Irving Police and Fire Marshal will provide off-duty officers, fire marshals and paramedic services for life safety enforcement and crowd management. All police, fire marshal, and paramedic/EMS services are arranged through your Event Manager. For additional information and rates please contact your Event Manager.

## DECORATOR & BRANDING

We are pleased to have Superior Expo Services (SES) as our preferred in-house decorator and branding provider. SES is a general service contractor for tradeshow and expositions. Working hand-in-hand with you and your Event Manager, their team will put the perfect solution together for your convention, conference, or event. Please contact their team for any expo services, decorating needs, or branding.

For more information, please contact SES at (972) 401-7778.

## TELECOMMUNICATIONS/INTERNET

The ICC offers complimentary WIFI for you and your guests. Exhibitors will receive a password for Exhibitor WIFI at no additional fee. The ICC has an exclusive telecommunications provider, including services for all remote, high-speed Internet. All meeting rooms and ballrooms are equipped with ethernet connections and capabilities. For rates please see [click here](#).

## FOOD & BEVERAGE

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### **SAVOR... LAS COLINAS**

As the ICC's exclusive full service in-house caterer, SAVOR... Las Colinas is renowned for its impeccable, world-class service and truly delectable cuisine.

### **CULINARY TEAM**

Proudly led by our Executive Chef, our Culinarians are committed to providing craveable experiences. Offering only the finest and freshest ingredients to create a truly extraordinary dining experience for you and your guests. Our catering menu offers a wide variety of savory and sweet options to satisfy your event attendees from high-attendance conventions and productive meetings to elegant wedding receptions, and chic cocktail hours. We offer the perfect catering options to meet your specific needs.

### **ALCOHOLIC BEVERAGES**

Events involving alcohol require one Irving Police Officer per bar at an additional rate. Distribution and the selling of alcoholic products must be done exclusively by a TABC-certified bartender/attendant from Savor... Las Colinas. ICC practices responsible alcohol service and therefore reserves the right to refuse alcohol service to anyone, including the right to terminate the service of alcoholic beverages of your event if deemed necessary by ICC.

### **CONCESSIONS**

Open one of three concession stands or our on-site café for guests to enjoy on the mezzanine level. Our permanent and portable concessions will enhance any event's program by featuring a variety of foods served such as house-made deli sandwiches, grilled hamburgers, paninis, pizzas, house-made salads, and more. Please contact your Event Manager for more information.

We proudly serve Starbucks coffee.

**LINK TO: [CATERING MENU](#)**

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## ANCILLARY CHARGES

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### LEARN ABOUT OUR ANCILLARY CHARGES TO HELP IN YOUR BUDGET PLANNING PROCESS

Please contact your Event Manager during your budget planning process to help you identify possible charges based upon your event needs. Your Event Manager will prepare an estimate so that you are able to plan accordingly. By working closely with your Event Manager, you will know in advance your ancillary charges.

#### COAT AND BAGGAGE CHECK

For guest convenience, a coat and baggage check service can be provided for your event. Rates for this service is on a per attendant bases with a 4-hour minimum.

#### ELECTRICAL AND UTILITIES

The Exhibit Hall provides electrical services in floor ports, and in select locations on the wall and ceiling are 200-amp and 400-amp show. Electrical services are available upon request in all meeting rooms and ballrooms. ICC charges for electrical connections in the Exhibit Hall, meeting rooms, and ballrooms, which are included in the final settlement. Your Event Manager will prepare an estimate during the show. For rates please [click here](#).

Hook-ups for compressed air, water, and drainage for exhibit booths are available in the exhibit halls through the ICC Operations Department. Please let your Event Manager know in advance if these services will be required.

#### EVENT SECURITY

Security will be required for your event. The amount of Security will be dependent upon the size of the show, the type of show, expected attendance, alcohol, dock security for load in/out, etc. All required posts are exclusive to the ICC in-house security. All requirements for armed security must be filled through your Event Manager. Final determination on the number of guards will be evaluated and confirmed by your Event Manager.

#### ROOM SETS AND CHANGEOVERS

This is one topic that we encourage you to read carefully- especially if you are a meeting planner who has worked primarily in hotels or if you are new to working in a convention center.

We provide your initial basic set up at no charge, as long as we receive your set up requirements in accordance with the date due given by your Event Manager. Your initial basic set includes all of your non-exhibit areas unless otherwise stated in your license agreement. On the occasion that your equipment needs exceeds our inventory, we will assist you in locating another source for equipment rental. Any changes to the original set-up or additional required changeovers will be invoiced for labor/cleaning and equipment at the prevailing rate in effect during Licensee's event.

## FACILITY OPERATION GUIDELINES

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### **TAKE A MOMENT TO LEARN MORE ABOUT THE FUNCTIONALITY OF OUR BUILDING**

Policies may occasionally change so please consult your Event Manager throughout the planning process for the most up-to-date information.

#### **AIRWALLS**

The moveable airwalls/partition walls in the Exhibit Hall, meeting rooms, and ballroom are to be installed and removed by the ICC personnel only. An additional set-up charge will apply if they need to be moved on the same day of the event, unless otherwise addressed in the use license agreement.

#### **CONTRACTOR/VENDOR REQUIREMENTS**

All contractors/vendors wishing to provide service to your event are subject to approval by the ICC prior to your event. This applies to all contractors supplying any and all show services. Prior to approval, contractors/vendors are required to submit a copy of their liability insurance and workman's comp coverage to your Event Manager.

Contractors/vendors without approval will not be allowed to work on property.

#### **DECORATIONS**

Decorations may not be taped, nailed, tacked, stapled, or otherwise fastened to ceilings, doors, floors, glass, columns, painted surfaces, fabric, or decorative walls. Damage resulting from the improper and/or unauthorized installation of materials will be charged directly to Licensee. Helium balloons, glitter, and confetti is prohibited. Pressure-adhesive stickers, decals, or similar promotional items cannot be distributed or sold within the facility. Any candles are subject to approval by the Irving Fire Marshal.

#### **DISPLAYED VEHICLES**

With the Irving Fire Marshal's approval, vehicles displayed inside the building must contain no more than  $\frac{1}{4}$  in the gas tank. Once the vehicle is established, fuel cap must be taped shut or fitted with a locking cap, the battery must be disconnected, and drip-pan placed under the car due to possible leakages. Vehicle key must be provided to ICC Security Staff. Insurance may be requested. Contact your Event Manager for details.

#### **FREIGHT**

All freight must be shipped to your service contractor/decorator. Any freight scheduled for delivery during move-in periods must be to the attention of your service contractor/decorator. The ICC will not accept freight deliveries on behalf of the Licensees, service contractor, decorator, exhibitors, etc. Events that do not have a service contractor/decorator can make arrangements for shipping materials through your Event Manager.

Move-in or move-out through the facility lobbies is strictly limited to hand-carried items. Dollies, flatbeds, pallets jacks, or anything mechanical is prohibited unless entered through the loading dock and taken to its destination via back of house. Passenger elevators and escalators are designed for passenger use only; not intended to carry freight.

## **HAZARDOUS WASTE MATERIALS DISPOSAL**

Chemicals, solvents, and/or solutions considered hazardous are not allowed to be disposed of through the sewer lines or drains of the ICC.

All items must be handled and disposed of in accordance with the latest Environmental Protection Agency regulations at the time of your event. Transportation, storage, security, disposal, and SDS documentation is the sole responsibility of the material owner. Please check with your Event Manager prior to the tradeshow to make the necessary disposal arrangements for any hazardous waste materials.

## **HOURS OF OPERATION**

The standard hours of operation for the administrative staff are Monday through Friday from 8:00 a.m. to 5:00 p.m. Our standard operating hours for client-leased spaces are 7:00 a.m. to 11:59 p.m. daily.

For any special requests, please discuss with your Event or Sales Manager.

## **INSURANCE**

All Licensees are required to provide a Certificate of Insurance. Specific insurance requirements are referenced in the use license agreement. Certificates must be furnished at contract signing. Events taking place more than a year out from event date, an updated certificate of insurance will be required thirty (30) days prior to event start date. If Licensee does not provide COI by thirty (30) days prior to event start date, Licensor will automatically purchase insurance, at a cost to Licensee, for Licensee. No client is allowed to move-in without an approved insurance policy.

[Click here](#) for insurance requirements.

## **IRVING FIRE MARSHAL APPROVAL**

According to the Irving Fire Department Rules & Regulations, floor plans must be submitted through your Event Manager, 10 business days prior to event move-in. It is required to submit floor plans for the Irving Fire Marshal's approval for tradeshows, expos, and special events (for example: graduations, fashion shows, etc.) and events with an attendance of 800 people or more when set up in classroom or theater. In addition to International Fire Code requirements, the City of Irving may also require additional elements, including the strict limitation of temporary canopies or tents with exhibits. Please discuss the use of these elements with your Event Manager.

## **LOST AND FOUND**

All lost and found articles are logged and placed in our Security Office. We attempt to identify the owner and return all articles. To inquire about lost items, please contact your Event Manager.

## **PRESS/MEDIA**

Your Event Manager should be notified whenever you expect members of the media to attend your event as approval is required.

## **PUBLIC AREAS**

Pre-function space, common areas, and food facilities are considered public areas and not under Licensee's control. All activities using public areas, such as registration, special exhibits or displays, temporary advertising, etc., must be communicated to your Event Manager to be approved by the ICC and the Irving Fire Marshal. Please note that clear access must be maintained for concurrent events, as well as to lounges, permanent food service facilities, restrooms, telephones, elevators for disability access, and all exit or entrance doors.

## **RIGGING**

Rigging must be handled by the ICC's exclusive in-house contractor, INSPIRE.

## **SERVICE ANIMALS**

In accordance with the ADA, only guide/service animals (dog or miniature horse) may accompany a disabled or physically challenged person in the ICC. Service animals must have a harness, leash or other tether, unless the handler is unable to use a tether because of a disability or the use of a tether would interfere with the service animal's ability to safely perform its work or tasks. In these cases, the service animal must be under the handler's control through voice commands, hand signals, or other effective means. All animals should leave the facility in the same way they arrived. For more information, please contact your Event Manager.

## **SHIPPING AND MATERIAL HANDLING**

Material handling is the process of receiving your materials during move-in; delivering them to your booth; removing empty containers for storage during the show (when applicable); returning the empty containers to your booth after the show; delivering your materials back to the dock and loading for the outbound shipping. Charges will apply. For more information, contact your Event Manager.

## **SHUTTLE DROP-OFF/PICK-UP**

The primary drop-off/pick-up location for shuttle buses, taxis, rideshare, and special needs patrons is located directly outside the ICC's main lobby.

## **SIGNAGE**

Signs, banners, and related materials may not be taped, tacked, stapled, or nailed to painted surfaces, columns, fabrics, ceiling or decorative walls. ICC's permanent signage may not be blocked in any manner or sold for sponsorships. Handmade signs are not allowed under any circumstance. Standing banners are accepted and recommended.

Hanging banners are allowed in the ICC. No exterior signage is permitted. City ordinance restricts any signage to be hung outside. Consult your Event Manager for details regarding all signage.

## **SMOKING POLICY**

The ICC has three designated smoking locations. Please contact Event Manager for more information.

Level 1 Outside - 20 feet from entrance doors

Level 2 Outside of Café - 20 feet from entrance doors

Level 3 Mezzanine - 20 feet from entrance doors

## **SUSTAINABILITY**

The ICC places a great deal of attention on maintaining a clean environment and promoting green practices. The City of Irving (building owner), Irving Convention and Visitors Bureau, and Legends Global (building operator) recognize the importance of their roles in protecting the environment. The ICC has been registered for LEED certification by the U.S. Green Building Council.

## **TAPE**

The ICC requires the use of Shurtape PC-628 GAFFERS tape, or approved equal. Licensee and service contractors are responsible for the removal of all tape and residue marks. The use of high residue tape is prohibited. Tape or residue left on any surface will be removed by the ICC and the cost for the removal will be billed to Licensee. Every cable must be taped down for the security of our guests.

## **TRAFFIC CONTROL**

Traffic control for all areas within the ICC District will be provided by the City of Irving Police Department in cooperation with the ICC. Please discuss any concerns for your particular event with your Event Manager. The ICC reserves the right to require minimum levels of traffic control staffing at Licensee's expense.

## RESOURCES

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**USE LINKS FOR ADDITIONAL RESOURCES AND INFORMATION THAT ARE REFERENCED IN THIS GUIDE.**

**[CATERING MENU](#)**

**[CERTIFICATE OF INSURANCE REQUIREMENTS](#)**

**CLIENT EMERGENCY PLANS-** Please contact ICC Safety Manger at 972-401-7743

**[ELECTRICAL AND UTILITES RATES](#)**

**[EQUIPMENT AND SERVICE RATES](#)**

**[EVENT CHECKLIST](#)**

**[EXHIBITOR KIT](#)**

**[FACILITY SPECIFICATIONS](#)**

**[AUDIO-VISUAL](#)**

**[MAP/DIRECTIONS](#)**

**[SUPERIOR EXPO SERVICES](#)**

**[TELECOMMUNICATION SERVICE RATES](#)**

**[VISIT IRVING](#)**

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