

Policies, rental rates, and equipment rental charges noted herein are subject to change without notice. This Event Guide and its contents are incorporated by direct reference in your lease agreement.

Revision 112311

Dear Valued Customer:

Thank you very much for considering Knoxville as the destination for your event. The staff of the Knoxville Convention Center welcomes the opportunity to serve you and your patrons. The affordability and user-friendliness of this facility is our trademark.

We are very proud of our state-of-the-science facility, our experienced and dedicated workforce, our flexible work rules, and our sincere volunteer spirit.

The Event Guide is designed to assist you with most event-related issues, ranging from work rules and fire safety regulations to facility specifications and inventory rental rates. In the early stages of event planning, one of our experienced Event Managers will be assigned to your event; they will contact you personally. They will provide you with a written estimate of the cost associated with your event, upon your request, and assist you with developing your floorplans. Your event manager will personally supervise all aspects of your event as it relates to the facility operations.

After you have had an opportunity to review the Guide, please do not hesitate to call or email us at kmassey@kccsmg.com if you require any additional information. We look forward to serving you.

Sincerely,

The Knoxville Convention Center Staff



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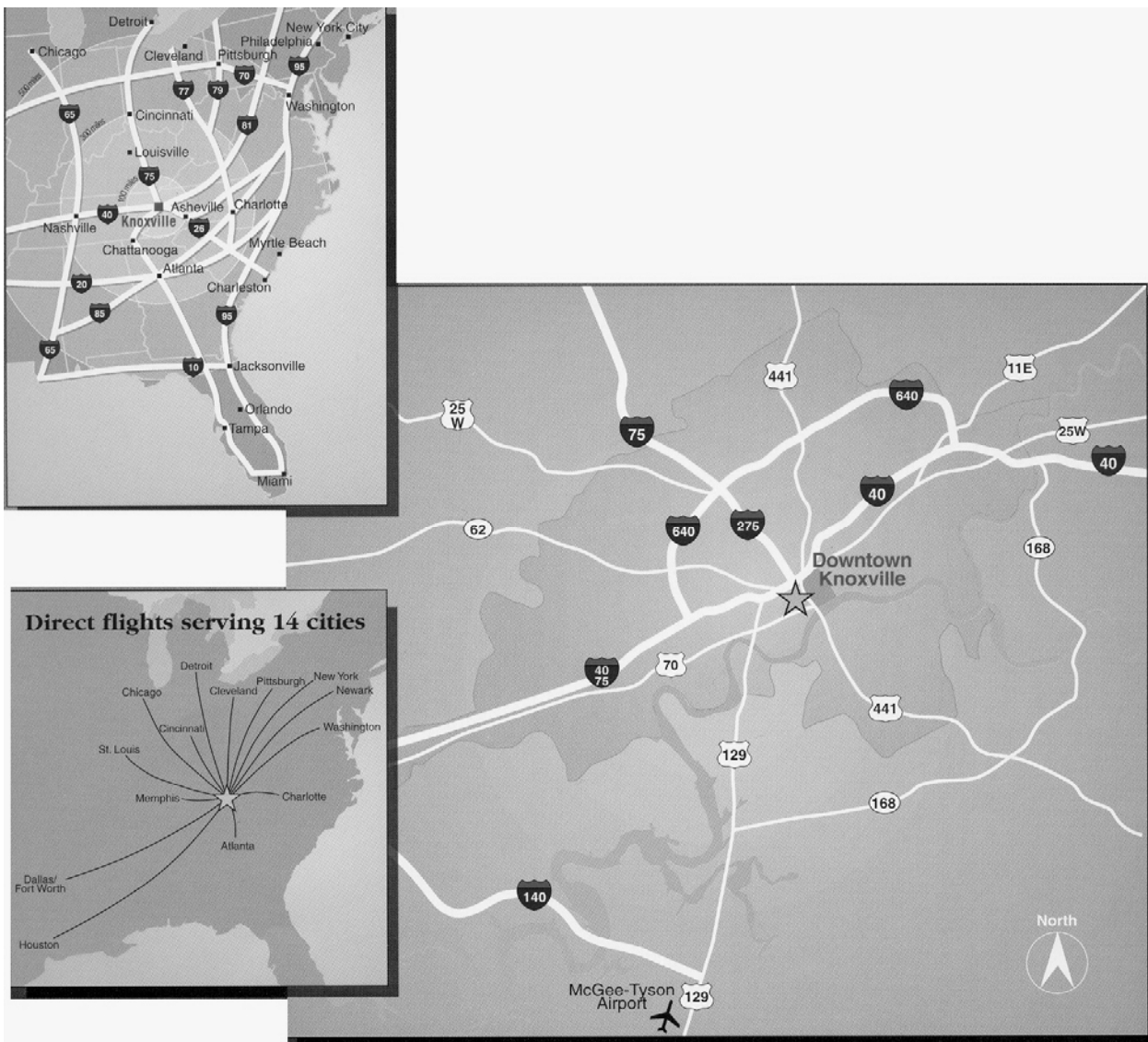
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INTRODUCTION

The City of Knoxville is located in the heart of East Tennessee, undoubtedly one of the most beautiful and livable areas in the United States. It is within a 500 mile drive of fifteen major cities including: Atlanta, Birmingham, Charleston, Charlotte, Cincinnati, Cleveland, Indianapolis, Lexington, Louisville, Memphis, Nashville, Pittsburgh, Richmond, St. Louis, and Washington, D.C. The city is located in the western foothills of the Smoky Mountains, one of the most visited regions in the US.

The Knoxville Convention Center (KCC), located in downtown Knoxville, is on the site known as World's Fair Park. In addition to housing the new KCC, the park has been transformed during the past few years as part of a very substantial downtown redevelopment initiative.



DIRECTIONS AND PARKING FOR THE KNOXVILLE CONVENTION CENTER

The Knoxville Convention Center is located at 701 Henley Street, Knoxville, TN 37902.

From the East: Take Interstate 40 to Knoxville, and take Exit 387. Turn right onto Western Ave. At the third traffic light turn right onto Henley Street. The Convention Center is at the corner of Henley Street and Clinch Ave. For parking continue through the third light on Western Ave and take the first right onto Locust Street and the **Locust Street Garage** is two blocks up on the left.

From the North: Take I-75/I-275 to Knoxville. Take the Henley Street (Hwy. 441) Exit. Follow the signs to Henley Street. The Knoxville Convention Center is on your right after passing through the Henley Street Tunnel.

From the West: Take I-40/I-75 to Knoxville. Take Exit 388 (Highway 441) Henley Street/University of Tennessee. Bear to the left, and after passing through Henley Street Tunnel the Knoxville Convention Center will be on your right past the Holiday Inn.

From the South: Take Hwy. 129 (Alcoa Hwy.) into Knoxville. Take the Cumberland Avenue/Kingston Pike Exit, and turn right onto Cumberland Avenue. Continue toward downtown Knoxville until reaching the Henley Street intersection. Turn left onto Henley Street (Hwy. 441). Turn right onto Clinch Avenue, and then cross to Locust Street. Turn left onto Walnut Street, and turn left into **Locust Street Garage**. The Knoxville Convention Center is located on Henley Street beside the Holiday Inn Select.

From the South: Highway 441 (Chapman Hwy/Smoky Mountains): Highway 441 North will lead directly to the Knoxville Convention Center.

Parking available at the Locust Street Garage

*If bringing equipment, you must go to the loading dock located on Cumberland Ave., and the security guard will verify delivery and allow unloading upon approval of credentials. There is an intercom system at the gates to speak to security.

DIRECTIONS AND PARKING FOR THE KNOXVILLE CONVENTION/EXHIBITION CENTER

The Knoxville Convention/Exhibition Center is located at 525 Henley Street, Knoxville, TN.

From the East: Take Interstate 40 to Knoxville, and take Exit 387. Turn right onto Western Ave. At the third traffic light turn right onto Henley Street. The Holiday Inn will be on your right. The Convention/Exhibition Center is in the lower level of the Holiday Inn. For parking continue through the third light on Western Ave and take the first right onto Locust Street and the **Locust Street Garage** is two blocks up on the left.

From the North: Take I-75/I-275 to Knoxville. Take the Henley Street (Hwy. 441) Exit. Follow the signs to Henley Street. The Holiday Inn will be on the right after passing through the Henley Street Tunnel. The Convention/Exhibition Center is in the lower level of the Holiday Inn.

From the West: Take I-40/I-75 to Knoxville. Take Exit 388 (Highway 441) Henley Street/University of Tennessee. Turn right onto Henley Street. The Holiday Inn will be on the right, and the Convention/Exhibition Center is in the lower level of the Holiday Inn.

From the South: Take Hwy. 129 (Alcoa Hwy.) into Knoxville. Take the Cumberland Avenue/Kingston Pike Exit, and turn right onto Cumberland Avenue. Continue toward downtown Knoxville until reaching the Henley Street intersection. Turn left onto Henley Street (Hwy. 441). Turn right onto Clinch Avenue, and then cross to Locust Street. Turn left onto Walnut Street, and turn left into **Locust Street Garage**. The Convention/Exhibition Center is in the lower level of the Holiday Inn.

From the South: Highway 441 (Chapman Hwy/Smoky Mountains): Highway 441 North will lead directly to the Convention/Exhibition Center/Holiday Inn. **Parking available at the Locust Street Garage**

DIRECTIONS TO POPLAR STREET PARKING LOT FOR THE KNOXVILLE CONVENTION CENTER

Interstate 40E:

Exit 388/Henley Street
 Pass Clinch intersection
 Turn right onto Cumberland Avenue (KCC on right)
 Turn Left at traffic light (Poplar Street)
 Parking lot is on right

Interstate 40W:

Exit 387
 Turn right onto Western Ave.
 At third traffic light turn right onto Henley Street
 Pass Clinch intersection
 Turn right onto Cumberland Avenue (KCC on right)
 Turn Left at traffic light (Poplar Street)
 Parking lot is on right

DIRECTIONS TO BLACKSTOCK LOT FOR MARSHALLING TO THE KNOXVILLE CONVENTION CENTER

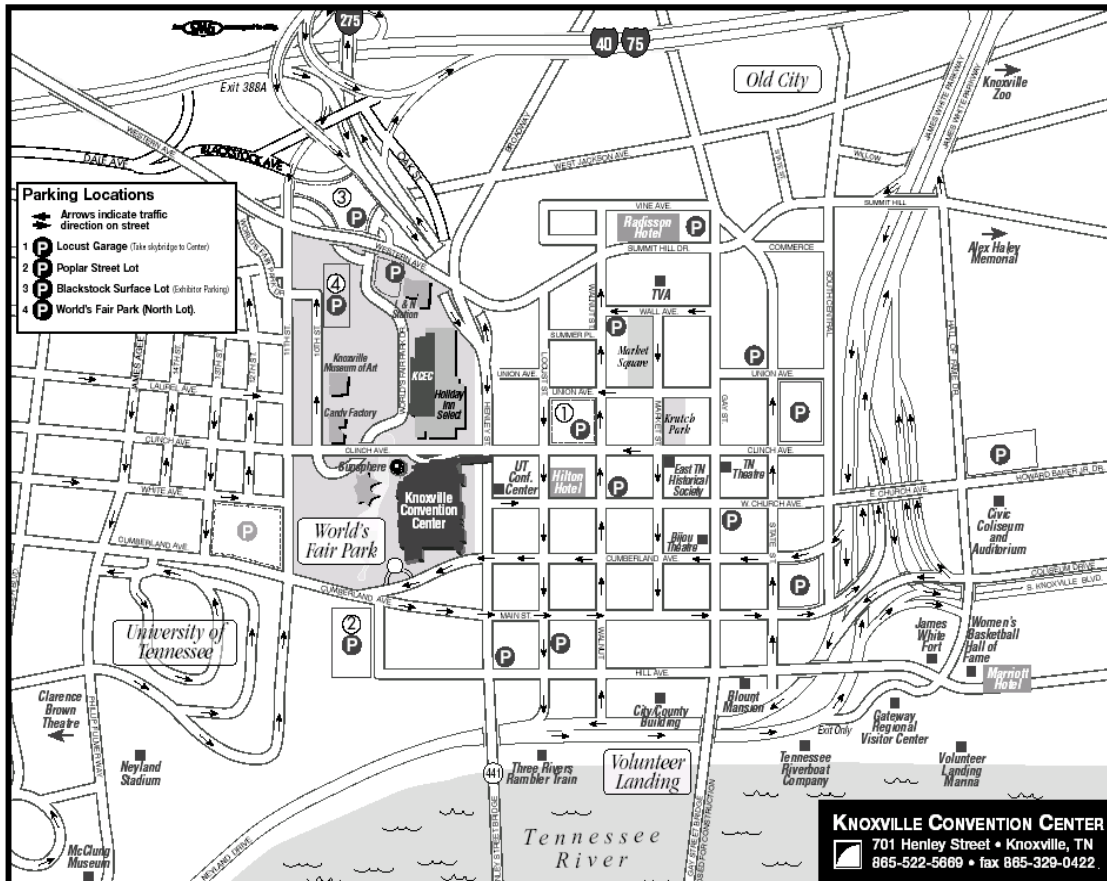
Interstate 40E:

Exit 387/17th Street
 Cross 17th Street and bear right onto Blackstock
 Blackstock Lot will be on the right; it is a fenced lot

Interstate 40W:

Exit 387
 Turn right onto Western Ave.
 At third traffic light turn left onto Broadway
 1st traffic light, turn left onto Oak Avenue
 Oak Avenue to Blackstock, turn left onto Blackstock
 Blackstock Lot will be on the left; it is a fenced lot

DOWNTOWN KNOXVILLE MAP



SALES DEPARTMENT

Your initial contact with the Center is directed to our Sales Department. An event will be regarded as confirmed following the execution of a lease agreement and payment of deposit. A representative from the Event Services Department will then contact you to help plan your event.

We encourage you to contact the Sales Department with any questions regarding current booking policies.

EVENT SERVICES DEPARTMENT

An Event Manager (EM) will be assigned to your event up to one (1) year in advance and is your principal contact with our Facility from the initial planning process through the successful culmination of your event.

The EM is responsible for coordinating the activities of your various service contractors with building personnel to ensure proper staffing.

All information regarding service subcontractors, the move-in/move-out schedule, the set-up of your meeting rooms, exhibits, offices, food and beverage locations, requests for municipal services and a schedule of all activities during the event should be received by your EM, in writing, no less than sixty (60) days prior to the first move-in date. Also, please submit any printed materials for your event, such as event programs, parking maps, etc. to your EM for review prior to publishing.

By receiving information as early as possible your EM can assist you in avoiding unnecessary charges, alert you to potential problems, and in turn, ensure the smooth operation of your event. We encourage you to communicate with your EM regularly during the planning process. On site pre-conference meetings are recommended at least 30 days in advance of larger events.

BUDGET REVIEW

Air-Conditioning	Lifts
Box Office	Medical (EMT/Paramedic)
Broadcast Rights	Miscellaneous equipment
Catering	Novelty & Program sales
Coat Check	Parking
Cleaning	Police (traffic control/security/marshalling)
Electric Requirements	Set-ups - tables/chairs
Fire Watch/Crowd Management	Staging
Insurance	Tablecloths/skirting
Labor	Telecommunications & Computer Connections
Lighting	Trash Pulls
Lock Changes	Water service

The above list represents items and services that should be considered and discussed with your Event Manager. They will be happy to prepare an Estimated Event Budget for your review.

FACILITY GUIDELINES AND SERVICES

AIR CONDITIONING

Air conditioning will be provided to a maximum of two show management offices during exhibit hall move-in and move-out periods, at no additional charge. Air conditioning is provided in the exhibit halls and meeting rooms as required *on show days only*. All additional air conditioning required for the exhibit halls or meeting rooms during the move-in and move-out will be billed at the prevailing rates. Air conditioning will *not* be available in the exhibit halls at any time while the loading dock doors are open.

Air Conditioning - Exhibit Hall	\$800.00/day/hall (8 hours)
Non-Show Days	\$100.00/hour/hall
(Not available when the loading dock doors are open)	

Air conditioning - Meeting Room Series 200, 300, & 301	\$680.00/day/series (8 hours)
Non-Show Days	\$ 85.00/hour/series

ASSISTED LISTENING DEVICES

Available upon request in meeting rooms & ballroom. Please discuss with your Event Manager.

AUDIOVISUAL SERVICES

The Knoxville Convention Center can provide a full range of audio/visual services, sound reinforcement, slide and video projection, video production, computer/projection interfacing, etc., through the in-house preferred AV contractor (PSAV).

MEETING ROOMS: All of our meeting rooms are equipped with a built-in sound system. **Use of the house sound system is the exclusive right of the in-house preferred audiovisual contractor.** All microphone rentals and installations can be provided by the in-house preferred audiovisual contractor. Set-up and tear-down labor charges apply at the prevailing rate. Quotes are provided upon request. See below for in-house preferred contractor.

STAFFING REQUIREMENTS: A sound operator, or head of department call, will be required at all times that the house audio system is in use. The hourly rate for the first operator is at the prevailing rate at a four hour minimum . Additional operators may be assigned, as required, at the prevailing rate with a four hour minimum.

Outside suppliers are permitted to operate in the KCC with prior notification and Certificate of Insurance. However, use of the meeting room audio or house system is the exclusive right of KCC through the in-house preferred AV contractor. Please contact your EM should you elect to contract the services of an outside supplier. House audio and video patches will apply. (SEE BELOW)

HOUSE AUDIO AND VIDEO PATCHES for AV Contractors will be charged on a per room, per event day basis at \$150.00 for Ballroom, Exhibit Halls, and Lecture Hall. The Meeting Rooms will be charged on a per room, per event day basis at \$75.

In-house Preferred Audiovisual Contractor:



PRESENTATION SERVICES As your on-site partner, we are uniquely prepared for the many details surrounding the delivery of a successful presentation. From a small meeting for 10 people to a large general session for 3500 attendees; or a full scale production with premium sound and lighting; PSAV will provide creative ideas and program solutions for all your audiovisual needs, utilizing state of the art equipment at competitive prices.

PSAV
701 Henley Street
Knoxville, TN 37902

Phone (865) 251-6128

E-mail: aroling@psav.com

ALCOHOLIC BEVERAGES

The Knoxville Convention Center holds a license to sell alcohol; therefore, no outside alcoholic beverages may be brought into the facility for consumption under state law.

BOX OFFICE PROCEDURES

Lessee agrees that it will indemnify and hold harmless the City of Knoxville and Operator, their officers, agents, contractors and employees, and at Operator's option defend same, from and against all claims, demands, actions, damages, loss, cost, liabilities, expenses and judgments of any nature recovered from or asserted against Operator on account of box office operations and control of which is exclusively performed by the Lessee.

- a) **Ticket Prices:** Lessee agrees that all tickets will be sold at the advertised prices.
- b) **Complimentary Tickets:** Operator will retain a minimum of 25 (twenty-five) tickets for each event day or event covered by this Agreement. Such complimentary tickets shall be of Operator's choice and will be retained by Operator at its office at least ten (10) working days before the first day of the Event.
- c) Lessee covenants and agrees to pay the Operator on demand all sums due Operator for any service, equipment, accommodations or materials furnished or loaned by Operator as requested by the Lessee.
- d) Operator, at its discretion, will reserve the right to determine location of ticket Booth(s) in the facility.

BROADCAST RIGHTS AND RECORDING FEES

In consideration for granting advertising, radio broadcasting, television transcriptions, live broadcasts, or recording rights from the KCC, there is a minimum origination fee of two thousand, five hundred (\$2,500.00) dollars per day or per performance, plus any record album cover or video tape broadcast shall contain credits that the records or video tapes were made at the KCC.

CURRENCY EXCHANGE

First Tennessee Bank
800 S. Gay Street
Knoxville, Tennessee 37901
(865) 917-2080
(865) 971-2080

Sun Trust Bank
One Regency Square
700 E. Hill Ave.
Knoxville Tennessee 37901
(865) 544-2509

Regions Bank
900 S. Gay Street
Knoxville TN 37901
(865) 549-2200

MAIL/SHIPPING

Federal Express Package Pickup and Information (800) GO-FedEx
United Parcel Service Package Pickup and Information (800) 742-5877
U.S. Post Office 501 Main Avenue, Knoxville TN 37901

DELIVERY SERVICE

AAA Courier Service (865) 539-2111
Airborne Express (865) 970-3070
Delivery Service (865) 584-9795
Hy-Tech Courier (865) 524-7434
Priority Courier (865) 970-3606

TAXI AND AIRPORT TRANSPORTATION SERVICE

Airport Express Shuttle (865) 970-9826
Quality Limo (865) 637-3800
Chariots of Hire Limo Service (865) 522-8108
A Plus Taxi (865) 970-0016

CONTRACTOR REQUIREMENTS

ALL CONTRACTORS wishing to provide service to events at the Knoxville Convention Center are subject to approval by the KCC prior to commencing work on-site. This applies to all contractors supplying any and all event services such as audio/visual, cleaning, decorating, and rigging, floral, etc.

Any equipment rentals and/or services supplied by the KCC for contractor needs will be billed directly to the contractor, not the client.

The Lessee is required to notify the Director of Event Services of the selected contractors at least sixty (60) days in advance of the event for the purpose of initiating and securing the appropriate agreements.

In order to qualify, a firm must submit the following:

1. A written request on company letterhead for consideration as an approved contractor. Include the following information:

- address of firm
- general office, emergency, and FAX phone numbers
- names and titles of principals
- individual responsible for coordinating firm's convention center operations

2. A copy of appropriate operating licenses for the state, county, and city.

3. A copy of current Certificate of Insurance confirming the firm's general liability, auto coverage, and worker's comp coverage applicable to Convention Center activities (see Insurance Requirements and Insurance Certificate Example on pages 17-18).
4. Additional submittals should include:
 - name of client currently staging an event at the KCC
 - other appropriate letters of reference from comparable exposition facilities/exposition managers
 - copy of sample employee identification credentials
 - pictures of standard issue uniforms and variations
 - summary equipment inventory

The Director of Event Services will provide written notice of approval/disapproval. Contractors without approval will not be allowed to work on KCC property.

Prior to all events at the facility, all Contractors will submit a shift schedule to the EM at the Convention Center. A briefing will then be scheduled by phone or in person to confirm specific drop off or parking areas, entrance locations, and credential or security requirements for each event.

CONTRACTORS - Preferred Service Contractors



PSAV
701 Henley Street
Knoxville, TN 37902

Phone (865) 251-6128
E-mail: aroling@psav.com

CONTRACTORS - Approved Service Contractors

All Occasion	(865) 588-1131
Corporate Services	(865) 540-3800
Geo E. Fern	(615) 266-0357
ToeZay	(865) 687-5624
Ambius Tropical Plants	(865) 588-1776
A Video Company	(865) 525-8888
Broadway Sound	(865) 637-1644
D V Communications	(865) 602-2500
Teri Productions	(865) 546-2082
True Grip and Lighting	(865) 523-5018
Access Systems INC.	(865) 219-9112

ANIMAL EXHIBITIONS IN THE CITY OF KNOXVILLE

Code 1962, § 5-210, Sec. 5-14. Animal exhibitions.

- (a) **No person shall show or exhibit any animal in any of the streets of the city or at any location within the limits of the city unless an exhibition permit has been obtained from the board. Any approved show, event, or exhibition must have a veterinarian immediately available during performances which are open to the public. The fee for an exhibition permit shall be twenty-five dollars (\$25.00).**

(b) It shall be unlawful for any person to exhibit for pay or compensation any crippled, physically distorted, malformed and/or disfigured animal in any circus, show, or similar event to which an admission fee is charged. It shall also be unlawful for any person to knowingly advertise or cause to be advertised any such exhibition or to solicit or procure the attendance of others at such exhibition with knowledge of the nature thereof.

The application form (pages 41-42) and a \$25.00 application fee (checks payable to the City of Knoxville) must be completed and mailed, by the client, to:

**City of Knoxville Police Department
Attn: Animal Control
P.O. Box 3610
Knoxville, TN 37927**

If the client fails to comply with this city code, animal control has the right to halt all performances, fine the owner of the animals, and seize all animals and impound them for up to five (5) days.

EMERGENCY TELEPHONE NUMBERS:

AMBULANCE SERVICES

American Medical Response Inc.	5928 Thorngrove Pike, Knoxville	(865) 521-9990
	130 Veteran's Street, Maryville	(865) 992-0511
Medic One Ambulance Co.	3110 Henson Road, Knoxville	(865) 558-0007
Professional Medical Transport, Inc.	5928 Thorngrove Pike, Knoxville	(865) 521-9928

FIRE DEPARTMENT

City of Knoxville		
900 Hill Avenue, Knoxville	General Information	(865) 595-4480
	Emergency	911

HOSPITALS

Fort Sanders	1901 Clinch Avenue	(865) 541-1111
St. Mary's	900 E. Oak Hill Ave.	(865) 545-8000
University of Tennessee	1924 Alcoa Highway	(865) 544-9000
E. Tennessee Children's	2018 Clinch Avenue	(865) 541-8000

POLICE DEPARTMENT

City of Knoxville		
800 E. Church Avenue		
Knoxville, TN 37901	General Information	(865) 521-1200
	Emergency	911

EQUIPMENT INVENTORY & SERVICES RENTAL RATES

CHAIRS

(5000)	Ballroom & Meeting Room Stack	\$1/day
(18)	Telescopic Riser Seating Sections	\$3/seat/day

TABLES

(300)	18"x 72", Plastic	\$8/day
(150)	30" x 72", Plastic	\$8/day
(150)	18" x 96", Plastic	\$8/day
(150)	30" x 96", Plastic	\$8/day
(250)	72" Rounds, Plastic	\$8/day
	Table skirting for head tables, meetings only	N/C
	Table skirting for additional tables	\$25/table/day
	* (500) 14' skirting available in navy	
	* (25) 19' skirting available in black	
	Table covering, meetings only (cloth)	\$8/cloth

PERFORMANCE STAGE

(75)	4' x 8' units – 48", 56", 64", or 72"	\$25/unit/day
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RISERS

(48)	6' x 8' units – 16", 24", or 32"	\$15/unit/day
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MISCELLANEOUS

(1)	6' Grand Player Piano	\$400/day(plus Tuning Charge)
(35)	Easels	\$15/unit
(30)	Coat Racks	N/C
(23)	Lecterns, Table top & Pedestal	N/C
(7)	Flag Sets, City/County/State/US	N/C
(250)	Dance Floor	\$5/3' x 3' each
(5)	Turnstiles w/drop box	\$25/day
(2)	Ticket booth	\$100/day
(50)	Crowd Control Barricades	\$15/unit/day
(35)	Stanchions w/rope	\$15/unit/day
(100)	Stanchions retractable	\$15/unit/day
(15)	Sign Stands	\$15/day
(NA)	Door Lock Changes	\$50/lock (each way)
(4)	Pallet Jacks	\$25/day
(2)	36' Scissor Lift	\$100/day
(2)	Fork Lift	\$100/day
(2)	Spot Lights	\$250/day
(270')	Drape (Black)	\$5/linear foot
	Fire in Wood Burning Fireplace (Rotunda)	\$150

SERVICE PERSONNEL

Forklift Operator/Rigger	\$25/hour (4 hour minimum)
Cleaning/General Labor Personnel	\$15/hour (4 hour minimum)
Piano Tuning (only if moved from Cumberland Concourse)	\$75-\$100/tuning
Police (Event & Traffic Detail)	\$27/hour (4 hour minimum)
FireWatch/Crowd Management	\$25/hour (4 hour minimum)
Paramedic & EMT (Team)	\$50/hour (4 hour minimum)
Electrician/Technician	\$40/hour (4 hour minimum)
Rescue Unit	\$360/4-hour shift (minimum)
Ticket Sellers/Takers	\$12/hour (4 hour minimum)
Box Office Manager	\$25/hour (4 hour minimum)

EQUIPMENT INVENTORY & SERVICES RENTAL RATES (cont'd)

Receptionist	
-Beyond M-F Office Hours	\$12/hour (4 hour minimum)
-Holiday & Weekends	\$ Prevailing Rate

AUDIO VIDEO EQUIPMENT

Microphone	\$45/day
UHF Wireless Microphone (Handheld or Lavalier)	\$125/day
(2) JVC 550 Mini DV Camera (With Approved Operator)	\$400/day
KCC Camera Technician	\$40/hour (4 hour minimum)
(2) 42" Plasma (mobile) w/DVD, CD, VHS	\$350/day
Video Wall – Fixed Location (4 Screen) (Cumberland Concourse)	\$600/day
Cable	\$50/event/hookup
(1) Proxima Rear Room Projector – Fixed Location (Lecture Hall)	\$600/day

Terms and Conditions

1. Prices are subject to change.
2. Some quantities are limited, please check with your EM for availability.
3. All Center's equipment charges are subject to 9.25% Tennessee Sales Tax.
4. All equipment is to be set by the Center's staff and remains the property of the Center.
5. Certain items on this list may be provided free of charge as part of the base rental. Consult with your EM for further information.

EXHIBIT FLOOR

At the Center's core is a single expanse with more than 119,922 gross square feet of contiguous and divisible exhibit space on one level. Separate entrances allow self-contained movement of attendees.

The floor is concrete with a weight bearing capacity of 300 lbs/square foot.

Utility Floor ports are located on 30 foot centers and provide electricity, drainage, data, and phone connections. Compressed air and water are conveniently located on specific columns. Consult your floor plan or contact your EM for additional details.

Ramp access, from Truck Dock to the exhibit floor via 15'5" entrances provides direct access to each exhibit hall. There are 9 truck bays on the west side of the facility, underground. Bays will be assigned for client use based upon availability of space associated with other events in the facility.

Each one of the Halls can be utilized as a General Session or Plenary Session for large groups. Exhibit halls can be set up in theater, elevated theater seating, classroom, banquet, or a combination of these sets. All equipment charges apply in the Hall when it is utilized as a meeting function area. Please discuss with your EM the arrangement you require and review the Equipment Inventory and Rental Rates in the Event Guide for budget and planning purposes.

Fire Marshal ruling of display lighting is as follows: small round or small rectangular fixtures of 250 watt bulbs or less from manufactured modular display companies. Lighting fixtures must be secured safely and out of the reach of the public. If you need additional questions answered by the Fire Marshal's office, please call (865) 215-2283.

FIRST AID CENTERS

The Center recommends that life safety be considered in the planning stages of all events. A first aid center is recommended during all public events, move-in and move-out hours, and can be set up in a meeting room reserved by your group. Your EM can arrange for paramedics and emergency vehicles through the KCC Fire Department. Charges for the services and supplies utilized will be billed on your final settlement.

All off-duty fire personnel must be paid by SMG. All related expenses will appear on your final settlement.

Paramedics & EMT (Team)	\$50.00/hour (4 hour min)
Rescue Unit	\$360.00/4 hour shift (4 hour min)

Medical Services provided by anyone other than Knoxville Paramedics and EMTs will require a minimum of \$1 million medical malpractice, professional liability insurance, and must have direct contact with 911 dispatch via radio communications.

FREIGHT DELIVERIES AND HANDLING

The KCC **cannot** accept shipments of freight or materials (**including overnight mail or C.O.D. services**), prior to the contracted move-in date. All freight must be delivered to the KCC by the official service contractor or freight carrier. All shipments to be delivered to the KCC during the move-in should be sent to the attention of the service contractor or show manager.

All loading and unloading of exhibits must be through designated loading docks and freight doors. The only exception will be for hand-carried materials, when necessary, and with the prior approval of the KCC.

Freight may not be transported on passenger elevators or escalators. Escalators and passenger elevators are for use by the general public and may not be blocked. A freight elevator is conveniently located in the southwest corner accessible to all three floors of KCC.

GRATUITIES

Thank you for your thoughtfulness, however, it is against SMG policy for any employee to accept gratuities or gifts of significant value from a Lessee.

GUEST SERVICES

Guest Services available at the KCC include:

Automatic Bank Teller

Clinch Concourse

ADA ACCESS

The KCC is in compliance with accessibility as defined by the American Disabilities Act for wheelchairs and physically challenged. Elevators for the physically challenged are located in the Park and Clinch Concourse and provide access to all three floors of the KCC and ramping is available throughout. Bathrooms throughout the Center are wheelchair accessible. The external sky bridge located over Henley Street is also wheelchair accessible with elevator access.

We provide parking for vehicles with universal accessibility tags at the Cumberland/Ballroom Entrance. Automated doors are located at Cumberland/Ballroom , North Clinch, West Clinch, and Park Concourse Entrances. All entrance doors are flush to the floor and are compliant with current ADA standards.

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 Knoxville Convention Center.

Any materials that are brought into the facility must be accompanied by applicable Material Safety Data Sheets.

Neutralizers may be available to render some chemicals harmless. If you are not sure of the product being utilized, please check with the manufacturer.

All items must be handled and disposed of in accordance with the latest Environmental Protection Agency regulations at the time of your event.

Exhibitors using these items are totally responsible for their removal from the Knoxville Convention Center property. Please check with Official Cleaning Service Supplier prior to your event to make the necessary disposal arrangements for any **HAZARDOUS WASTE MATERIALS**.

INSURANCE REQUIREMENTS

As additional consideration over and above the rental payments made by Lessee herein, Lessee shall, at its own expense, comply with all of the following insurance requirements of the KCC. Lessee shall not occupy the premises until proof of the following insurance coverage has been furnished to the KCC.

- a. Commercial general liability insurance, on an occurrence form, in the amount of One Million (\$1,000,000.00) Dollars per occurrence for bodily injury, death, property damage, and personal injury. The policy must include coverage for premises operations, blanket contractual liability (to cover indemnification section), products, completed operations, and independent contractors. If the user's activities involve the sale of alcohol, then liquor liability in the same amount is also required. See sample Certificate of Insurance on next page.
- b. Automobile liability insurance in the amount of One Million (\$1,000,000.00) Dollars per occurrence to provide coverage for any owned and non-owned vehicles used by the Lessee on the Facility premises, including loading and unloading hazards. This must name the City of Knoxville and SMG as additional insured.
- c. Workers' compensation and employer's liability coverage as required by Tennessee Statute.
- d. All coverage provided by the Lessee are primary to any insurance or self-insurance program the City has for the KCC and the Lessee and their insurance shall have no right of recovery or subrogation against the Operator.
- e. All policies must be issued by companies authorized to do business in the State of Tennessee and assigned a rating of A:X or better, per Best's Key Rating Guide, latest edition.
- f. SMG must receive thirty (30) days written notice prior to any cancellation, non-renewal or material change to the required insurance policies. This written notice must be sent to SMG Knoxville Convention Center, P.O. Box 2543, Knoxville, TN 37901.
- g. Evidence of the required insurance policies must be provided to your EM by submission of an original certificate of insurance thirty (30) days prior to the lease period.

CERTIFICATES MUST STATE: "The City of Knoxville, SMG, their officers, agents and employees are included as additional insured. It is further agreed that this insurance is primary to all other similar coverage carried by the City of Knoxville, and/or SMG, and the Lessee and their insurance shall have no right of recovery or subrogation against the operator."

- h. Alternate coverage to satisfy these requirements is subject to prior approval of the City's Risk Manager. Additional insurance coverage, as determined by the City's Risk Manager, may be required for your event.

When a certificate of insurance is issued by an agent out of the State of Tennessee, the certificate must be countersigned by a Tennessee Resident Agent, including the agency name and address.

If your exhibitors utilize independent contractors, we require verification of insurance in the same limits defined in your lease with the KCC.

SMG Insurance for General Liability

One million dollar General Liability coverage may be purchased through the KCC at the rate of \$.60/person/day with a minimum of \$200.00.

ACORD CERTIFICATE OF LIABILITY INSURANCE Date (MM/DD/YY)
1/1/05

PRODUCER XYZ Brokerage Inc. 123 Pine Tree Drive Knoxville TN 37901 Phone (865)123-4567 Fax (865)123-4567	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. COMPANIES AFFORDING COVERAGE COMPANY A: XYZ Insurance Company COMPANY B: COMPANY C: COMPANY D:
INSURED Tenant's Name Mailing Address (As it appears on the Lease Agreement)	

COVERAGES
 THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOT WITHSTANDING ANY REQUIREMENT, TERM OF CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE PLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> OWNERS & CONTRACTORS PROT <input checked="" type="checkbox"/> Products, Completed operations and Independent Contractors	AB123456789	1/1/05	1/1/06	GENERAL AGGREGATE: 1,000,000 PRODUCTS-COMP/OP AGG: 1000000 PERSONAL & ADV INJURY: 1000000 EACH OCCURRENCE: 1000000 FIRE DAMAGE (ANY ONE FIRE): 50000 MED EXP (ANY ONE PERSON): 5000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	CD123456789	1/1/05	1/1/06	COMBINED SINGLE LIMIT: 1,000,000 BODILY INJURY (Per person): BODILY INJURY (Per accident): PROPERTY DAMAGE:
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY -EA ACCIDENT: OTHER THAN AUTO ONLY-: EACH ACCIDENT: AGGREGATE:
	EXCESS LIABILITY <input type="checkbox"/> UMBRELLA FORM <input type="checkbox"/> OTHER THAN UMBRELLA FORM				EACH OCCURRENCE: AGGREGATE:
A	WORKERS COMPENSATION AND EMPLOYERS LIABILITY THE PROPRIETOR/PARTNERS/EXECUTIVE OFFICERS ARE: <input type="checkbox"/> INCL <input type="checkbox"/> EXCL	EF123456789	1/1/05	1/1/06	WC STATUTORY LIMITS: OTH-ER: EL EACH ACCIDENT: 100,000 EL DISEASE-POLICY LIMIT: 500,000 EL DISEASE-EA EMPLOYEE: 100,000
	OTHER				

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/SPECIAL ITEMS
 City of Knoxville, SMG, their officers, agents & employees are included as additional insureds. It is further agreed that this insurance is primary to all other similar coverage carried by the City of Knoxville, and/or SMG, and the lessee an their insurance shall have no right of recovery or subrogation against the operator.

CERTIFICATE HOLDER Knoxville Convention Center 701 Henley Street Knoxville TN 37902	# SNET-42YPV3 CANCELATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES.
--	--

P.O.V. DELIVERIES:

P.O.V.'s are privately owned vehicles, such as passenger cars, mini-vans, or small company vehicles, as distinguished from trucks, tractor-trailers, and other "over the road" type vehicles.

P.O.V. deliveries usually consist of pop-up displays, small office equipment or boxes of literature.

All other P.O.V. drivers who wish to unload will be directed to the designated unloading area or the marshalling area until space is available.

The self-unloading of P.O.V.'s in the designated unloading area will require a minimum of two people: one person to accompany the freight and one person to park the vehicle immediately after unloading. Any vehicle left unattended will be subject to ticketing and towing at the owner's expense.

Drayage service will be available for exhibitors without the minimum of two people and/or with larger vehicles and shipments from common carriers. (See the General Contractor)

Material handling equipment (forklifts, etc) will not be available for exhibitors' personal use. All equipment operators must have another certification through our approved source in order to operate.

LOBBIES/CORRIDORS (see PUBLIC AREAS)

Commercial exhibits, service desks, registration counters, easels or other obstructions are permitted on the building's concourses only with SMG Management approval. Load in/out procedures, and general floor coverings must be in compliance. This is a fire safety regulation to maintain the integrity of the exits from the exhibit hall. Space for registration booths, information or message centers, seminar tape sales, etc., should be provided for on the Floor Plan and approved by the KCC.

Please note that access through all lobby areas must be available to concurrent events in any other quadrant of the facility. See P.O.V. Deliveries above.

LOST AND FOUND

All lost and found articles are logged and placed in our Security Office located on the Loading Dock. We attempt to identify the owner and return all articles. To inquire about lost items contact the Security Office at 865-251-6040.

MARKETING

The Knoxville Convention Center is pleased to offer its services to presenters.

We will be happy to meet with you or your exhibitors to discuss how we can maximize exposure for your event. Your EM can arrange a meeting with the Sales and Marketing Director for further details. (Please see pages 48-49 for information on Plasma Screen and Marquee Advertising)

NOVELTY AND PROGRAM SALES POLICY

The sale of programs and novelties at the KCC Facility for commercial/public activities is subject to control by the KCC.

The number of sellers assigned to each event will be determined by the KCC management based upon anticipated attendance and the volume of merchandise offered. No personnel will be allowed to sell without prior approval by KCC Management.

The KCC will acquire thirty percent (30%) of gross receipts based on the total gross receipts on novelty sales which includes sales tax.

There will be no exceptions to the above rules without the specific consent of the General Manager of the KCC.

PARKING

Parking for all vehicles is available in various municipal lots around the Convention Center. Please review the history of previous attendance with your EM so we can better anticipate your parking needs.

Parking (ADA) Cumberland/Ballroom Entrance	N/C with LD.#
Parking (Attendees and Exhibitors)	\$8.00/show day (most parking lots near the KCC)

For all printed materials, please publish the following information: Abundant parking is available in close proximity to the Convention Center. Locust Street Garage is one block away and is connected by a covered pedestrian skybridge over Henley Street. There are additional pay lots in walking distance, as well as free parking sites.

POLICE

KCC requires a minimum of one off-duty police officer for most events. Additional police officers may be required for security purposes depending on the nature of the event and facility usage.

When shuttle busses are running, a minimum of three (3) police officers will be required to hold vehicle traffic and operate a crosswalk. Additional officers may be required.

PUBLIC AREAS

Lobbies, concourses, food facilities and restrooms are considered public areas and not under Lessee control. **All activities using public areas**, such as registration, special exhibits or displays, dressing rooms, temporary advertising, etc., **must be noted on the Floor Plan submitted sixty (60) days in advance to be approved by the KCC and the Fire Marshal.** Please note that clear access must be maintained for concurrent events, as well as to all restaurants, cafeterias, lounges, permanent food service facilities, restrooms, telephones and all exit or entrance doors.

Service desks and related work stations are permitted in public areas at SMG's discretion. Motorized vehicles, forklifts, gas or electric carts, etc., may not be operated in lobbies, concourses or any carpeted area of the KCC. Heat tape and double face tape may not be used on carpeted floors. Additionally, installations of carpet runners, show carpet or other temporary floor coverings over permanent carpet must be approved in advance.

RECEPTIONIST

The KCC can provide a receptionist to answer your event calls at our primary switchboard during evening and weekend show hours. Contact your Event Manager for this service. The charge is currently \$12.00 per hour,

with a four hour minimum. These rates are subject to change. Consult with your Event Manager to confirm the rate at the time of your event. Two weeks advance notice of your requirements is preferred.

REGISTRATION

Concourse and the Exhibit Hall Lobby have a limited amount of space available for registration. All egress doors from the exhibit halls should remain clear. Please consult your EM regarding space availability and placement of any counters, displays, or signage in public areas. Space utilized for registration is provided at no charge and is based on availability.

RIGGING

Rigging at the KCC is subject to approval by SMG and must meet industry standards. Please consult with your EM. Rigging point plots are available upon request to your certified rigger.

SALES TAX/TAX EXEMPTION

Tennessee State Sales and Use Tax is applied to the building rental and to certain other rentals and services related to the Lessee's occupancy at the time of the final settlement. Please refer to the following taxable items chart. The tax is currently 9.25%.

The KCC will presume each Lessee to be taxable, unless the Lessee provides us with a copy of a "Consumer's Certificate of Exemption" current for the period of the lease, issued by the State of Tennessee Department of Revenue with a "C" after the last digit.

Organizations which are generally exempt from this tax include churches and not-for-profit religious, education, scientific and charitable organizations. Other special exemptions which may apply are described in the Tennessee Statutes "Sales and Use Tax".

To obtain an application for exemption from the Tennessee Sales and Use Tax, you may contact any of the area offices of the Tennessee Department of Revenue (see attached listing). Completed applications must be **filed with The Tennessee Department of Revenue, Nashville, Tennessee 37242**. Please allow six to eight weeks for processing.

Exhibitors are required to pay 9.25% Tennessee State Tax on goods sold at the Convention Center. Out of state exhibitors may be able to charge the tax rate of their home state if a reciprocal agreement exists with the state of Tennessee. Please contact the Tennessee Department of Revenue in Nashville for additional details. Neither the show organizer nor the Knoxville Convention Center are responsible for collecting the sales tax.

DESCRIPTION	NON TAXABLE	TAXABLE	TAX RATE
RENT (Contingent on type of event)	X	X	9.25%
EQUIPMENT RENTAL		X	9.25%
ELECTRICAL POWER SERVICES	X		
UTILITIES-AIR CONDITIONING	X		
UTILITIES -LIGHTING	X		
FAX – SERVICE		X	9.25%
FAX – RENTAL		X	9.25%
AUDIOVISUAL		X	9.25%
TELEPHONE		X	9.25%
DAMAGES - PERSONAL PROPERTY		X	9.25%
DAMAGES - REAL ESTATE, OTHER	X		
BOX OFFICE PERSONNEL	X		
ADMISSIONS	X		
BOX OFFICE TICKETING CHARGE	X		
EVENT PERSONNEL-TICKET TAKERS	X		
EVENT PERSONNEL- USHERS	X		
EVENT PERSONNEL- CASHIERS	X		
MAINTENANCE/JANITORIAL SERVICES	X		
BULK TRASH REMOVAL- LABOR	X		
TRASH HAULING	X		
STAGEHANDS	X		
SECURITY - IN HOUSE	X		
SECURITY - CONTRACTED	X		
POLICE	X		
FIREWATCH	X		
FIRST AID/MEDICAL STAFFING	X		
SET-UP LABOR	X		
ELECTRICIAN	X		
ARMORED CAR SERVICES	X		
ADVERTISING - SERVICES	X		
ADVERTISING - MATERIALS		X	9.25%
FACILITY FEE FOR VENDING RIGHTS	X		
TELEVISION RIGHTS	X		
AIR CONDITIONING CHARGES	X		
WATER SERVICE CHARGES	X		
RADIO BROADCASTING FEES	X		
LOST KEY CHARGES		X	9.25%
EVENT INSURANCE CHARGES	X		

Subject to Change

AREA OFFICES AND ADDRESSES OF TENNESSEE DEPARTMENT OF REVENUE

BARTLETT

TN Dept of Rev/Taxpayer Serv. Div.
3150 Appling Road
Bartlett TN 38133
Phone: (901) 213-1400
Fax: (901) 213-2675

CHATTANOOGA

540 McCallie Avenue
Third Floor, Suite 350
Chattanooga TN 37402
Phone: (423) 634-6266
Fax: (423) 634-3001

JACKSON

225 Martin Luther King Drive
Lowell Thomas Office Building, 4th Floor
Jackson TN 38301-6920
Phone: (901) 423-5747
Fax: (901) 426-0733

JOHNSON CITY

204 High Point Drive
Johnson City TN 37601
Phone: (423) 854-5321
Fax: (423) 854-5377

KNOXVILLE

TN Dept of Rev/Taxpayer Serv. Div.
531 Henley Street, Room 606
P.O. Box 378
Knoxville TN 37901
Phone: (865) 594-6100
Fax: (865) 594-6402

NASHVILLE (main office)

Andrew Jackson Bldg., 3rd Floor
500 Deadrick Street
Nashville TN 37242
Phone: (615) 253-0600
Fax: (615) 741-0682

SECURITY STAFF/SECURITY CONTRACTORS

Send a detailed security schedule and post plan to your EM thirty (30) days in advance of your event. A meeting between your Event Manager, the KCC Security Manager, and the security subcontractor is always recommended to ensure the safety of attendees and property. The KCC may determine that security as planned is inadequate; increased coverage may be required at the expense of the Lessee. In addition, any sporting event, exposition, convention, etc. where there will be interactive or physical activities will require additional medical personnel on site, also at the expense of the Lessee.

Minimum security required will be as follows:

- Loading dock gate guard during all move-in and move-out times,
- Outside lobby at street curb on Clinch & Cumberland to redirect self-unloaders and keep curb area clear of parked cars.
- Additional lobby guards may be necessary due to all lobby glass doors being unlocked during all move-in, show, move-out, or otherwise occupied times.

KCC **requires a minimum of one off-duty police officer for most events.** Additional police officers may be required depending on the nature of the event and facility usage.

See Traffic Control for additional requirements.

The KCC has an usher and badge-checker crew available on a non-exclusive basis.

The facility security officers are building security personnel first and foremost. Should your event require additional event security personnel such as: door guards, badge checkers and ticket takers, please schedule with your EM.

All off-duty police and fire personnel working at the KCC must be paid by SMG. All related charges and expenses will appear on your final settlement.

Off-Duty Police Officer	\$27.00/hour
Unarmed Security	\$15.00/hour (overnight security and badge checkers only)

SETTLEMENT

Upon arrival -- and prior to start of the event -- the Lessee is required to deliver to the EM a final exhibit booth floor plan, list of exhibitors and the anticipated total square footage the event will utilize.

Additional services (i.e., air conditioning, trash removal, labor) requested by the Lessee will initiate an Event Work Order. The work order will indicate the services desired, the price, and the authorization of the Lessee or designated Representative.

The final floor plan, the event work orders and other expenses will be included in the final settlement.

Any additional charges such as lost key, building damages, etc., will be invoiced within seven (7) days of the event and are due and payable upon receipt of the final invoice.

SHUTTLES

Shuttle busses are commonly used for many events from hotels or off-site areas to the KCC. Henley Street, in front of the KCC and Cumberland Avenue feature an extra lane for shuttle bus pick-up and drop off. Trolleys are available through Knox Area Transit. **Knox Area Transit (865) 637-3000**

SIGNAGE AND DECORATIONS

We encourage Lessees and general service contractors to contact the KCC as early as possible to determine feasibility, labor responsibility and costs associated with the placement of signs and hanging of any banners. The Center prohibits affixing any signage on the Facility's glass, walls, doors, ceilings or superstructure, inside or outside. No holes may be drilled or punched into any building surface. Your EM can assist in locating appropriate placement of all signage.

Building policy prohibits the covering of building signage, art, courtesy telephones, or other building surfaces without the written permission of the KCC. See LOBBIES for additional information.

Commercial advertising signage or displays set in public areas must be pre-approved by KCC management and are subject to a 25% fee to the facility.

SMOKING POLICY

Smoking is not allowed in the facility. Ash/trash units are supplied under the canopies at all entrances for those who wish to smoke.

TELECOMMUNICATIONS

The Knoxville Convention Center/SMG is the exclusive on-site contractor for your telephone and telecommunication needs. We can provide a full range of telecommunication services to you and your exhibitors.

The Knoxville Convention Center/SMG will staff a service desk during most events where exhibitors may pick up phones, place new orders, receive dialing assistance, etc. Show management telephones are installed as you specify.

Collateral materials and order forms for inclusion in your exhibitor kits are included in this event guide.

TRAFFIC CONTROL

Knoxville off duty police officers are required to assist you with bus and auto traffic control at the KCC. A minimum of three (3) officers are required for groups with shuttle requirements and/or a high volume of registrants, exhibitors, or patrons who drive to the event. Additional officers will be required when needed. Police officers will hold traffic for busses and pedestrians as needed. The Lessee is responsible for all related charges. Your EM can outline the staff requirements and related expenses based on expected traffic.

All off-duty police personnel working at the KCC will be paid by SMG. All related charges and expenses will appear on your final settlement.

Off-Duty Police Officer \$27.00/hour

WEBSITE – www.kccsmg.com or www.knoxvilleconventioncenter.com

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An SMG Managed Facility

P. O. BOX 2543 • KNOXVILLE, TENNESSEE 37901
(865) 522-5669 • FAX# (865) 329-0422

Resubmit on first move-in date.

Issued: _____

Account Authorization

Please complete this form and indicate the party/parties your firm authorizes to make modifications to existing services, labor, equipment and room set orders.

Event Name: _____

Event Dates: _____

Company Name: _____

Client Contact: _____

Phone Number: _____

All requests must be authorized in advance prior to performance of service – at the time of request.

Printed Name:

Signature:

Authorized Representative: * _____

Authorized Representative: * _____

Authorized Representative: * _____

Authorized Representative: * _____

- Authorized parties will sign off on specific quote via work order.

Your signature authorizes the above representatives **only** to request services.

Authorized Signature: _____

Dates: _____

Acknowledgement Signature: _____

Dates: _____



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PRODUCTION INFORMATION

TO FACILITATE YOUR LOAD-IN AND MANPOWER REQUIREMENTS, PLEASE FILL IN THE APPLICABLE INFORMATION.

THE MORE INFORMATION YOU SUPPLY US - THE BETTER AND MORE COST EFFECTIVELY WE CAN SERVE YOU.

Event Name: _____ Event Date: ____/____/____

Overview of Event: i.e. general session for 2000 w/image & entertainment, break-outs, exhibits, etc.

Company Personnel Accompanying Equip. _____ # Company Personnel staying for Event _____

Trucks and Size: # _____ Trucks on property for event: [] yes [] no
Size _____

Estimated Load-In Time: i.e. 4 hrs, 2-8hr days for 10 men, etc.

Has union labor call been placed for stagehands? [] yes [] no
To whom? _____

Will chemical fog be used? [] yes [] no Will pyro be used? [] yes [] no

Has Knoxville Fire Marshal permit been applied for? [] yes [] no Date: ____/____/____
(Attach copy of permit if received.)

Will you provide: Meeting room diagrams/flow charts [] yes [] no
Plots [] yes [] no

Equipment List: i.e. AN for 15 meeting rms., 10 sections of Thomas Truss w/lights, flown sound system, 6 boxes a side, scenery for general session, etc.
(Attach 2nd page if more space is needed)



BUREAU OF FIRE PREVENTION
APPLICATION FOR PERMIT

Pyrotechnics Permit

Knoxville, Tennessee

TO THE BUREAU OF FIRE PREVENTION

The undersigned hereby applies for a permit to carry on pyrotechnic operations according to the following statement:

1. Location _____
2. Property Owner _____ Address _____
3. Event _____ Event Sponsor _____
4. Event Coordinator _____ Phone # _____
5. Pyrotechnic Company _____ State Regulation # _____
6. Pyrotechnician(s) _____ State Regulation # _____
7. Years of experience _____
8. Class/Type explosives to be used _____
9. Indoor Outdoor Location of nearest building (outdoor only) _____
10. Intended pyrotechnic Date _____ Time _____

It is hereby agreed by the undersigned that said operations will be carried on in strict compliance with all ordinances of the City of Knoxville affecting such operations, and it is further agreed that in the event permit is issued the holder of said permit will furnish such bond or certificates of insurance as required by Ordinance #4298 of the City of Knoxville.

Signed _____ Address _____

Title _____ Daytime Phone Number _____

Notification of set-up time is required by the Fire Marshal. Please call 865-215-2283 as soon as possible to schedule a Fire Inspector to be present at the time of set-up.

 Recommend that permit: Be granted _____ Not be granted _____

Permit Expires: _____ Permit Number: _____

Signed _____ (Inspector) Inspection Date: _____

Remarks _____



An SMG Managed Facility

P. O. BOX 2543 • KNOXVILLE, TENNESSEE 37901
(865) 522-5669 • FAX# (865) 329-0422

Knoxville Fire Department PERMIT APPLICATION

COMBUSTIBLES: Compressed flammable gases, flammable or combustible liquids, open flame devices, hazardous chemicals or materials, Class II or greater lasers, blasting agents, explosives and pyrotechnic devices shall be prohibited within exhibit halls. Under special circumstances, limited use of the above items may be permitted by the authority having jurisdiction, provided adequate precautions are taken to prevent the accidental ignition of any materials. Application for permits(s) shall be made to the Knoxville Fire Marshal through the Director of Event Services for the following:

- Display and operate any open flame, flammable liquid device, candles, lanterns, torches, pyrotechnic displays, etc.
- Display or operate an electrical, mechanical or chemical device which may be deemed hazardous by the Fire Marshal.
- Use of flammable liquids, compressed gases or dangerous chemicals.

PLEASE COMPLETE THIS PORTION AND RETURN AT LEAST 15 DAYS PRIOR TO THE EVENT:

SMG, Knoxville Convention Center, P.O. Box 2543, Knoxville, TN 37901

Show/Event Name _____

Exhibitor/Company Name _____

Exhibitor Address _____

City/State/Country/Zip Code _____

Phone _____ Fax _____

Contact Person _____

Application is requested to display (describe device to be displayed) _____
(attach MSDS or other information as necessary)

A COPY OF THE APPROVED PERMIT MUST BE MAINTAINED ON THE PREMISES THROUGHOUT THE EVENT.

This portion completed by the Knoxville Fire Marshal:

Comments _____

Approved by _____ Date _____

Knoxville Fire Marshal



An SMG Managed Facility

P. O. BOX 2543 • KNOXVILLE, TENNESSEE 37901
(865) 522-5669 • FAX# (865) 329-0422

STRUCTURAL PERMIT APPLICATION

Multilevel exhibit booths/enclosed exhibit areas shall meet the following criteria:

Exhibit booths shall be constructed of noncombustible or limited-combustible materials. Exhibits with enclosed areas (walls and ceilings) shall be protected with approved single station, battery powered heat detectors. Exhibits with enclosed areas greater than 300 square feet may require additional fire protection as determined by the authority having jurisdiction (additional fire protection may include portable fire extinguishers, heat/smoke detectors, an automatic extinguishing system, or additional Exhibit Hall Fire Watch personnel).

Exhibits with multiple levels greater than twelve feet (12') in height shall be engineered appropriately and constructed from drawings bearing the stamp of a reviewing structural engineer. Upper level floor systems shall support a live load of one hundred pounds per square foot (100 lbs./sq.ft.) and shall have guardrails a minimum of forty-two inches (42") in height with intermediate rails through which a six inch (6") sphere cannot pass. Stairs for upper levels shall support a live load of seventy-five pounds per square foot (75 lbs./sq.ft.) and shall have a minimum width of thirty six inches (36") when serving an occupant load of less than fifty (50) occupants and forty-four inches (44") when serving an occupant load of fifty (50) or more occupants. Stair risers shall be not less than four inches (4") nor greater than seven inches (7") in height and treads shall have a minimum run of eleven inches (11"), excluding nosing. Spiral stairs are not recommended for areas to be occupied by the general public, visitors, or clientele, unless specifically approved by the Knoxville Fire Marshal. Handrails shall be provided on at least one side of every stairway. Upper level(s) shall have at least two (2) exits for every three hundred square feet (300 sq.ft.) of occupied space, and these shall be as remote from each other as possible.

ALL BOOTH CONSTRUCTION SHALL MEET LOCAL, STATE, AND FEDERALLY MANDATED CODES.

PLEASE COMPLETE THIS PORTION AND RETURN AT LEAST 60 DAYS PRIOR TO THE EVENT TO SMG AT: **Knoxville Convention Center, P.O. Box 2543, Knoxville, TN 37901**

Show/Event Name _____

Exhibitor/Company Name _____

Exhibitor Address _____

City/State/Country/Zip Code _____

Phone _____ Fax _____

Contact Person _____

YOU MUST INCLUDE APPROPRIATELY ENGINEERED DRAWING(S) BEARING THE STAMP OF A CERTIFIED STRUCTURAL ENGINEER.

◇◇◇◇◇

This portion to be completed by the Knoxville Fire Marshal:

Comments _____

Approved by _____ Date _____

Knoxville Fire Marshal



An SMG Managed Facility

P. O. BOX 2543 • KNOXVILLE, TENNESSEE 37901
(865) 522-5669 • FAX# (865) 329-0422

EXHIBITOR BOOTH SERVICE CATERING CONTRACT
TO PLACE YOUR ORDER, PLEASE FAX ALL PAGES TO (865) 329-0422
ONE FRONT PAGE ORDER FORM IS REQUIRED FOR EACH SERVICE, PLUS ONE COMPLETED SIGNED CATERING CONTRACT
PLEASE TYPE ALL INFORMATION.

Event Name:
Contact Name:
Company:
Address:

Event Dates:
Phone:
Fax:
Booth Number:
Payment:

On Site-Contact:
(if different than above)

Number of People:

IMPORTANT INFORMATION

- Orders for less than \$50.00 per delivery are subject to a delivery fee of \$15.00+. (+ = 9.25% Sales Tax)
- All services are designed and packaged to be placed on your counters or booth tables.
- KCC F&B Department is unable to provide tables on the exhibit floor. Please contact the Show Decorator for additional tables.

Full Catering Menus for Meeting Room Functions, Private Parties, Host Bars and Receptions are available upon request. Please contact our Catering Department for further assistance at (865) 522-5669.

Orders from this menu **MUST** be received no later than ten (10) business days prior to the start date of the event. Orders received after a ten (10)-day notice may be limited to only those items on hand.

SUB TOTAL OF ALL ORDER FORMS (X)	
20% SERVICE CHARGE ()	
SUB TOTAL (+	
LABOR CHARGE (X)	
9.25% SALES TAX	
GRAND TOTAL DUE	

KCC F&B Department requires FULL PAYMENT IN ADVANCE WITH YOUR ORDER.

Orders will not be processed without ACCOMPANYING PAYMENT AND CREDIT CARD INFORMATION.

A CREDIT CARD MUST BE PROVIDED TO SECURE ON-SITE RE-ORDERS DURING ALL EVENTS FOR ALL ATTENDEES. KCC REQUIRES A VALID CREDIT CARD AUTHORIZATION FORM ON FILE TEN (10) BUSINESS DAYS PRIOR TO THE EVENT. THIS INCLUDES ALL CLIENTS THAT HAVE MADE PAYMENTS IN FULL IN ADVANCE WITH A COMPANY CHECK.

CREDIT CARD AUTHORIZATION FORM

CARD TYPE:

EXPIRATION DATE:

CARD#. 11 11 11 11 - 11 11 11 11 - 11 11 11 11 '

NAME (As it appears on Card)

SIGNATURE:

DATE:

NO FOOD, BEVERAGES OR ALCOHOLIC BEVERAGES ARE ALLOWED TO BE SERVED BY ANYONE OTHER THAN THE KNOXVILLE CONVENTION CENTER F&B DEPARTMENT.

Knoxville Convention Center • P.O. Box 2543 • Knoxville, TN 37901
Telephone: (865) 522-5669 • Facsimile: (865) 329-0422



KNOXVILLE CONVENTION CENTER

P.O. Box 2543 • Knoxville, Tennessee 37901
(865) 522-5669

Credit Card Billing Authorization

Billing Information

Company Name: _____

Contact Name: _____

Card Type: _____

Card Number: _____

Security/CVC #: _____

Expiration Date: _____

Name on Card: _____

Card Billing Address: _____

Amount Charged: _____

Description of Purchase: _____

Event ID Number: _____ Event Date: _____

I, the undersigned, as a duly authorized user of the credit card listed above, do hereby approve the described charge in the amount listed.

Signature

Title

Date

Fax completed form to the Knoxville Convention Center at 865-251-6041
or mail completed form to:
P.O. Box 2543
Knoxville, TN 37901



An SMG Managed Facility

P. O. BOX 2543 • KNOXVILLE, TENNESSEE 37901
(865) 522-5669 • FAX# (865) 251-6041

ELECTRIC AND UTILITIES SERVICE ORDER FORM

**PAYMENT FOR ADVANCE ORDERS MUST BE RECEIVED IN OUR OFFICE 14 DAYS PRIOR TO MOVE-IN DATE
MAKE ALL REMITTANCE PAYABLE TO: KNOXVILLE CONVENTION CENTER, ATTN: FINANCE DEPARTMENT.**

NAME OF EVENT _____ DATE OF EVENT ____/____/____ BOOTH# _____
 FIRM NAME _____ CONTACT NAME _____
 ADDRESS _____ CITY _____ STATE _____ ZIP _____
 PAYMENT: CHECK ___ CASH ___ VISA ___ MC ___ AMEX ___ DC ___ TELEPHONE# _____ FAX# _____
 CARD# _____ V Code: _____ (Last 3 Numbers on back) EXP. DATE _____

I ALSO AUTHORIZE SMG TO CHARGE ANY OUTSTANDING BALANCES AT THE TIME OF MOVE-OUT TO MY CREDIT CARD.

SIGNATURE _____ NAME ON CARD _____

**WE DO NOT ACCEPT DINERS CLUB CREDIT CARDS **

ELECTRICAL SERVICE

QUANTITY	DESCRIPTION	ADVANCE	FLOOR	TOTAL
_____	5 AMPS 110 VOLTS	\$50.00	\$65.00	_____
_____	10 AMPS 110 VOLTS	\$60.00	\$75.00	_____
_____	15 AMPS 110 VOLTS	\$70.00	\$85.00	_____
_____	20 AMPS 110 VOLTS	\$75.00	\$90.00	_____
_____	10 AMPS 208 SINGLE-PHASE	\$100.00	\$150.00	_____
_____	20 AMPS 208 SINGLE-PHASE	\$125.00	\$175.00	_____
_____	30 AMPS 208 THREE-PHASE	\$150.00	\$200.00	_____
_____	40 AMPS 208 THREE-PHASE	\$175.00	\$225.00	_____
_____	50 AMPS 208 THREE-PHASE	\$300.00	\$400.00	_____
_____	60 AMPS 208 THREE-PHASE	\$400.00	\$500.00	_____
_____	100 AMPS THREE-PHASE	\$400.00	\$500.00	_____
_____	200 AMPS THREE-PHASE	\$600.00	\$700.00	_____
_____	400 AMPS THREE-PHASE	\$800.00	\$900.00	_____

(RATES INCLUDE POWER OUTLETS ONLY. RATES DO NOT INCLUDE EXTENSION CORDS. LABOR TO HARD-WIRE EQUIPMENT WILL BE BILLED AT \$40.00 PER HOUR AND WILL BE BILLED IN ONE-HOUR INCREMENTS.)

TOTAL CHARGES ELECTRIC _____

PLEASE CONTACT THE EVENT SERVICES DIRECTOR FOR ADDITIONAL NEEDS/QUOTES.

WATER SERVICE

\$150.00 PER CONNECTION

TOTAL CHARGES WATER _____

COMPRESSED AIR SERVICE

\$150.00 PER CONNECTION

TOTAL CHARGES COMPRESSED AIR _____

CONDITIONS AND SAFETY REGULATIONS FOR ELECTRICAL SERVICE

1. WALL, COLUMN AND PERMANENT BUILDING UTILITY OUTLETS ARE NOT PART OF BOOTH SPACE AND ARE NOT TO BE USED BY EXHIBITORS UNLESS SPECIFIED OTHERWISE.
2. ALL EQUIPMENT, REGARDLESS OF SOURCE OF POWER, MUST COMPLY WITH ALL FEDERAL, STATE AND LOCAL BUILDING AND SAFETY CODES.
3. ALL SERVICE CONNECTIONS AND OVERLOAD PROTECTION TO SUCH EQUIPMENT MUST BE MADE BY THE "KCC HOUSE ELECTRICIAN" ONLY.
4. ALL EQUIPMENT MUST BE PROPERLY TAGGED AND WIRED WITH COMPLETE INFORMATION AS TO TYPE OF CURRENT, VOLTAGE, PHASE, HORSEPOWER, ETC.
5. ALL APPROPRIATE EXHIBITOR'S EXTENSION CORDS MUST BE OF THE THREE-WIRE GROUNDED TYPE, RESIDENTIAL TYPE EXTENSION CORDS AND POWER STRIP CORDS ARE PROHIBITED BY LOCAL BUILDING AND SAFETY CODES.
6. ALL EXPOSED NON-CURRENT CARRYING METAL PARTS OF FIXED EQUIPMENT, WHICH ARE LIABLE TO BE ENERGIZED, MUST BE GROUNDED.
7. NOTIFICATION OF CANCELLATION MUST BE RECEIVED IN WRITING A MINIMUM OF FOURTEEN (14) DAYS PRIOR TO SCHEDULED MOVE-IN DATE.
8. CREDIT WILL NOT BE GIVEN FOR SERVICE INSTALLED, BUT NOT USED.

THE PARTIES AGREE THAT THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE EXCLUDED FROM THIS AGREEMENT. KNOXVILLE CONVENTION CENTER DOES NOT ASSUME ANY LIABILITY FOR DAMAGES OR ANY TYPE WHATSOEVER OR LOSS OF ANTICIPATORY PROFITS RESULTING FROM THE USE OF EQUIPMENT OR SERVICES OR DELIVERY OR INSTALLATION, OR DAMAGE OF ANY SORT WHATSOEVER TO USER'S GOODS OR EQUIPMENT ARISING FROM ANY CAUSE WHATSOEVER.



P.O.BOX 2543 • KNOXVILLE, TENNESSEE 37901
 (865) 522-5669 • FAX# (865) 251-6041

An SMG Managed Facility

COMMUNICATIONS and TECHNOLOGY SERVICE ORDER FORM

PAYMENT FOR ADVANCE ORDERS MUST BE RECEIVED IN OUR OFFICE 14 DAYS PRIOR TO MOVE-IN DATE
 MAKE ALL REMITTANCE PAYABLE TO: KNOXVILLE CONVENTION CENTER, ATTN: FINANCE DEPARTMENT.

NAME OF EVENT _____ DATE OF EVENT ____/____/____ BOOTH# _____

FIRM NAME _____ CONTACT NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

PAYMENT: CHECK__ CASH__ VISA__ MC__ AMEX__ DC__ PHONE# _____ FAX# _____

CARD# _____ V Code: _____ (Last 3 numbers on back) EXP. DATE _____

I ALSO AUTHORIZE SMG TO CHARGE ANY OUTSTANDING BALANCES AT THE TIME OF MOVE-OUT TO MY CREDIT CARD

SIGNATURE _____ NAME ON CARD _____

**WE DO NOT ACCEPT DINERS CLUB CREDIT CARDS **

SERVICES

QUANTITY	DESCRIPTION	*ADVANCE	FLOOR	TOTAL
	ANALOG PHONE LINE W/SET (FAX, CC, DIALUP, VOICE)	\$ 175.00	\$ 225.00	
	DIGITAL PHONE LINE W/SET (VOICE; Speaker phone, LCD)	\$ 225.00	\$ 275.00	
	MULTI-LINE SET	\$ 50.00	\$ 75.00	
	VOICE MAIL BOX	\$ 25.00	\$ 50.00	
	CALL WAITING	\$ 25.00	\$ 50.00	
	HUNTING (ROTARY)	\$ 50.00	\$ 75.00	
	3-WAY CONFERENCE CALLING	\$ 50.00	\$ 75.00	

*IN ORDER TO RECEIVE THE ADVANCE RATE, THE ORDER FORM, WITH PAYMENT MUST BE RECEIVED AT LEAST 14 DAYS PRIOR TO MOVE-IN DAY. ALL CANCELLATIONS ARE SUBJECT TO 50% PROCESSING FEE. CANCELLATIONS MADE 24 HOURS BEFORE INSTALLATION ARE NON REFUNDABLE. ALL CHANGED ORDERS ARE SUBJECT TO A CHARGE OF \$45.00. THERE WILL BE A \$30.00 FEE FOR ALL RETURNED CHECKS. PAYMENT IN FULL MUST BE RENDERED PRIOR TO DELIVERY OF SERVICE.

TOTAL CHARGES _____

PLEASE CONTACT THE EVENT SERVICES DIRECTOR FOR ADDITIONAL NEEDS/QUOTES.

VIDEOCONFERENCING AVAILABLE IN ADMINISTRATIVE BOARD ROOM:

\$85 /HOUR w/OUT TECH SUPPORT OR \$150 /HOUR w/ TECH SUPPORT

RATES FOR TELEPHONE SERVICE:

Local calls (FREE), Toll Free (FREE), Long Distance (\$2 /min)

International calls (\$4 /min) Credit Card required for all calls

BOOTH LAYOUT DIMENSIONS -

PLEASE SUBMIT FLOOR PLANS WITH EXACT PLACEMENT FOR SERVICES FOR LARGE EXHIBIT AREAS.

FLOOR LOCATIONS ARE ON 30' CENTERS, CHECK WITH SHOW MANAGER FOR BOOTH PLACEMENT

TERMS AND CONDITIONS FOR COMMUNICATIONS AND TECHNOLOGY SERVICES

1. Telephone instruments must be picked up at the Service Desk. At that time a deposit will be required for network access charges via a credit card. All long distance charges incurred from the first move-in date through the last move-out date are the responsibility of the exhibitor.
2. The Knoxville Convention Center (KCC) is not responsible for lost or damaged equipment while in exhibitor's possession. A \$250.00 per phone set charge will be billed for sets damaged or not returned.
3. Payment in full must be rendered prior to delivery of service.
4. Advance orders must be received in SMG's office a minimum of fourteen (14) days prior to scheduled move-in date.
5. Notification of cancellation must be received in writing a minimum of fourteen (14) days prior to scheduled move-in day to qualify for a partial refund.
6. Labor is charged in ½ hour increments (Minimum charge is ½ hour) Labor rate is \$50.
7. Under no circumstances shall anyone other than the KCC Telephone Technicians or KCC Telephone Contractors make any special wiring within the Convention Center.
8. The KCC will not be responsible for any cutting or altering of any floor coverings in order to bring telephone service to a booth.
9. The KCC reserves the right to require deposit for Telecommunication equipment prior to installation. Credit will not be given for service installed, but not used.
10. Booth utilities are to be ordered by each exhibitor separately and are not to be shared with other exhibitors.
11. All material and equipment furnished by the KCC for the service order, shall remain the property of the Convention Center, and shall be removed only by the Convention Center staff at the close of the show.
12. Customers' rental of the equipment includes the usage of (but physical access to) the common telecommunication equipment (collectively, the "switch") serving the customer at the Convention Center identified above.
13. Disputes concerning service must be filed by the exhibitor with the Event Services Department prior to the close of show.
14. All equipment supplied to exhibitors should be returned to the Service Desk at the close of show.
15. All exhibitor telephone service will be disconnected on the last day of the event, thirty minutes after the official closing time.
16. Rates quoted for all services include bringing the requested communication services to the booth in the most convenient manner and do not include special wiring, testing, over-head drops and/or special placement of communication services. All island booths will require a scaled diagram with orientation, and additional labor and materials for precise placement of communication services. Additional labor will be required for relocating service after installation. Labor charges may be assessed on the exhibit floor and payment in full must be rendered. No exceptions.



Internet Access Order Form

Company	Booth/Room Number		
Billing Address	City	State	Zip
Show Name	Show Dates		
Contact	Phone		
E-mail Address	Fax		

Payment Information:

AMEX [] MasterCard [] VISA [] Check #: _____

Name on Credit Card: _____

Credit Card #: _____ Exp. Date: _____

Signature: _____

Billing Address of Credit Card: _____

Make check payable to: showNets, LLC.

Exhibit Area Network Services	Qty.	Advanced	Standard	Amount
A. Wireless Connection – Rates are for information Purposes only				
Sign-up for this service On-Site Only				
Wireless Internet Access (Up to 128k) Per Day – Sign up on-site		15.95	15.95	
Wireless Internet Access (Up to 256k) Per Day – Sign up on-site		33.95	33.95	
Wireless Internet Access (Up to 512k) Per Day – Sign up on-site		49.95	49.95	
Wireless Internet Access (Up to 1mbps) Per Day – Sign up on-site		84.95	84.95	
B. Wired Internet Access				
Shared Internet Access (128k Private Address, 1 machine only)		495.00	595.00	
Shared Internet Access (512k Private Address, 1 machine only)		795.00	895.00	
Shared T1 Internet Access (Public IP Address, 1 machine)		995.00	1095.00	
Each Additional Machine Added to the Public Network		125.00	150.00	
Individual T1 Bandwidth		4900.00	5400.00	
C. Rental Equipment				
24 Port Switch Rental (Pick up at Service Desk)		150.00	150.00	
CAT5 Patch Cable Rental – 50' (Pick up at Service Desk)		50.00	50.00	
Custom Cabling		Bid	Bid	
Line Service – T1 Extension from Demark to Booth		2000.00	2500.00	
Total Order				

To avoid additional charges, your order is not complete until you include a diagram of your booth and show us your drop location(s). Print and Fax completed form to showNets at 480-314-7717. Optionally, you may e-Mail this form to sales@shownets.net and we will contact you to obtain your credit card information. If you have any questions, please call at 480-314-7716.

For Technical Support, Call 800-310-4454

Are you planning to use 802.11 a/b/g wireless technologies in your booth? [] yes [] no
 Are you planning to use a Proxy/NAT/DHCP server in your booth? [] yes [] no

showNets, LLC * 12345 North 137th Way * Scottsdale, AZ
 480-314-7716 (Office) * 480-314-7717 (Fax) * sales@shownets.net



Information and Conditions



showNets (Supplier) is the exclusive provider for wired and wireless network services at the Knoxville Convention Center. This includes all exhibit halls, meeting rooms, exterior areas and temporary structures. Only the company (its officers, employees and agents) that orders service is authorized to use the Internet connection. This service cannot be re-sold or distributed to any other company or individual. Our rates are based on a per device charge. Each device attached to the showNets network must pay for networking service.

DISCLAIMER; LIMITATION OF LIABILITY; CUSTOMER'S RESPONSIBILITIES

SUPPLIER'S OBLIGATIONS UNDER THIS AGREEMENT ARE IN LIEU OF ALL WARRANTIES, EXPRESS OR IMPLIED. SUPPLIER WILL NOT BE LIABLE FOR INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, THIRD PARTY CLAIMS, LOSS OF PROFITS OR INCOME, OR LOSS OF USE OR OTHER BENEFITS, ARISING OUT OF OR IN CONNECTION WITH CUSTOMER'S USE OR INABILITY TO USE THE SERVICE HEREIN REQUESTED, OR FOR COMMERCIAL LOSS OF ANY KIND (INCLUDING LOSS OF BUSINESS OR PROFITS) WHETHER OR NOT SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS. THE SERVICE IS PROVIDED ON AN "AS IS" BASIS. THIS IS IN LIEU OF ALL OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE.

Customer and its exhibitors accept responsibility to ensure that all of their files are adequately duplicated and documented. Supplier is not responsible for Customer's failure to do so, or for the cost of reconstructing data stored on disc files, tapes, memories, etc., lost during the performance of service under this Agreement. Supplier will not be liable for loss of funds contained in, dispensed by, or associated with any Services under this Agreement. Supplier will not be responsible for failure to provide service due to strikes or causes beyond Supplier's reasonable control.

Services Order Request and Payment

THIS SERVICES ORDER MUST BE RECEIVED **WITH FULL PAYMENT AND/OR CREDIT CARD AUTHORIZATION** TWO WEEKS PRIOR THE START OF SHOW TO QUALIFY FOR THE ADVANCED RATE. Orders received inside of the two week period will be charged the standard rate. Both wireless access and on-site orders will go through our automated system and will require a credit card for payment. For a wired connection, booth location and location of the Network Connection must be identified to process your order. All monies are collected by showNets. All requests for credit or refund should be directed to showNets. Credit can not be given for service installed and not used. Refunds will not be granted for service installed and deemed inoperative due to faulty exhibitor equipment or off-site service problems. A \$50.00 service fee will be charged for all returned checks.

Services Installation And Equipment Use

For a wireless connection, the process is automated. Open a browser and enter the information requested, choose a service level and enter your credit card information.

For a private wired connection, you will receive access to the Internet via a userid and password for one device. If you order prior to the event, connect your machine to the Cat5 cable that is installed at your location. Open a browser and enter your userid and password to access the Internet. If you order on-site, connect you machine to the Cat5 cable installed in your location. Open a browser and enter the information requested, choose a service level and enter your credit card information.

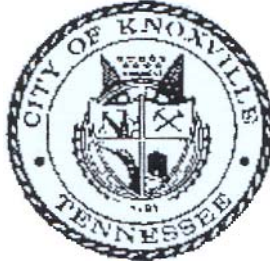
For a public IP wired connection, a printed copy of the full TCP/IP address information will be provided to you prior to the event to facilitate your configuration of the demonstration machine. To connect additional devices to the network you will need to order additional network connections. Please see the Order Form. Enter your IP information into your machine and then connect your machine to the Cat5 cable that is installed at your location.

Keep in mind; the Internet is a public domain. We do not guarantee the performance of any connection outside of the facility. showNets has no control over nor is it responsible for the external network performance once the network traffic leaves the Knoxville Convention Center network and is received by the ISP's POP router and beyond.. **REMEMBER, ONE (1) PUBLIC OR PRIVATE TCP/IP ADDRESS MUST BE ORDERED FOR EACH MACHINE TO BE CONNECTED TO THE INTERNET. NO ROUTERS, DHCP SERVERS, NAT SERVERS, PROXY SERVERS, STREAMING APPLICATIONS OR VOIP ARE ALLOWED WITH ANY OF OUR SERVICES. IF YOU REQUIRE ANY OF THESE SERVICES, WE WILL ACCOMMODATE YOUR RREQUEST WITH A WRITTEN QUOTATION. NO WIRELESS DEVICES ARE ALLOWED ON THE NETWORK WITOUT SUPPLIERS PRIOR WRITTEN CONSENT. IF YOU REQUIRE YOUR OWN WIRELESS NETWORK WITHIN YOUR LOCATION, WE WILL ACCOMMODATE YOUR REQUEST WITH A WRITTEN QUOTATION.**

Cancellation Policy

showNets must be notified in writing two (2) weeks prior to show date to cancel an Internet Access Order. The cancellation fee is \$200.00. Orders placed inside 2 weeks of the show cannot be cancelled and are non-refundable

showNets, LLC * 12345 North 137th Way * Scottsdale, AZ
480-314-7716 (Office) * 480-314-7717 (Fax) * sales@shownets.net



Application for Animal Exhibition Permit

State of Tennessee

County of Knox

Permit No. _____ Date Approved _____

Event Information:

Date(s) From _____ To _____

Hours of Operation: From _____ To _____

Location _____

Number of Animal Control Officers Required _____

Organization _____

I hereby make application for a permit to show or exhibit animals authorized to be shown or exhibited under the provisions of City Animals Ordinance Chapter 5 and base my application upon the answers to the following questions:

Full Name of Applicant:

Last _____ First _____ MI _____

Date of Birth: _____ Social Security # _____

Home Address: _____

Home Phone: _____

Business Address: _____

Business Phone: _____

Under what name will exhibition operate? _____

Name and address of all operators of exhibition:

1. _____

2. _____

3. _____

Have you or any of the parties listed above ever operated an animal exhibit? Yes No

If yes, list the type of exhibit, date and place of operation in the space provided below:

Type of Exhibit	Date	Place of Operation
_____	_____	_____
_____	_____	_____
_____	_____	_____

Have you or any of the parties listed above ever been convicted of any violation of animal laws within the last ten years? Yes No

If yes, give particulars of each charge, court and date convicted:

Explanation of Charge	Date	Court
_____	_____	_____
_____	_____	_____
_____	_____	_____

List below the number and species of all animals to be exhibited (attach an additional sheet if necessary)

Species _____ Qty _____	Species _____ Qty _____
Species _____ Qty _____	Species _____ Qty _____
Species _____ Qty _____	Species _____ Qty _____
Species _____ Qty _____	Species _____ Qty _____
Species _____ Qty _____	Species _____ Qty _____
Species _____ Qty _____	Species _____ Qty _____
Species _____ Qty _____	Species _____ Qty _____
Species _____ Qty _____	Species _____ Qty _____
Species _____ Qty _____	Species _____ Qty _____

List below the name, address, and phone number of veterinarian to be available during hours of exhibit operation:

Name	Address	Phone
_____	_____	_____
_____	_____	_____
_____	_____	_____

Will animals be sold at the exhibition? Yes No

Have you ever applied for an animal exhibition permit from the City of Knoxville?
Yes No

If yes, for what type of exhibition? _____

Please remit this form along with a \$25.00 application fee (make checks payable to City of Knoxville) to the following address:

City of Knoxville Police Department
Attn: Animal Control
P.O. Box 3610
Knoxville, TN 37927

If you have any questions relating to this application, please call the City of Knoxville Animal Control Department at 865-215-7373.



Request To Sell Food & Beverage Items

SMG has the exclusive Food & Beverage rights within the Knoxville Convention Center and the Knoxville Convention and Exhibition Center. Exhibitors requesting to sell Food & Beverage items must have previous written approval from the SMG Food & Beverage Department. Due to the facility concession revenue conflict, authorization will be based on various criteria at the discretion of SMG and fees may be applicable on a per day basis. In addition, the Exhibitor will be responsible for the following;

Items dispensed are limited to products manufactured or produced by the exhibiting firm.

Use of cooking equipment must have the approval of the Knoxville Convention Center.

Exhibitor is responsible for obtaining a City of Knoxville Health Permit. The Health Department can be reached at 865-215-5200.

Where applicable, fees due the Food & Beverage department are due in advance of the show opening.

The applicant named below acknowledges they have sole responsibility for use, service, and disposition of such items in compliance with applicable laws. State law prohibits the selling and distribution of alcoholic beverages. Accordingly, the applicant agrees to indemnify and forever hold harmless, SMG, The Knoxville Convention Center, and the City of Knoxville and its agents from all liability, damages, losses, costs or expenses resulting directly or indirectly from their use distribution or other dispensed food and beverage items.

At the discretion of the Food & Beverage Director any product not approved for selling will be subject to fees or commissions.

Name of Event _____ Event Date(s) _____

Company Name _____ Telephone _____

Address _____ City _____

State _____ Zip _____

On-Site Contact _____ Title _____ Booth # _____

Signature _____ Fax _____

Product(s) you wish to sell _____	
Size of portion to be dispensed _____	Quantity Distributed _____
Proposed method of dispensing and reason for offering samples _____	

Services Required: Please notify the SMG Food & Beverage Department at 865-522-5669 regarding any special services or requests related to your selling or sampling distribution. A state sales tax applies to all charges and service charge where applicable. All items MUST receive prior approval and confirmation from the Show Manager, SMG Food & Beverage Director and the General Manager

APPROVED _____ APPROVED _____

Food & Beverage Director

General Manager

Please return to SMG Food & Beverage Department at least two weeks prior to the start of the show.

Concessions Services Policies

Successful Concession Services are contingent upon attendance and attendee patronage. It is at the discretion of SMG to offer any concessions services based on event information and history. Should SMG decide not to offer concessions services due to past history or anticipated low traffic flow, it will be the client's option to "guarantee" minimal revenue of concessions services, attached are our menus with minimal guarantees.

Concessions Event Order

Event _____ Event Dates _____

Type of Conc. ex: Local Perk

Menu; Full or Limited

Type of Conc _____ Menu _____ Hours _____ Date _____ =\$ _____

Type of Conc _____ Menu _____ Hours _____ Date _____ =\$ _____

Type of Conc _____ Menu _____ Hours _____ Date _____ =\$ _____

Type of Conc _____ Menu _____ Hours _____ Date _____ =\$ _____

Type of Conc _____ Menu _____ Hours _____ Date _____ =\$ _____

Type of Conc _____ Menu _____ Hours _____ Date _____ =\$ _____

Type of Conc _____ Menu _____ Hours _____ Date _____ =\$ _____

Total Amount of Guarantee=\$ _____

Authorizing Signature _____ Date _____

The Local Perk

Mobile Cart

Guarantee \$350.00 Per Four Hour Shift / \$50.00 For Each Additional Hour

Limited Menu

Coffee \$2.75
Bottled Sodas \$2.75
Bottled Waters \$2.75
Bottled Juice \$2.75
Assorted Chips \$1.25
Nutrigrain Bars \$1.75
Otis Spunkmeyer Danish \$2.75
Otis Spunkmeyer Muffin \$2.75
Otis Spunkmeyer Cookies \$1.50
Assorted Candy Bars \$2.00
Whole Fresh Fruit \$1.25

The Local Perk Plus

Mobile Cart

Guarantee \$650.00 Per Four Hour Shift / \$50.00 For Each Additional Hour

Full Menu

Coffee \$2.75
Bottled Sodas \$2.75
Bottled Waters \$2.75
Bottled Juice \$2.75
Assorted Chips \$1.25
Nutrigrain Bars \$1.75
Otis Spunkmeyer Danish \$2.75
Otis Spunkmeyer Muffin \$2.75
Otis Spunkmeyer Cookies \$1.50
Assorted Candy Bars \$2.00
Whole Fresh Fruit \$1.25
Assorted Salads \$7.50
Assorted Cold Sandwiches \$6.75
Hotdogs \$3.00

Smoky Mountain Café B

Small Walk-up Stand Exhibit Hall B

Guarantee \$750.00 Per Four Hour Shift / \$50.00 For Each Additional Hour

Limited Menu

Starbucks Coffee \$2.75
Bottled Sodas \$2.75
Bottled Waters \$2.75
Bottled Juice \$2.75
Fountain Sodas \$2.00/\$2.50
Assorted Chips \$1.25
Nutrigrain Bars \$1.75
Otis Spunkmeyer Danish \$2.75
Otis Spunkmeyer Muffin \$2.75
Otis Spunkmeyer Cookies \$1.50
Assorted Candy Bars \$2.00
Whole Fresh Fruit \$1.25
Assorted Salads \$7.50
Assorted Cold Sandwiches \$6.75
Hotdogs \$3.00
Nachos \$3.75
Popcorn \$3.00/\$5.00

Smoky Mountain Café B

Small Walk-up Stand Exhibit Hall B
Guarantee \$850.00 Per Four Hour Shift / \$50.00 For Each Additional Hour

Full Menu

Starbucks Coffee \$2.75
Bottled Sodas \$2.75
Bottled Waters \$2.75
Bottled Juice \$2.75
Fountain Sodas \$2.00/\$2.50
Assorted Chips \$1.25
Nutrigrain Bars \$1.75
Otis Spunkmeyer Danish \$2.75
Otis Spunkmeyer Muffin \$2.75
Otis Spunkmeyer Cookies \$1.50
Assorted Candy Bars \$2.00
Whole Fresh Fruit \$1.25
Assorted Salads \$7.50
Assorted Cold Sandwiches \$6.75
Hamburger \$5.75
Cheese Burger \$6.50
Hot Grilled Chicken Sandwich \$5.50
French Fries \$2.00
Pretzels/Large \$3.50
Side Cheese Cup \$0.75
Side Chili Cup \$0.75
Hotdogs \$3.00
Nachos \$3.75
Popcorn \$3.00/\$5.00
Hamburger Combo (w/fountain & ff) \$7.25
Cheese Burger Combo (w/fountain & ff) \$7.50
Hotdog Combo (w/fountain & ff) \$5.50
3 pc. Chicken Fingers \$6.50
Chicken Fingers Combo w/FF \$7.50

Smoky Mountain Café A

Large Grab and Go Stand Exhibit Hall A
Guarantee \$850.00 Per Four Hour Shift / \$50.00 For Each Additional Hour

Limited Menu

Starbucks Coffee \$2.75
Bottled Sodas \$2.75
Bottled Waters \$2.75
Bottled Juice \$2.75
Fountain Sodas \$2.00/\$2.50
Assorted Chips \$1.25
Nutrigrain Bars \$1.75
Otis Spunkmeyer Danish \$2.75
Otis Spunkmeyer Muffin \$2.75
Otis Spunkmeyer Cookies \$1.50
Assorted Candy Bars \$2.00
Whole Fresh Fruit \$1.25
Assorted Salads \$7.50
Assorted Cold Sandwiches \$6.75
Hotdogs \$3.00
Nachos \$3.75
Popcorn \$3.00/\$5.00

Smoky Mountain Café A

Large Grab and Go Stand Exhibit Hall A
Guarantee \$1000.00 Per Four Hour Shift / \$50.00 For Each Additional Hour

Full Menu

- Starbucks Coffee \$2.75
- Bottled Sodas \$2.75
- Bottled Waters \$2.75
- Bottled Juice \$2.75
- Fountain Sodas \$2.00/\$2.50
- Milk-White/Chocolate \$1.00
- Assorted Chips \$1.25
- Nutrigrain Bars \$1.75
- Otis Spunkmeyer Danish \$2.75
- Otis Spunkmeyer Muffin \$2.75
- Otis Spunkmeyer Cookies \$1.50
- Assorted Candy Bars \$2.00
- Whole Fresh Fruit \$1.25
- Assorted Salads \$7.50
- Assorted Cold Sandwiches \$6.75
- Hamburger \$5.75
- Cheese Burger \$6.50
- Hot Grilled Chicken Sandwich \$5.50
- French Fries \$2.00
- Pretzels/Large \$3.50
- Side Cheese Cup \$0.75
- Side Chili Cup \$0.75
- Hotdogs \$3.00
- Nachos \$3.75
- Popcorn \$3.00/\$5.00
- Hamburger Combo (w/fountain & ff) \$7.25
- Cheese Burger Combo (w/fountain & ff) \$7.50
- Hotdog Combo (w/fountain & ff) \$5.50
- 3 pc. Chicken Fingers \$6.50
- Chicken Fingers Combo w/FF \$7.50

Concession Vouchers

Vouchers may be purchased through SMG to offer discounts or \$\$\$ off for attendees or vendors at the sole discretion of the Client. Vouchers must be purchased in advance from the SMG Catering Department. Vouchers are dated for the event dates and are not transferable, refundable or exchangeable and left over/remaining vouchers are null and void.

Event Name _____ Event Dates _____

Purchase Amount _____ Payment Type _____

Authorizing Signature _____ Date _____



Plasma Monitor Advertising

- Our high definition, 50” plasma monitors are featured in 7 primary locations, some of which are entrances of the Center; 4 on the third level, 2 on the second level and 1 on the first level.
- The advertisement rates (below) include coverage of 1 slide at each plasma location. Up to 2 additional slide can be purchased. Slides will be developed using Power Point. Your organization can provide the power point slide or one can be created for you by our marketing staff.

Note: If your organization has a contracted event in the KCC, the name, date, and location will automatically be posted for the day of your event.

- The basic presentation slide could include business name, phone, and dates. Additional slides purchased can contain logo, daily specials, etc. For aesthetic purposes, we recommend no more than 10 words per slide.
- Presentation slides can appear on all plasmas throughout the building simultaneously. Slides will remain on the plasma for approximately 3-5 seconds.
- The business assumes all responsibility of returning the attached information form. Additional fees apply for logos or extra wording (see additional fees form).

Total Impressions

	Each Screen	x # of screens	Total Hits
Per hour	6	x 7 Screens	Approximately 40
Per day	108	x 7 Screens	756
Per week	756	x 7 Screens	5,292
Per month	3,348	x 7 Screens	23,436

Advertising Rates

Lease plan	Cost
Monthly (1 slide)	\$299
Up to 5 days (1 slide)	\$100/5 days
Additional Slides	\$40/slide/up to 5 days



Marquee Advertising

Marquee on Henley/Clinch

- Our high definition, color marquee screens are featured in 2 primary locations around the Center's exterior; one at the corner of Henley and Clinch Street and another at the corner of Cumberland and 11th Street. Both marquees are in prime locations for downtown and University of Tennessee traffic. Additionally, marquees run continuously 24 hours a day, 7 days a week. Approximately 35,000 drivers pass each area each day.
- Cost for each marquee is \$150 each/day. The same message is displayed on both marquees. Screen/s will be developed by KCC staff using a special marquee program.
- The initial presentation screen/s will include your event name, date and time, contact information, price of event if space on screen allows and any logo/picture you provide for your event can also be included if in proper format and space allows. Pictures and logos should be provided in a jpeg or similar type file. Additional screens purchased can contain other logos, daily specials, detailed ticket prices, animation, etc. For aesthetic purposes, we recommend no more than 10 words per screen.
- Presentation screens will appear on both marquees. Screen will remain on the marquee for approximately 3-5 seconds. Please note that other upcoming events will run on the marquees during each rotation. Public/Consumer shows are posted automatically, free of charge, three days prior to the first show date and through the remaining show dates.
- Marquee Screen Size:
Henley Marquee - 240 x 96 pixels
Cumberland Marquee – 208 x 96 pixels

Total Impressions*

	Each Marquee	x # of marquees	Total Impressions
Per hour	Minimum of 30	x 2 Screens	60
Per day	720	x 2 Screens	1,440
Per week (5 day)	3,600	x 2 Screens	7,200

Advertising Rates

	Cost/Day	Total package cost
Daily Rate per marquee	\$150	\$150

** On average. Depending on number of events, this number may be higher or lower.*

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IMPORTANT INFORMATION TO SUBMIT TO YOUR EVENT MANAGER

	Timeline
1. Preliminary Floor Plans Review prior to distribution or booth sales Include use of lobby, food service, and registration areas	12 months
2. Exhibitor Prospectus/Preliminary Show Directory	12-9 months
3. Preliminary Labor and Equipment Requirements Review estimated labor costs for police, fire, cleaning, stagehands, etc., and equipment inventory	12-9 months
4. General Contractor/Sub-contractor List	9-6 months
5. Event Time Table Move-in Schedule: Decorator Exhibitors Freight Registration Show Office Registration Exhibits Meetings Special Events/Ribbon Cutting Other Activities Move-out Schedule	6 months
6. Exhibitor's Manual	90-60 days
7. Final Floor Plans Exhibits Registration Lobby Areas	90-60 days
8. Signage Package Review prior to final arrangements w/contractor	90-60 days
9. Final Show Directory/Program with set up requirements	60 days
10. Certificate of Insurance	30 days

BUDGET REVIEW

Air-Conditioning	Lifts
Box Office	Medical (EMT/Paramedic)
Broadcast Rights	Miscellaneous equipment
Catering	Novelty & Program sales
Coat Check	Parking
Cleaning	Police (traffic control/security/marshalling)
Electric Requirements	Set-ups - tables/chairs
Fire Watch/Crowd Management	Staging
Insurance	Tablecloths/skirting
Labor	Telecommunications & Computer Connections
Lighting	Trash Pulls
Lock Changes	Water service

The above list represents items and services that should be considered and discussed with your Event Manager. They will be happy to prepare an Estimated Event Budget for your review.

FACILITY GUIDELINES AND SERVICES

AIR CONDITIONING

Air conditioning will be provided to a maximum of two show management offices during exhibit hall move-in and move-out periods, at no additional charge. Air conditioning is provided in the exhibit halls and meeting rooms as required *on show days only*. All additional air conditioning required for the exhibit halls or meeting rooms during the move-in and move-out will be billed at the prevailing rates. Air conditioning will *not* be available in the exhibit halls at any time while the loading dock doors are open.

Air Conditioning - Exhibit Hall	\$800.00/day/hall (8 hours)
(Not available when the loading dock doors are open)	\$100.00/hour/hall (8 hours)
(Included in rent during show hours)	
Air conditioning - Meeting Room Series 200, 300, 301	\$680.00/day (8 hours)
Non-show days	\$ 85.00/hour

ALCOHOLIC BEVERAGES

The Knoxville Convention Center holds a license to sell alcohol; therefore, no outside alcoholic beverages may be brought into the facility for consumption under state law.

BOX OFFICE PROCEDURES

Lessee agrees that it will indemnify, hold and save the City of Knoxville and Operator, their officers, agents, contractors and employees whole and harmless and at Operator's option defend same, from and against all claims, demands, actions, damages, loss, cost, liabilities, expenses and judgments of any nature recovered from or asserted against Operator on account of box office operations and control of which is exclusively performed by the Lessee.

- a) **Ticket Prices:** Lessee agrees that all tickets will be sold at the advertised prices.

- b) **Complimentary Tickets:** Operator will retain a minimum of 25 (twenty-five) tickets for each event day or event covered by this Agreement. Such complimentary tickets shall be of Operator's choice and will be retained by Operator at its office at least ten (10) working days before the first day of the Event.
- c) Lessee covenants and agrees to pay the Operator on demand all sums due Operator for any service, equipment, accommodations or materials furnished or loaned by Operator as requested by the Lessee.
- d) Operator, at its discretion, will reserve the right to determine location of ticket Booth/s in the facilities.

BROADCAST RIGHTS AND RECORDING FEES

In consideration for granting advertising, radio broadcasting, television transcriptions, live broadcasts, or recording rights from the KCC, there is a minimum origination fee of two thousand, five hundred (\$2,500.00) dollars per day or per performance, plus any record album cover or video tape broadcast shall contain credits that the records or video tapes were made at the KCC.

GAMBLING/DRAWINGS

By law in the state of Tennessee, any door prize drawings for public events must be made accessible to the public with out purchases involved. Simply stated there can be “no strings attached”. Signage must also be visible stating the public does not have to purchase anything in order to win.

AS REQUIRED IN THE KCC LEASE AGREEMENT, IT IS THE LESSEE’S RESPONSIBILITY TO RETURN THE FACILITY IN THE SAME CONDITION AS IT WAS RECEIVED. A REPRESENTATIVE FROM THE KCC OPERATIONS STAFF WILL REVIEW THE CONDITON OF THE FACILITY WITH YOU AND/OR YOUR GENERAL SERVICE CONTRACTOR IN ADVANCE OF MOVE-IN AND AFTER MOVE-OUT.

If the facility is not returned in the same condition as received, the KCC will clean and make necessary repairs and include the estimated cost for such cleaning in the Lessee's final settlement.

DAMAGE WALK-THROUGH

All damage, except for normal facility wear and tear, is the responsibility of the Lessee. You are encouraged to schedule a mutually convenient "walk-through" appointment to verify the condition of the Facility prior to your event. You will be apprised of damage during your event with written reports and pictures (if possible) as soon as damage is discovered. A final walk-through will take place at the completion of the event and any damage reported will be placed on your final settlement.

Dumpster pulls are charged to Show Management at a rate of \$500.00 for each 40 cu. yd. (30.58 cu. m) compactor pulled. This includes rental of the dumpster. One "pull" will be provided at no charge for your event.

Cleaning Labor (KCC in-house)	\$15.00/hour/laborer 4 hour minimum per attendant
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TEMPORARY FOOD SERVICE ESTABLISHMENTS/OUTDOOR

Requirements Needed to Serve Potentially Hazardous Foods

1. **Utensil Washing and Sanitizing:** three compartment sinks or three individual containers – large enough to accommodate largest utilized.
2. **Sanitizer:** bleach or other approved sanitizer and sanitizer test papers.
3. **Hot water:** equipment for heating water.
4. **Hand washing:** facility provided with warm running water (90° Fahrenheit or above), soap and single service towels (non-hazardous food stands may use handwipes.) Plumbed hand basin or Igloo-type container with spigot.
5. **Detergent:** used for utensil washing.
6. **Water Supply:** potable, from approved source.
7. **Waster water:** disposed of in approved sewage system or holding tank.
8. **Food and Ice:** must be from an approved source. Ice bins must have drains and drain through air-gap.
9. **Floors:** of cleanable material (concrete, asphalt, tight wood, vinyl, etc.) Dirt or gravel floors only when graded to drain and used as sub flooring covered with clean, removable platforms or duck boards or cover with wood chips, shavings, or other suitable materials treated to control dust.
10. **Walls and Ceilings:** whether wood, canvas or similar material – must protect food from the weather. All potentially hazardous food preparation areas constructed in a way that prevents the entrance of insects.
11. **Outer Openings:** doors shall be solid or screened (16 mesh) and self-closing; counter service opening shall be protected with screens, self-closers, or fly fans. Screens – at least 16 mesh to the inch. Fly fans – air curtain generated must cover open area completely to prevent insect entry.
12. **Equipment, Counters, and Storage Areas:** smooth, non-absorbent, and easily cleanable.
13. **Food, Ice, and Single-Service Items:** stored at least six inches off floor or ground.
14. **Food Heating and Cooling Equipment:** kept clean and in good repair; capable of maintaining hot foods at 140° Fahrenheit or above, cold foods at 45° Fahrenheit must be provided.
15. **Thermometers:** All refrigerators and freezers must have thermometers. A separate bayonet-type stem thermometer with a range of 0-220° Fahrenheit must be provided.
16. **Lights:** Shielded or safety coated to include inside equipment where appropriate.
17. **Toxic Items:** Clearly labeled; stored away from and/or below food and food contact items.
18. **Permit Fee:** \$30/fourteen days

Permit fee and approved requirements must be completed and mailed, by the client, to:

**Knox County Health Department
140 Dameron Avenue
Knoxville, Tennessee 37917-6413
Phone 865-215-5200, Fax 865-215-5221, TDD 865-215-5001**

CRATE STORAGE

The Knoxville Fire Department recommends that crates be removed from the facility; however, storage is allowed in 20' x 20' x 8'H areas with 8' aisles, and a 24-hour fire watch.

ELECTRICAL/PLUMBING

KCC Operations Department will provide equipment installations to conventions, meetings, and trade shows at the KCC.

To the extent possible, all lines shall be in the rear of the booth line. Ramping is permitted with fire marshal approval. All fixtures and fittings must be UL (Underwriters Laboratories) approved. (See **Fire and Safety for further information**)

Booth Lighting in Displays – Small round/rectangular fixtures of 250 watt bulbs, or less, from manufactured modular display companies are allowed. Lighting fixtures must be secured safely and out of the reach of the public.

EXHIBIT FLOOR

At the Center's core is a single expanse with more than 119,922 gross square feet of contiguous and divisible exhibit space on one level. Separate entrances allow self-contained movement of attendees.

The floor is concrete with a weight bearing capacity of 300 lb/sq.ft.

Utility Floor ports are located on 30 foot centers and provide electricity, drainage, data, and phone connections. Compressed air and water are conveniently located on specific columns. Consult your floor plan or contact your EM for additional details.

Ramp access, from Truck Dock to the exhibit floor via 15'5" entrances provides direct access to each exhibit hall. There are 9 truck bays on the west side of the facility, underground. These will be designated as for client managerial availability, per participant to the spaced needed.

Each one of the Halls can be utilized as a General Session or Plenary Session for large groups. Exhibit halls can be set up in theater, elevated theater seating, classroom, banquet, or a combination of these sets. All equipment charges apply in the Hall when it is utilized as a meeting function area. Please discuss with your EM the arrangement you require and review the Equipment Inventory and Rental Rates in the Event Guide for budget and planning purposes.

FIRE AND SAFETY REQUIREMENTS

In the interest of life safety and fire prevention in the KCC, observe the following *minimum* fire safety requirements of the Standard Fire Prevention Code and NFPA 101 Life Safety Code for all assembly, convention, and exhibition centers:

Location: All presentations must be confined to areas designated for and maintained as assembly occupancies.

No display or exhibit shall be installed or operated which interfere in any way with access to any required exit or any required exit sign, nor shall any display block access to or obscure access to firefighting equipment.

Floor Plans: Plans for expositions in an acceptable form, shall be submitted to the City of Knoxville's Fire Marshal's office for approval thirty (30) days prior to the move-in of any exhibit. The plan shall show all details of the proposed exhibition. No exposition shall occupy any exposition facility without approved plans.

Fire and Safety Requirements (continued)

Exhibit Booths: Exhibit booths shall be constructed of noncombustible or limited combustible materials. Draperies, curtains, table coverings and other similar loosely hanging furnishings and decorations shall be flame resistant as demonstrated by NFPA 701.

Cooking and Food

Warming Devices: All food preparation/cooking which is part of a demonstration or exhibition in an assembly occupancy will be accomplished by means of electrical cooking devices. These cooking devices and their power supply will be governed and regulated by such applicable codes.

Portable Cooking electrical cooking devices shall be permitted only as follows:

1. They shall be placed on a noncombustible surface,
2. They shall be separated from each other by a minimum horizontal distance of two (2) feet,
3. They shall be kept a minimum horizontal distance of two (2) feet from any combustible material.
4. A 20BC fire extinguisher shall be located at each booth where these cooking-warming devices are utilized.
5. The use of L.P. Gas cylinders and open flame cooking devices is expressly forbidden.

Vehicles: All fuel tanks shall be locked and sealed to prevent escape of vapors. Fuel tanks shall not be more than $\frac{1}{4}$ (one quarter) full. One battery cable shall be removed from the battery used to start the engine. Fueling or de-fueling is prohibited.

Compressed

Flammable Gases: Flammable or combustible liquids, hazardous chemicals or materials, Class II lasers, blasting agents, and explosives are prohibited.

Vehicles: When any liquid fueled, liquefied petroleum (L.P.) or compressed natural gas (CNG) powered vehicle of any type is used for display or service purposes within any building, the following conditions shall be required by the fire official:

1. It will be the responsibility of the event promoter and the facility representative to ensure compliance for all requirements and life safety issues by the Fire Prevention Bureau.
2. Plans shall be submitted in an acceptable form to the Fire Marshal's office for approval a minimum of thirty (30) days prior to the move-in of any exhibit. The plan will show all details of the exposition, including aisle width, travel distances, exits, and display configuration. Scale will be indicated on all plans.
3. Fire lanes and fire apparatus access shall remain clear at all times and be in code compliance.
4. Required means of egress shall be maintained at all times.
5. Fire extinguishers as required by the fire official shall be supplied.
6. Liquid fuel tanks shall have no more than $\frac{1}{4}$ (one quarter) tank capacity with all caps taped shut or fitted with a locking device. Fueling and de-fueling of vehicles on premises or adjacent property is prohibited.

Fire and Safety Requirements (continued)

7. Any compressed natural gas (CNG) or propane (L.P.) fueled vehicle shall close the shut-off valve or tank outlet valve and run the engine until it stops. Valve(s) shall remain closed until the event is terminated.
8. Positive battery lead shall be disconnected and taped to prevent contact.
9. Extension cords are permitted as temporary wiring with the approval of the Fire Marshal. While in immediate use:
 - Only hard usage cords will be approved.
 - Each extension cord shall be plugged directly into an approved grounded receptacle and maintained in good condition without splices or damage. The current capacity of the cord shall not be less than the rated capacity of the appliance or fixture. All cords will be protected from damage or physical impact, and shall not be affixed to structures, extend through walls, ceilings, or floors, and shall not lie under doors, floor coverings, etc.
10. Vehicles shall not be moved during display hours.

THESE ITEMS ARE NOT THE ENTIRE CONTENTS OF THE CODES WHICH APPLY TO ASSEMBLY, EXPOSITION AND CONVENTION FACILITIES IN THE CITY OF KNOXVILLE. THERE MAY BE ADDITIONAL REQUIREMENTS WHICH EXCLUSIVELY PERTAIN TO SPECIFIC SITUATIONS. IF THERE ARE ANY QUESTIONS, PLEASE CONTACT YOUR EVENT MANAGER, WHO WILL CONSULT WITH THE CITY OF KNOXVILLE FIRE DEPARTMENT BUREAU OF FIRE PREVENTION.

Exhibit Structures: Exhibit structures shall be made of fireproof/flame retardant or treated materials not given to flammability. Expanded foam materials shall be fire-retardant.

Structurally, any "built-up" (or double-decker) booth shall have the stamp of a qualified structural engineer attesting to its construction standards.

All electrical installation shall be of standard 3-wire grounded wire in conduit. Particular attention shall be paid to neon electrical installation due to high voltage and breakable nature of this type of lighting. Exposed wire of any sort is never allowed.

All booths constructed within an exhibit hall shall provide for the safe exit of occupants. Two means of exit are required from exhibits, rooms, decks, or platform areas where:

- a) The intended occupant load of the exhibit exceeds 50 persons.
- b) The floor area exceeds 1,600 square feet (148.66 sq. m).
- c) The distance from any point in the floor area to an aisle exceeds 50 ft. (15.24m).

Stairs shall be:

- a) A minimum of 36" (91.44cm) wide.
- b) Stair risers shall be between 7" and 4" in height (17.78cm & 10.16cm). Treads shall have a minimum run of 11" (27.94cm), exclusive of nosing.
- c) Curved or spiral stairs shall not be used unless approved by the local Fire Marshal.
- d) Handrails shall be provided on at least one side of every stairway.

Structures up to 12 feet (3.66m) high must withstand a wind force of 5 pounds per square foot (24.41 kg/sq. m). All construction will meet local, state, and federally mandated codes.

Guardrails will be provided for all moving equipment. Hand and eye shields will be provided for all heat generating devices.

Fire and Safety Requirements (continued)

All exhibits, towers, and other components over 12 feet (3.66m) high will be engineered appropriate to their use and constructed from drawings bearing the stamp of a reviewing structural engineer.

EXHIBITS WITH ENCLOSED CEILINGS & MULTIPLE LEVELS

Exhibits with Enclosed Areas, with Ceilings:

1. Covered or roofed areas shall be furnished with acceptable (and tested) battery-powered smoke detectors which emit alarms audible outside of the enclosed or covered area.
2. There shall be fire extinguishers, minimum class 2A10BC*, in each enclosed area.
3. There shall be a locally approved Fire Watch for enclosures larger than 300 square feet (92.90 sq. m) and at a prevailing rate of \$25/hour (4 hour minimum) during event hours.

Exhibits with Multiple Levels:

1. Upper levels shall support a live load of 100 lbs. per square foot (488.24 kg/sq. m).
2. Guardrails shall be at least 42 inches (1.07m) in height and have intermediate rails through which a six inch (15.24cm) sphere cannot pass.
3. Stairways shall be at least 36 inches (9.15m) wide for occupancies of fewer than 50 people. Stairways shall be at least 44 inches (1.12m) wide for occupancies of 50 people or more.
4. Stairways shall support a live load of 75 pounds per square foot (366 kg/sq. m).
5. There shall be stairways, separate and remote from each other, from the upper deck, with an occupancy factor of twenty-five or more people, or where the upper deck size exceeds 500 square feet (46.45 sq. m).
6. Covered and roofed areas shall be furnished with acceptable (and tested) battery-powered smoke detectors which emit alarms audible outside of the enclosed or covered area, per local code.
7. There shall be fire extinguishers, minimum class 2A10BC*, in each enclosed area covered by the floor above.
8. There shall be a licensed structural engineer's stamp of approval on all plans.

* A 2A10BC refers to a capability and capacity rating of an extinguisher able to put out a fire 10 sq. ft. (.93 sq. m) in area of normal combustible material, flammable liquid, or electrical.

Regarding "Upper Decks":

1. Covered areas over 300 square feet (92.90 sq. m) will require a Fire Watch.
2. Covered or roofed area shall be furnished with acceptable (and tested) battery-powered smoke detectors which emit alarms audible outside of the enclosed or covered area.
3. Exhibitor shall provide a Fire Watch who is qualified in the use of fire extinguishers and fire hoses from beginning until end of show.
4. Fire Watch shall be responsible for immediate notification, by radio, to in-house Security of any problem, giving the exact location and description of the problem. Fire Watch shall then initiate attempts to extinguish or control the fire, or other situation, pending arrival of assistance.
5. If conditions allow, Fire Watch may be assigned responsibility for multiple, contiguous exhibits.

Fire and Safety Requirements (continued)

6. A clear firebreak of at least 10 ft.(3.04m) shall be provided between double-deck in covered area in excess of 1,000 sq. ft. (92.90 sq. m).
7. There shall be stairways, separate and remote from each other, from the upper deck, with an occupancy factor of twenty-five or more people, or where the upper deck size exceeds 500 square feet (46.45 sq. m).
8. Spiral stairways are not recommended for areas occupied by the public, visitors, or clientele, unless specifically approved by the local Fire Marshal.

Exits: All required exits, including entrance and lobby areas of each hall, will be unlocked and kept free of exhibits, booths, tables, registration desks and all other obstructions during show hours.

Flame Retardant Treatment: All decorations, drapes, signs, banners, acoustical materials, hay, moss, split bamboo, plastic cloth and similar decorative materials shall be flame retardant. Oilcloth, tar paper, sisal paper, nylon, orlon and other plastic materials that are not retardant are prohibited. The Fire Prevention Bureau will test any questionable material.

Floor Plans: A minimum of four (4) copies of accurately scaled floor plans of the event shall be submitted to your EM for submission to the Fire Marshal **prior to the sale of exhibit space or tickets**. Plans shall include the size and location of all aisles, utility floor ports, exits, exhibits, general service contractor's booths, food stands or bars, seating areas, registration tables, information tables and other displays. Plans for registration areas shall be reviewed and approved by the KCC and Fire Marshal prior to making final arrangements for same. **The Lessee is prohibited from covering artwork, building signage, pay telephones, concessions or other building services without the written permission of the KCC.** Lessee is required to construct, operate and maintain the event according to the approved plans.

Preliminary Floor plans indicating all spaces to be used for seating or exhibits must be sent to your EM at least sixty (60) days before you publish or distribute any materials containing such information. Management reserves the right to make changes, deletions and additions, to the floor plan, as are deemed necessary to the safe and efficient operation of the KCC.

Once a floor plan has been approved, any adjustment or obstruction to approved aisles must be reviewed and approved by the KCC and the Fire Marshal. This review shall occur prior to entering into a contractual agreement with the exhibitor.

Four copies of the **final plan** shall be submitted for review thirty (30) days in advance of the event. Questions related to Floor plan revisions shall be referred to your EM for review by the Fire Marshal.

Motor Vehicles: All vehicles parked in the KCC during an event shall have locking gas caps or gas caps which are taped over their fuel supplies. Gas tanks must be reduced to less than one-quarter (1/4) tank; not to exceed ten (10) gallons. The positive lead to the battery must be disconnected. (15.14 liters = 4 gallons) **FIRE WATCH REQUIRED.**

All other gasoline powered equipment shall be gas and vapor free.

Note: Up to (20) gallons may be approved for large trucks or other vehicles where deemed acceptable by the Fire Marshal. **FIRE WATCH REQUIRED.**

Obstructions: Aisles and exits as designated on approved plans must be kept clean and clear of obstructions. Booth construction must be substantial and fixed in a specified area for the duration of the show. Easels, signs, products, chairs, etc., must not be placed beyond the booth area into aisles.

Fire and Safety Requirements (continued)

All fire hose cabinets, fire extinguishers, pull stations and emergency exits, including those inside an exhibit space, must be visible and accessible at all times.

Moveable partitions separating meeting rooms and halls must be able to be closed in case of emergency.

Tents:

1. NO SMOKING signs must be installed.
2. One 5lb. ABC fire extinguisher must be present for 500-1,000 square feet with one additional fire extinguisher per 2,000 square feet.
3. Exits must be clearly marked and exit curtain must be a contrasting color.
4. Tent must be fire resistant per NFPA 701, with documentation on site.
5. The number of exits required by occupancy load:
 - a. 0-199 – 2 exits per tent
 - b. 200-499 – 3 exits per tent
 - c. 500-999 – 4 exits per tent
 - d. 1,000-1,999 – 5 exits per tent
 - e. 2,000 – plus – 6 exits per tent
6. Any cooking devices must be vented to the outside by approved method.
7. Any heating device must be outside and air-ducted in by approved method
8. Proper aisles must be maintained.
9. submittal of site and interior plan is required and must be submitted a minimum of two (2) weeks prior to the event for approval (table layout, chairs, aisle width, distance between tents, etc.)
Temporary occupancy load signs will be issued.
10. A minimum 12' fire lane must be maintained on all sides, free of guy ropes or other obstructions.

Cooking Areas/Kiosk/Trailers:

1. Each cooking area, kiosk, or trailer shall have one 5lb. BC or K type fire extinguisher.
2. All cooking devices used inside a building and emitting grease-laden vapors must have fire suppression and vented to the outside in an approved method.

Temporary Permits: The following policy is provided for Tent and Temporary Canopy Permits (Temporary Permits) as of the date adopted, June 1, 1998. Notices will be given to secure a permit within a specified time.

Requests for tents and temporary canopies shall be submitted for review, using a Plans Review application, and paying a \$25.00 fee for Plans Review. All applicants will provide three (3) copies of a plot plan/survey of the property to be used, rented or leased; show all structures on the site; all parking spaces/driveways; and the proposed tent or temporary canopy size and location. All applicants will complete and submit the attached information form with all necessary signatures. The plan will be reviewed by Engineering, Parking, Zoning, Building, Electrical, Fire, Plumbing and Mechanical. Applications will be required to secure written approval from Metropolitan Planning Commission when located in RP2, RP2 and RP3; C-6 and C-7; H-1; I-1; PC-1 and PC-2; SC-1, SC-2, and SC-3 zoning districts.

The Inspection Bureau will check the following during plans review:

- A tent is a temporary free-standing structure consisting of a roof, supports and sides (sides may be rolled up). Tents are allowed to be erected for no more than 30 days per calendar year.
- A temporary canopy is a free-standing structure consisting of a roof and support only (no sides). Temporary canopies are allowed to be erected for no more than 120 days per calendar year.

Fire and Safety Requirements (continued)

The city will check the following during plans review:

Engineering

- Traffic flow effect on property
- Use of existing parking layout
- Other

Parking

- Cannot use required parking and no additional parking required for tent.
- Need to establish number of required spaces for existing building use when tent is located in parking area.
- Other

Zoning

- Tents and temporary canopies must be on a lot (site) with another building and the use must be accessory (similar type sales use as existing) to an existing legal use within the building. Form letter or OK from existing tenant that use is accessory to their business. Tents or temporary canopies will not be permitted on a vacant lot (site). Exceptions for tents as provided by Article 5, Section 13 City of Knoxville Zoning Ordinance.
- Past permits for tents and temporary canopies in calendar year (1/1 to 12/31) for the site (lot/parcel, not address) (for tents only 30 days per city lot and for temporary canopies only 120 days per city lot, not each business). If new tenant and lot has already used 30 days, check with the Chief Building Official.
- If planned zone, sign-off by Metropolitan Planning Commission on plot plan.

FIRE WATCH/CROWD MANAGEMENT

Per City of Knoxville Fire codes, the KCC shall be under constant supervision of a Standby Firewatch/Crowd Management on the premises during the time that the premises are open to registrants or the general public. Under special circumstances as determined by the Fire Marshal, the Standby Firewatch/Crowd Management shall extend to 24 hours a day. The number of inspectors on Standby Firewatch/Crowd Management is determined by the Fire Marshal, based upon the event schedule and estimated attendance. The Lessee is responsible for all related charges. All off-duty fire personnel working at the KCC must be paid by SMG. All related expenses will appear on your final settlement.

Fire Watch/Crowd Management

\$25.00/hour (4 hour minimum)

Firewatch/Crowd Management may not be required for all events. It will be determined by the Fire Marshal at the time of event plan and floor plan submittal.

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 Knoxville Convention Center.

Any materials that are brought into the facility must be accompanied by applicable Material Safety Data Sheets.

Neutralizers may be available to render some chemicals harmless. If you are not sure of the product being utilized, please check with the manufacturer.

All items must be handled and disposed of in accordance with the latest Environmental Protection Agency regulations at the time of your event.

Exhibitors using these items are totally responsible for their removal from the Knoxville Convention Center property. Please check with Official Cleaning Service Supplier prior to your event to make the necessary disposal arrangements for any **HAZARDOUS WASTE MATERIALS**.

KEYS - ROOM SECURITY

The Center has the capability to change door locks for the majority of the meeting rooms. The cost per lock is \$50.00 (move-in/move-out), inclusive of 3 keys. Lost keys will be charged at fifty (\$50) dollars each.

It is important to note that no doors may be locked, chained, or otherwise secured by show management, without prior written approval of Center management. Your EM can provide further information that will allow you to properly secure all items in the Center.

LIGHTING

Halls A and B have mercury vapor lights and incandescent lights. NOTE: Mercury vapor lights take approximately 12 minutes to fully illuminate.

Incandescent lights require a charge at the prevailing rate to operate during rehearsal and entertainment hours. Only the mercury vapor lights are used for house lighting during regular (trade and consumer) exhibit shows.

Work lights (50% power) are provided in the exhibit halls for the move-in and move-out at no additional charge during a 12 hour period. Full show lighting for these periods is available at the prevailing rates on an hourly per-hall basis as well as additional work light hours.

Full show lighting (100% power) is provided one hour prior to, through the published event closing at no additional charge.

Lighting -	Show Lights	\$45/hall/hour
	Work Lights	\$30/hall/hour
	Meeting Rooms	\$30/hour

Standard Lighting - On 1 hour prior to show open, Off ½ hour after show close

Spotlights - (contact in-house audio visual company for rates)

Meeting rooms are equipped with fluorescent and dimmable incandescent lights.

Booth Lighting in Displays – Small round/rectangular fixtures of 250 watt bulbs, or less, from manufactured modular display companies are allowed. Lighting fixtures must be secured safely and out of the reach of the public.

LOADING DOCK

The Center and your show decorator will make every effort to maintain a safe and efficient loading dock operation.

Lessees will be required to supply a detailed schedule covering all move-in and move-out activities, including anticipated freight deliveries, general service contractor materials and exhibitor access times. The Center may

mandate changes in schedule to maintain the smooth operation of your event and any other events operating concurrently in the Facility or World's Fair Park.

When you require the use of the loading docks, KCC Security will enforce parking rules and control truck traffic. The Center does not forgo any rights relative to the safe operation of its docks. The overall control of the docks remains at all times with SMG building management.

LOST AND FOUND

All lost and found articles are logged and placed in our Security Office located on the Loading Dock. We attempt to identify the owner and return all articles. To inquire about lost items contact the Security Office at 865-251-6040.

MARKETING

The Knoxville Convention Center is pleased to offer its services to presenters.

We will be happy to meet with you or your exhibitors to discuss how we can maximize exposure for your event. Your EM can arrange a meeting with the Assistant General Manager for further details. (Please see pages 48-49 for information on Plasma Screen and Marquee Advertising)

MARSHALLING AREA

The KCC does not maintain a marshalling yard on the premises, however, sites are available for use near the Center. Your Event Manager can assist you, and/or your general contractor should you wish to research leasing these areas. All truck marshalling and storage requirements must be reviewed with your EM no later than (30) days prior to event to ensure a smooth operation for your exhibitors and contractors. Your EM can help to determine space availability and coordinate usage of dock and public areas with other concurrent events.

Marshalling And Move-In/Move-Out Procedures

The Blackstock parking lot will be used as a marshalling yard for your event. A map with directional information is included for your convenience.

Move-in:

We ask that each vehicle report to the Blackstock parking lot (marshalling yard) upon arrival of your designated move-in time. Once your vehicle has entered the marshalling yard, you should report to the marshalling coordinator. No vehicles will be allowed to enter the Knoxville Convention Center loading dock without first checking-in at the marshalling yard. The marshalling coordinator will then send vehicles to the loading dock for unloading according to availability.

Once your vehicle has been unloaded, please move out of the loading dock and park your vehicle before you set up your booth.

Move-out:

After completely packing up your booth, come to the show office/manager and pick up your loading pass.

After receiving your pass, please report to the marshalling yard. You will then be allowed to go the loading dock as space permits.

This system helps to insure that the loading dock does not back up and that emergency vehicles always have a path into the area if an emergency arises. Thank you in advance for your patience and understanding.

Karen L. Massey
Director of Event Services
SMG/Knoxville Convention Center

MARSHALLING PROCEDURES

1. It will be required that the Marshalling Procedures be submitted with all vendor packets supplied by the client.
2. All trucks must report to the marshalling yard, which has been designated, "Blackstock".
3. Once the truck has entered the marshalling yard, they will report to the security personnel or client designee that will be at Blackstock.
4. Security personnel or client designee will check all trucks to make sure the proper paper work has been filled out and verify the driver information.
5. Security personnel or client designee will need access to a radio.
6. The marshalling coordinator, located on the loading dock, will contact part-time security guard or client designee in marshalling yard informing them of trucks to send in.
7. The client will determine load in and load out order, and will present a schedule to us for the allotted time slot. The load in schedule needs to be relayed to all vendors. Events department will notify the client of available loading docks for events.

Load in starts:

- Marshalling coordinator will be in charge of loading dock and will be located at the dock.
- The marshalling coordinator will call for truck according to load in schedule.
- The part-time security guard or client designee at the marshalling yard will relay information to truck drivers.
- The part-time security guard or client designee at the top of the ramp on Cumberland will not let any truck in that has not been called for by the marshalling coordinator.
- The only exception will be for house deliveries. Those deliveries will utilize our receiving dock.
- Marshalling coordinator must make sure that the truck has exited the dock before calling in another truck.

Load out will be the reverse of the load in procedures

See Security Staff for minimum security requirements in the marshalling yard and at loading dock areas. Also see Loading Dock regarding P.O.V.'s.

Knoxville Convention Center Exhibitor Map and Directions to Marshalling Yard



Event Name _____

Event Move-Out Date _____

When your booth has been dissembled, please report back to Blackstock Parking Lot/Marshalling Yard

Turn load out pass into Marshalling Coordinator at Blackstock Parking Lot/Marshalling Yard for a dock pass in order to gain entry into KCC Loading Dock. The Marshalling Coordinator will then notify exhibitor when to report to Knoxville Convention Center Loading Dock.

Any vehicle not in possession of a dock pass will be asked to return to Blackstock Parking Lot/Marshalling Yard.



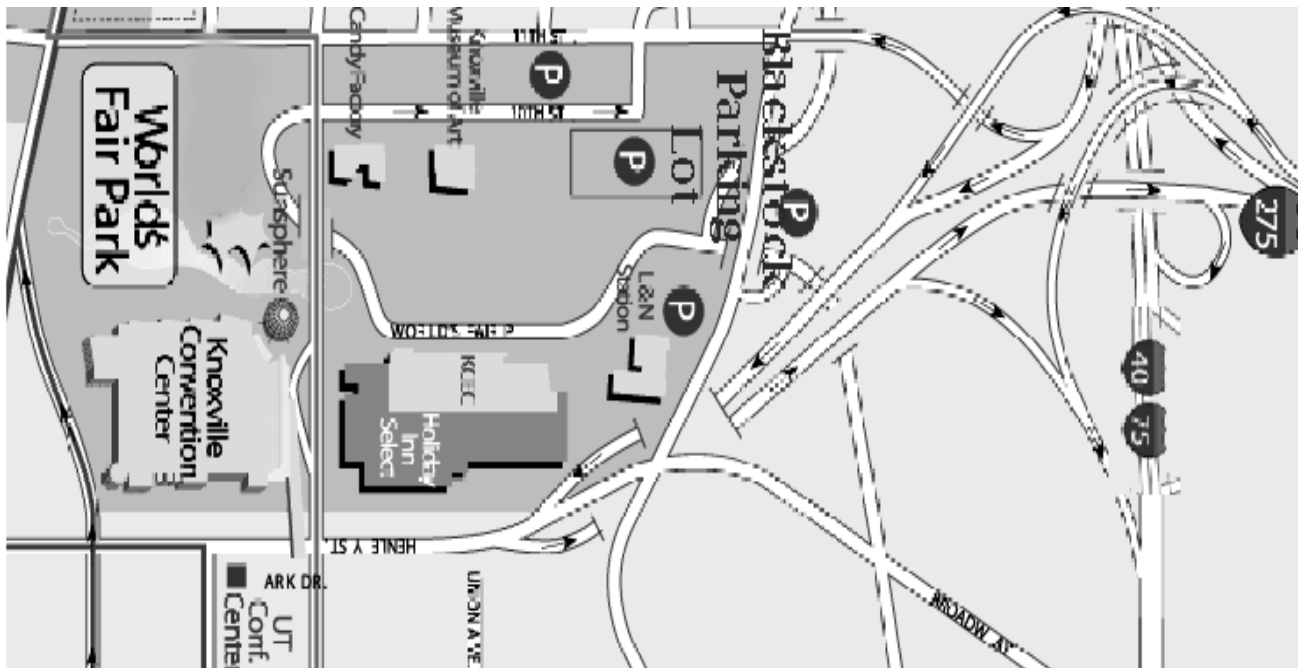
Exhibitors – Thank you in advance for your cooperation.
-KCC Staff

DRIVING DIRECTIONS FROM KCC TO BLACKSTOCK LOT

From the Loading Dock:
Take a right onto Cumberland Ave.
At the 2nd red light take a right onto 11th Street.
At the next red light take a right onto Clinch Avenue.
At the next red light take a left turn onto Henley Street (441 North Highway).
Go straight thru the next red light and get into the left lane.
At the next red light turn left onto Oak Avenue.
Go across the bridge to the stop sign.
At the stop sign take a left turn onto Blackstock Avenue.
As you make the left turn you will see the lot on your left.
Go see the Marshalling Coordinator to get your number to line up.

DRIVING DIRECTIONS FROM BLACKSTOCK TO THE KCC

From the Blackstock lot to the convention center:
From lot make a right turn onto Oak Avenue
At red light turn onto Henley Street (441 South).
At the 4th red light make a right turn onto Cumberland Ave.
At the next red light you will see the entrance to the KCC Loading Dock, turn right.



NOVELTY AND PROGRAM SALES POLICY

The sale of programs and novelties at the KCC Facility for commercial/public activities is subject to control by the KCC.

The number of sellers assigned to each event will be determined by the KCC management based upon anticipated attendance and the volume of merchandise offered. No personnel will be allowed to sell without prior approval by KCC Management.

The KCC will acquire thirty percent (30%) of gross receipts based on the total gross receipts on novelty sales which includes sales tax.

There will be no exceptions to the above rules without the specific consent of the General Manager of the KCC.

PARKING

Parking for all vehicles is available in various municipal lots around the Convention Center. Please review the history of previous attendance with your EM so we can better anticipate your parking needs.

Parking (ADA) Cumberland/Ballroom Entrance

N/C with LD.#

Parking (Attendees and Exhibitors)

\$8.00/show day (most parking lots near KCC)

For all printed materials, please publish the following information: Abundant parking is available in close proximity to the Convention Center. Locust Street Garage is one block away and is connected by a covered pedestrian skybridge over Henley Street. There are additional pay lots in walking distance, as well as free parking sites.

PLUMBING

Compressed water and drain hook ups for exhibit booths are provided by SMG.
See Electrical/Plumbing Order Form (pages 35-36).

POLICE

KCC requires a minimum of one off-duty police officer for most events. Additional police officers may be required for security purposes depending on the nature of the event and facility usage. **(Also see Security.)**

When shuttle busses are running, a minimum of three (3) police officers will be required to hold vehicle traffic and operate a crosswalk. Additional officers may be required.

PUBLIC AREAS

Lobbies, concourses, food facilities and restrooms are considered public areas and not under Lessee control. **All activities using public areas**, such as registration, special exhibits or displays, dressing rooms, temporary advertising, etc., **must be noted on the Floor Plan submitted sixty (60) days in advance to be approved by the KCC and the Fire Marshal.** Please note that clear access must be maintained for concurrent events, as well as to all restaurants, cafeterias, lounges, permanent food service facilities, restrooms, telephones and all exit or entrance doors.

Service desks and related work stations are permitted in public areas at SMG's discretion. Motorized vehicles, forklifts, gas or electric carts, etc., may not be operated in lobbies, concourses or any carpeted area of the KCC. Heat tape and double face tape may not be used on carpeted or terrazzo floors. Additionally, installations of carpet runners, show carpet or other temporary floor coverings over permanent carpet must be approved in advance.

RECEPTIONIST

The KCC can provide a receptionist to answer your event calls at our primary switchboard during evening and weekend show hours. Contact your Event Manager for this service. The charge is currently \$12.00 per hour, with a four hour minimum. These rates are subject to change. Consult with your Event Manager to confirm the rate at the time of your event. Two weeks advance notice of your requirements is preferred.

REGISTRATION

Concourse and the Exhibit Hall Lobby have a limited amount of space available for registration. All egress doors from the exhibit halls should remain clear. Please consult your EM regarding space availability and placement of any counters, displays, or signage in public areas. Space utilized for registration is provided at no charge and is based on availability.

RIGGING

Rigging at the KCC is subject to approval by SMG and must meet industry standards. Please consult with your EM.

TENT PERMITTING (OUTDOORS)

The East Tennessee Building Code is the governing authority for the erection and use of all tents. Pursuant to E.T.B.C., section 13, a building permit issued by the City of Knoxville Inspection Bureau will be required for the erection and/or occupancy of any tent. A tent shall be erected by a contractor, licensed by either the state of Tennessee or by Knox County, working within the limitations of his/her license.

The term "Tent" shall be used interchangeably with the terms canopy and cabana. Tents are temporary structures, and will not be permitted for a period exceeding 30 days.

The following is the **minimum submittal** for a tent permit. Failure to submit the minimum required will result in a rejection of the submittal until corrections can be made.

1. Application on City form with notarized signature of the qualifying agent.
2. Owner's affidavit on City form, signature of owner to be notarized.
(Proof of ownership may be required.)
3. Notice of commencement.
4. Insurance papers, made out to City of Knoxville and SMG
 - a. Compensation
 - b. Liability
5. Architectural and Engineering drawings
 - a. Site implementation, location drawings
 - b. Structural drawings and shop drawings [if any]
 - c. Structural analysis [rational analysis] and structural design calculations, including foundation design for up-lift [note 150% safety factor minimum required for stability of foundation]
 - d. All drawings and calculations presented as a submittal for a "Tent Erection Permit" shall have each page signed and sealed by a State of Tennessee Registered Professional Engineer.

Any tent which is erected without a permit, or which is occupied without a final inspection and approval by the Building Official or his designee, shall be deemed to be unsafe based upon the requirements of East Tennessee Building Code Section 13, Zoning Ordinance.

Tents which are deemed unsafe by the Building Official shall be immediately vacated and struck. If the owner of the tent fails to comply with the order of the Building Official to vacate and strike the subject tent, then the Building Official shall move to vacate and strike the subject tent under the authority vested in East Tennessee Building Code, Section 13, Zoning Ordinance.

Costs incurred in the performance of vacating and striking of an unsafe tent shall be paid by the appropriate governmental authority and upon the recording in the public records of this county a certificate executed by the Building Official, certifying the amount so expended and why expended, the same shall become a lien against the property involved. Any tent struck by action of the Building Official will be confiscated as being used in the commission of a crime.

Contractors who erect tents without the proper licensing and/or permits or who permit tents to be occupied without proper inspection and/or approval will be charged before the Knox County Board of Rules and Appeals.

TRAFFIC CONTROL

Knoxville off duty police officers are required to assist you with bus and auto traffic control at the KCC. A minimum of three (3) officers are required for groups with shuttle requirements and/or a high volume of registrants, exhibitors, or patrons who drive to the event. Additional officers will be required when needed. Police officers will hold traffic for busses and pedestrians as needed. The Lessee is responsible for all related charges. Your EM can outline the staff requirements and related expenses based on expected traffic.

All off-duty police personnel working at the KCC will be paid by SMG. All related charges and expenses will appear on your final settlement.

Off-Duty Police Officer	\$27.00/hour (4 hour minimum)
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UNION DEFINITIONS

All issues relative to the amount and types of display work your exhibitors can perform within the confines of their exhibit booth space must be discussed with your EM and general contractor. Lessees are encouraged to clearly define their agreement with regard to union labor hired through the general contractor in their exhibitor instructions.

All union issues should be reviewed with your Event Manager. See production information form in the Exhibitor's Kit Forms section in the index.

UTILITIES (See Exhibit Floor)

WATER SERVICE – Needs can be discussed with Food and Beverage Department.

WEBSITE – www.kccsmg.com or www.knoxvilleconventioncenter.com

Knoxville Convention Center **NOTICE TO EXHIBITORS**

There are **exclusive agreements** related to your use of the Knoxville Convention Center or KCEC:

Service Providers in KCC/KCEC:

KCC / For all food and beverage.

Contact: Kim Beets, Director of Food & Beverage (865) 522-5669
(See Request to Sell Food Form located on page 43 and Concessions Services Policies on pages 44-47)

KCC/Electrical, Communications, Plumbing, Compressed Air, Water/Drainage

Contact: Karen Massey, Director of Event Services (865) 522-5669

The Knoxville Convention Center can provide a full range of audio/visual services, sound reinforcement, slide and video projection, video production, computer/projection interfacing, etc., preferred through the in-house Audio Visual Contractor.

Contact: PSAV(865) 251-6128

Order forms for the contractors listed above follow.

Knoxville Convention Center **FIRE AND SAFETY CODES**

In the interests of life safety and fire prevention/protection in the Knoxville Convention Center, the following minimum standards shall apply to all events, private or public:

EXITS: No display or exhibit shall be so installed or operated as to interfere in any way with access to any required exit or with visibility of any required exit or any required exit sign. All required exits, including but not limited to, entrance/exit and lobby areas of each hall, the center exit pod and all corridors/aisles shall be unlocked and free from obstruction during show hours.

FIREFIGHTING EQUIPMENT: All fire hose cabinets, fire extinguishers, manual pull stations and any other fire protection equipment, including those inside exhibit/booth space, shall be visible and accessible at all times.

COMBUSTIBLES: Compressed flammable gases, flammable or combustible liquids, open flame devices, hazardous chemicals or materials, Class II or greater lasers, blasting agents, explosives and pyrotechnic devices shall be prohibited within exhibit halls. Under special circumstances, limited use of the above items may be permitted by the authority having jurisdiction, provided adequate precautions are taken to prevent the accidental ignition of any materials. Application for permit(s) shall be made to the Knoxville Fire Marshal through the Director of Event Services, and a copy of the approved permit must be maintained on the premises throughout the event.

STORAGE: Combustible material within exhibit booths shall be limited to a one (1) day supply. Storage of combustible material behind booths is prohibited. Permission to store some materials within the exhibit hall is subject to the approval of the Knoxville Fire Marshal.

VEHICLES: Vehicles on display within an exposition facility shall comply with the following:

- (a) All fuel tank openings shall be locked and sealed in an approved manner to prevent the escape of vapors. Fuel tanks shall not be more than one-quarter full or contain more than 4 gallons (15.14 liters) of fuel, whichever is less.
- (b) At least one battery cable shall be removed from the batteries used to start the vehicle engine. The disconnected battery cable shall then be taped.
- (c) Fueling or defueling of vehicles shall be prohibited.
- (d) Vehicles shall not be moved during show hours.

FLAME RETARDANT TREATMENT: Draperies, curtains and other similar loosely hanging furnishings and decorations shall be flame resistant as demonstrated by passing both the small-scale and large-scale tests of NFPA 701, Standard Methods of Fire Tests for flame-Resistant Textiles and Films. Acoustical and decorative material including, but not limited to, cotton, hay, paper, straw, moss, split bamboo and wood chips shall be flame-retardant treated to the satisfaction of the authority having jurisdiction. Materials which cannot be treated for flame retardancy shall not be used.

EXHIBIT STRUCTURES: Exhibit booths shall be constructed of noncombustible or limited-combustible materials. Exhibits with enclosed areas (walls and ceilings) shall be protected with approved single station, battery powered heat detectors. Exhibits with enclosed areas greater than 300 square feet (300 sq. ft./27.87sq.m) may require additional fire protection as determined by the authority having jurisdiction (additional fire protection may include portable fire extinguishers, heat/smoke detectors, an automatic extinguishing system, or additional Exhibit Hall Fire Watch personnel).

Exhibits with multiple levels over twelve feet (12'/3.66m) in height shall be engineered appropriately and constructed from drawings bearing the stamp of a reviewing structural engineer. Upper level floor systems shall support a live load of one hundred pounds per square foot (100 lbs/sq.ft./488.21 kg/sq.m) and shall have guardrails a minimum of forty-two inches (42"/1.07m) in height with intermediate rails through which a six inch (6"/15.24cm) sphere cannot pass. Stairs for upper levels shall support a live load of seventy-five pounds per square foot (75 lbs/sq.ft./366.18 kg/sq. m) and shall have a minimum width of thirty six inches (36"/91.44cm) when serving an occupant load of fewer than fifty (50) occupants and forty-four inches (44"/1.12m) when serving an occupant load of fifty (50) or more occupants. Stair risers should be not less than four inches (4"/10.16cm) nor greater than seven inches (7"/17.78cm) in height and treads shall have a minimum run of eleven inches (11"/27.94cm), excluding nosing. Spiral stairs are not recommended for areas to be occupied by the general public, visitors or clientele, unless specifically approved by the Knoxville Fire Marshal. Handrails shall be provided on at least one side of every stairway. Upper level(s) shall have at least two (2) exits for every three hundred square feet (300 sq.ft./27.87sq.m) of occupied space, and these shall be as remote from each other as possible.

All booth construction shall meet local, state and federally mandated codes.

FIREWORKS

2002.2 RESTRICTED USE

Except as herein provided, it shall be unlawful for any person to possess, store, offer for sale, sell at retail, or use or explode any fireworks, provided that the fire official shall permit the use of fireworks for public or private displays when all of the provisions of **NFPA 1123** are met and after all necessary permits have been issued. Every such use or display shall be handled by a competent operator approved by the fire official and shall be of such character and so located, discharged or fired so as not to be hazardous to property or endanger any person.

Exception: Where state or local law permits the sale of consumer fireworks and such articles are not stored in a building conforming with the requirements for a Group H occupancy, they shall be stored in a magazine conforming with the requirements of Chapter 19 for low explosives.

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IMPORTANT INFORMATION TO SUBMIT TO YOUR EVENT MANAGER

	Timeline
1. Preliminary Labor and Equipment Requirements Review estimated labor costs for police, Fire, cleaning, stagehands, etc. and equipment	60-90 days
2. General Contractor/Sub-Contractor List	60-90 days
3. Event Time Table Move-in Schedule: Decorator Deliveries Registration Meetings Special Events/Ribbon Cutting Other Activities Move-out Schedule	30 days
4. Final Floor Plans Event Room(s) Registration Lobby Areas	30 days
5. Event Logos for Marquee/Plasma Review Electronically	30 days
6. Final Show Program with set up requirements	30 days
7. Certificate of Insurance	30 days

MEETING ROOMS

The meeting rooms at the KCC were designed to be operated principally as general assembly and meeting room facilities and generally not as exhibit facilities. Exhibits permitted in the meeting rooms are traditionally limited to table top or pop-up exhibits. Exhibits of a more elaborate nature should be approved by the KCC.

Service contractors may not utilize tape to mark the carpet, and all drapery stands must be placed over plastic to protect the carpet. The movement of equipment and supplies into the meeting rooms is limited to those items that can be hand-carried or dollied. No forklifts or electric carts will be allowed on the carpet. Freight access to the meeting rooms is through the south end of the loading dock.

CAPACITIES: Capacity charts are provided in the sales brochure with 3-D floor plans.

SET-UPS: All non-exhibit uses (e.g., meeting rooms, meal functions, seminars, etc.), are set per your specifications based on the terms outlined in paragraph #3 of your lease agreement with the Center.

Set-up plans should be submitted no less than sixty (60) days prior to the first day of use, and are subject to the Center's available inventory. The Lessee is responsible for the rental of additional equipment or change of initial setup.

When inventory permits, the following equipment will be provided in MEETING ROOM SERIES 200, 300, AND 301 ONLY at no charge:

- chairs
- classroom style tables 8' x 18" (2.44m x 45.72cm) laminated and 8' x 30" (2.44m x 76.2cm) plywood unfinished top
- 72" (1.8288 m) round tables
- one 6' x 8' (1.83m x 2.44m) riser section and one access stair
- skirting for the riser
- lecterns and podiums

Additional room sets will be quoted on either a per chair/per table or labor call basis following a review of your overall requirements if change orders are needed.

The KCC will provide one standard head table arrangement at **no additional charge** - the standard head table set consists of 30" (76.2cm) deep plywood tables, topped with a white table cloth and skirted on 3 sides.

If you desire or require another color for table skirting, please contact your general contractor regarding price and availability. KCC tables have a metal border and can not be stapled to affix the decorator's skirting. In this instance you will need to have the decorator provide the table as well.

The KCC standard set up for a class room arrangement is to provide the head table topped and skirted as noted above; seating may be set with 8' X 18" (2.44m x 45.72cm) laminated tables with no cloth or 30" (76.2cm) deep plywood tables depending upon your individual requirements and the inventory on hand.

Banquet rounds are provided by the Center predicated upon inventory. Table coverings are provided through **KCC F&B Department** based upon your individual catering arrangements. KCC can provide table coverings for meetings without food and beverage service at the prevailing rate.

NOVELTY AND PROGRAM SALES POLICY

The sale of programs and novelties at the KCC Facility for commercial/public activities is subject to control by the KCC.

The number of sellers assigned to each event will be determined by the KCC management based upon anticipated attendance and the volume of merchandise offered. No personnel will be allowed to sell without prior approval by KCC Management.

The KCC will acquire thirty percent (30%) of gross receipts based on the total gross receipts on novelty sales which includes sales tax.

There will be no exceptions to the above rules without the specific consent of the General Manager of the KCC.

PARKING

Parking for all vehicles is available in various municipal lots around the Convention Center. Please review the history of previous attendance with your EM so we can better anticipate your parking needs.

Parking (ADA) Cumberland/Ballroom Entrance
Parking (Attendees and Exhibitors)

N/C with LD.#
\$8.00/show day (most parking lots near KCC)

For all printed materials, please publish the following information: Abundant parking is available in close proximity to the Convention Center. Locust Street Garage is one block away and is connected by a covered pedestrian skybridge over Henley Street. There are additional pay lots in walking distance, as well as free parking sites.

POLICE

KCC requires a minimum of one off-duty police officer for most events. Additional police officers may be required for security purposes depending on the nature of the event and facility usage. (**Also see Security.**)

When shuttle busses are running, a minimum of three (3) police officers will be required to hold vehicle traffic and operate a crosswalk. Additional officers may be required.

PUBLIC AREAS

Lobbies, concourses, food facilities and restrooms are considered public areas and not under Lessee control. **All activities using public areas**, such as registration, special exhibits or displays, dressing rooms, temporary advertising, etc., **must be noted on the Floor Plan submitted no less than sixty (60) days in advance to be approved by the KCC and the Fire Marshal.** Please note that clear access must be maintained for concurrent events, as well as to all food service facilities, restrooms, telephones and all exit or entrance doors.

Service desks and related work stations are permitted in public areas at SMG's discretion. Motorized vehicles, forklifts, gas or electric carts, etc., may not be operated in lobbies, concourses or any carpeted area of the KCC. Heat tape and double face tape may not be used on carpeted floors. Additionally, installations of carpet runners, show carpet or other temporary floor coverings over permanent carpet must be approved in advance.

RECEPTIONIST

The KCC can provide a receptionist to answer your event calls at our primary switchboard during evening and weekend show hours. Contact your Event Manager for this service. The charge is currently \$12.00 per hour, with a four hour minimum. These rates are subject to change. Consult with your Event Manager to confirm the rate at the time of your event. Two weeks advance notice of your requirements is preferred.

REGISTRATION

Concourse and the Exhibit Hall Lobby have a limited amount of space available for registration. All egress doors from the exhibit halls should remain clear. Please consult your EM regarding space availability and placement of any counters, displays, or signage in public areas. Space utilized for registration is provided at no charge and is based on availability.

RIGGING

Rigging at the KCC is subject to approval by SMG and must meet industry standards. Please consult with your EM.

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IMPORTANT INFORMATION TO SUBMIT TO YOUR EVENT MANAGER

	Timeline
1. Preliminary Labor and Equipment Requirements Review estimated labor costs for police, Fire, cleaning, stagehands, etc. and equipment	60-90 days
2. General Contractor/Sub-Contractor List	60-90 days
3. Event Time Table Move-in Schedule: Decorator Deliveries Registration Meetings Special Events/Ribbon Cutting Other Activities Move-out Schedule	30 days
4. Final Floor Plans Event Room(s) Registration Lobby Areas	30 days
5. Event Logos for Marquee/Plasma Review Electronically	30 days
6. Final Show Program with set up requirements	30 days
7. Certificate of Insurance	30 days

CATERING AND CONCESSION SERVICE

KCC F&B Department is the exclusive on-site contractor for all catering and concession services. Review your requirements with your EM, who will set-up a planning meeting with a **KCC F&B Department** Representative.

KCC F&B Department provides the expertise of inventive chefs to design menus that will enhance your theme event or special occasion. Each activity is customized to your every specification. From continental-breakfast to continental cuisine, **KCC F&B Department** is committed to making your event a successful and memorable occasion.

General Catering Policies:

- A signed contract is due sixty (60) days prior to the first scheduled food and beverage service.
- A 50% deposit is due sixty (60) days in advance (based upon estimated charges) and should accompany the signed contract.
- The remaining balance is due three (3) days prior to the first scheduled food and beverage service.
- **KCC F&B Department** has the existing blanket Alcoholic Beverage License. Proper authorization must be secured from the KCC, and the state of Tennessee if alcoholic

beverages are to be featured for promotional purposes. Corkage may apply to certain promotional functions.

- All food and beverage storage space is reserved for KCC F&B Department use. Arrangements may be made to rent storage space on-site, on a space available basis. Contact your EM or the Catering Sales Manager to discuss your requirements.

CLEANING

The Center staff takes great pride in the care of the facility. Every aspect of the facility is painstakingly maintained to provide you with a clean, attractive environment to house your event and welcome your members, registrants, patrons and guests.

During your event, the Center cleaning department will maintain all public common areas (i.e., lobbies, hallways, rest rooms and meeting rooms) except when said areas are utilized as exhibition space. KCC operates with a "clean hall to clean hall" policy; therefore, loading docks, exhibition floor, offices, and registration area cleaning is the responsibility of Show Management (contact EM to make arrangements). Our in-house cleaning department can provide limited event cleaning services.

Meeting rooms will be monitored and refreshed according to the event schedule. The KCC will provide complimentary water service for head tables only. Additional water stations are available through KCC F&B Department upon request. Prices will be quoted based upon your specific requirements.

If a situation arises that requires the immediate attention of our Operations Department, please contact your EM or any available Center employee. Personnel will be dispatched immediately, or as necessary.

The use of "glitter" is not permitted in the KCC. Helium balloons or adhesive backed decals may not be given away or utilized without the express permission of the KCC. Any costs incurred by the KCC for the removal of these items will be charged to the Lessee in the final settlement.

AS REQUIRED IN THE KCC LEASE AGREEMENT, IT IS THE LESSEE'S RESPONSIBILITY TO RETURN THE FACILITY IN THE SAME CONDITION AS IT WAS RECEIVED. A REPRESENTATIVE FROM THE KCC OPERATIONS STAFF WILL REVIEW THE CONDITION OF THE FACILITY WITH YOU AND/OR YOUR GENERAL SERVICE CONTRACTOR IN ADVANCE OF MOVE-IN AND AFTER MOVE-OUT.

If the facility is not returned in the same condition as received, the KCC will clean and make necessary repairs and include the estimated cost for such cleaning in the Lessee's final settlement.

CLEANING LABOR (KCC in-house) \$15.00/hour/laborer (4 hour minimum per laborer)

DAMAGE WALK-THROUGH

All damage, except for normal facility wear and tear, is the responsibility of the Lessee. You are encouraged to schedule a mutually convenient "walk-through" appointment to verify the condition of the Facility prior to your event. You will be apprised of damage during your event with written reports and pictures (if possible) as soon as damage is discovered. A final walk-through will take place at the completion of the event and any damage reported will be placed on your final settlement.

COAT CHECKING

KCC is the exclusive on-site contractor for all coat checking. **KCC** can tailor a coat check area to suit your group's particular need. Please advise your EM of your requirements.

Hosted	\$25/attendant (4 hour minimum)
Cash	\$2/coat \$65/attendant Waived if sales at \$300/more per attendant

COAT CHECK POLICY: In order to best serve our clients and protect their items entrusted to the care of our coat check personnel, we **WILL NOT** return any items to a guest unless they present a matching ticket number to an item in our coat check area.

PARKING

Parking for all vehicles is available in various municipal lots around the Convention Center. Please review the history of previous attendance with your EM so we can better anticipate your parking needs.

Parking (ADA) Cumberland/Ballroom Entrance	N/C with LD.#
Parking (Attendees and Exhibitors)	\$8.00/show day (most parking lots near KCC)

For all printed materials, please publish the following information: Abundant parking is available in close proximity to the Convention Center. Locust Street Garage is one block away and is connected by a covered pedestrian skybridge over Henley Street. There are additional pay lots in walking distance, as well as free parking sites.

POLICE

KCC requires a minimum of one off-duty police officer for most events. Additional police officers may be required for security purposes depending on the nature of the event and facility usage. (**Also see Traffic Control page 81**)

When shuttle busses are running, a minimum of three (3) police officers will be required to hold vehicle traffic and operate a crosswalk. Additional officers may be required.

PUBLIC AREAS

Lobbies, concourses, food facilities and restrooms are considered public areas and not under Lessee control. **All activities using public areas**, such as registration, special exhibits or displays, dressing rooms, temporary advertising, etc., **must be noted on the Floor Plan submitted no less than sixty (60) days in advance to be approved by the KCC and the Fire Marshal.** Please note that clear access must be maintained for concurrent events, as well as to all food service facilities, restrooms, telephones and all exit or entrance doors.

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TRAFFIC CONTROL

Knoxville off duty police officers are required to assist you with bus and auto traffic control at the KCC. A minimum of three (3) officers are required for groups with shuttle requirements and/or a high volume of registrants, exhibitors, or patrons who drive to the event. Additional officers will be required when needed. Police officers will hold traffic for busses and pedestrians as needed. The Lessee is responsible for all related charges. Your EM can outline the staff requirements and related expenses based on expected traffic.

All off-duty police personnel working at the KCC will be paid by SMG. All related charges and expenses will appear on your final settlement.

Off-Duty Police Officer

\$27.00/hour

WEBSITE – www.kccsmg.com or www.knoxvilleconventioncenter.com