



CONVENTIONCENTER

Welcome to the Niagara Falls Convention Center!

The purpose of this document is to let you know about our policies and procedures in advance so you can make the best possible use of our facility and our services while you are here. We hope this information will assist you in planning your event and in communicating with our staff. We have developed these policies and procedures to ensure that your event will be as safe and successful as possible. Of course, not all situations will be covered in this guide or may need special consideration by management. Any questions regarding policies and procedures not included here can be directed to the Niagara Falls Convention Center (NFCC) Services Staff. We will be glad to clarify any of the enclosed information.

AIR CONDITIONING AND/OR HEATING As full-time practitioners of energy conservation--and to keep our fees as low as possible-- we provide air conditioning and/or heating during show hours only. Air conditioning and/or heating is adjusted accordingly on move-in / move-out days.

AMERICANS WITH DISABILITIES ACT (ADA) As a facility of public accommodation, the NFCC is sensitive to those with special needs, and complies in all respects with the Americans with Disabilities Act (ADA) and regulations issued there under. We also require our Customers to comply with all provisions of the ADA.

ANIMALS For the safety and comfort of all our visitors, animals are not permitted in the NFCC except in conjunction with an approved exhibit, display or performance, which absolutely requires the use of an animal. The Customer is responsible for obtaining all appropriate permits.

- Service, Guide, and Hearing dogs, as defined by Federal and NYS law are allowed in the NFCC. Emotional support animals are not allowed in the NFCC.
- All sanitary needs for animals are the responsibility of the Customer.

BANNERS/SIGNAGE To keep our beautiful facility looking that way, banners, signs, pictures, notices or advertisements may only be placed in locations, and by methods, approved in advance by the NFCC.

BOOTH CLEANING The NFCC is happy to provide booth cleaning for a fee at a square foot rate. This service includes trash pick-up and vacuuming the carpet.

BULK TRASH Somebody's got to take out the trash. In this case, we ask you, the Customer, to take responsibility for removal of bulk trash, crates, lumber, pallets, packing materials, oil and tape prior to show opening and following move-out. Or we'll be happy to do it for you. The goal is to keep your show as pristine and clean as it deserves to be. Any removal of these items by NFCC personnel will be charged to show management at the prevailing rate.

CAPACITIES Public safety is at the top of our priority list. That's why all meeting rooms and exhibit halls have a maximum occupancy, which may not be exceeded. The NFCC reserves the right to deny further entry into these spaces in order to protect public safety.

CLEANING AND MAINTENANCE/REFUSE REMOVAL The NFCC provides janitorial services during the course of the event in corridors, lobbies, concession areas and restrooms. The NFCC provides refuse removal during show hours and immediately after daily show closing in exhibit hall aisles. For your safety and security, NFCC personnel do not clean and are not permitted to enter exhibit booths or show management areas such as registration without agreement.

CRATE STORAGE/BOOTH STORAGE All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The NFCC inspects all exhibits to ensure compliance. Crates, packing materials, wooden boxes and other highly combustible materials may not be stored in the NFCC. Items such as brochures, literature, giveaways, etc., within the booths are limited to a one-day supply. Consideration will be given for the storage of crates outside of the facility.

DAMAGES The Customer is responsible for all damages, except normal wear and tear. For accuracy in billing, NFCC representatives and show management should inspect all leased space prior to move-in and during move-out to determine existing conditions. You will be informed of all damages that occur, after your event with written reports as soon as they are documented. A final walk-through will take place at the conclusion of your event.

DECORATIONS NFCC management must approve the method and location of special installations in advance. Final approval will be determined after consideration of other building tenants occupying the space at the same time. It's just our way of making sure everybody has a successful, safe and cost-effective event. Decoration guidelines include the following:

- No one may tape, nail, tack or otherwise fasten to ceilings, painted surfaces, columns, walls or windows decorations of any kind.
- Decorations may not block doors, fire extinguishers, sprinklers, emergency equipment signage, emergency exits or lighting systems.
- All decorating materials must be constructed of flameproof material or treated with an approved fire retardant solution. The Niagara Falls Fire Marshal may perform spot testing.
- No one may use adhesive-backed decals or stickers nor may they be distributed anywhere on the premises.
- "Glitter" and confetti may not be used in carpeted areas of the building.
- Only NFCC personnel may move planters, lobby furniture, and other NFCC equipment in the public areas.
- Even though it may sound like fun, distribution of helium balloons in the NFCC is not allowed. If helium balloons become detached from a display, the labor cost to retrieve the balloons will be charged to the Customer. For safety reasons, compressed gas cylinders used to inflate balloons must be properly secured to prevent toppling.

EQUIPMENT INVENTORY For your convenience, NFCC equipment such as tables, chairs, staging, etc. is available on a first-call basis as available in current inventory.

EXHIBITOR LIST AND KITS To get the most out of our services, an exhibitor list and sample kit should be supplied to your assigned Event Manager thirty (30) days prior to the event. The NFCC service order forms (electrical, water, and telecommunications) are available and should be included in the exhibitor kit provided to Exhibitors by Show Management.

FLOOR DRILLING To maintain our beautiful facility, and control our costs, floor drilling is prohibited. (So are wall and ceiling drilling.)

FOG/SMOKE MACHINES For public safety, fog/smoke machine usage is restricted to water-based chemicals. Approval must be obtained from the NFCC and the Niagara Falls Fire Marshal.

FOOD & BEVERAGE For obvious public health reasons and quality control, food and beverage services are provided exclusively by NFCC. The NFCC can provide banquet service, luncheons, beverage service and concessions. No outside food/beverage is allowed in the NFCC.

FOOD SAMPLES Food and beverage samples must not be greater than 2 oz. and must be manufactured, processed, or distributed by the exhibiting firm and must be related to participation in the event. For public health reasons, restrooms, concession stands and/or facility kitchens may not be used as exhibitor clean-up areas. Costs associated with the disposal of trash, waste, grease, etc. from exhibitor sampling are the responsibility of the Client. Securing of all necessary licenses, permits, etc. is the responsibility of the exhibitor. Exhibitors are responsible for complying with all Niagara Falls and Niagara County Health Department regulations regarding food sampling, storage, equipment, temperature, etc. If they are not in compliance or do not obtain the proper permits, the Health Department can shut down their booth.

HANGING SIGNS Fire safety laws demand that all electrical and neon signs must conform to national electrical codes and are required by the NFCC. The NFCC graphic, signs or advertising displays may not be blocked in any manner. During move-out following the event, all wires, hooks, screws and hanging materials used to hang signs must be removed.

HAZARDOUS MATERIALS LABELING For the safety of the public and all employees, OSHA requires that all containers of hazardous materials be labeled with the identity of the hazardous materials contained therein, and appropriate hazard warnings. Exhibitors displaying or using hazardous chemicals must submit material Safety Data Sheets and manifests to the NFCC no less than (60) Days prior to move-in.

LASERS For public safety reasons, only Class I lasers shall be permitted. Class II or greater are prohibited within the building.

LEAVING THE FACILITY ROOM CLEAN We do ask you to do your part to maintain our facility. The building exhibition halls will be delivered to the Customer as specified in the Lease Agreement. The floor will be clean upon move-in. It is the responsibility of the Customer to return the exhibition hall to its original condition. Or, as part of our customer service, we'll be happy to do it for you.

MAIL Exhibitor or Show Management mail should be addressed in care of the event and when applicable, booth number. As a customer service, mail will be held until the first day of the client move-in date at which time it will be delivered to the show office.

MOVE IN & MOVE OUT During move-in and move-out, the Event Center lighting level is set at 50%. Heating or air conditioning is not provided at 100% capacity during move-in or move-out. Additional lights, heat or air conditioning are available at the prevailing rate. The NFCC reserves the right to maintain sole control of the dock area during dock load in and out. Security staff may be required for everyone's safety at the prevailing rate.

NOVELTIES The NFCC retains all rights and permissions for the sale of merchandise and novelty items sold within the facility and facility premises. Merchandise and novelty products include, but are not limited to T-shirts, programs, pictures, records, tapes and miscellaneous show promotion items. A facility merchandise fee may be applicable. This novel approach helps us make sure our rent is equitable for all users. All negotiations to arrange for event sale and compensation procedures are to be directed to the Event Manager.

PACKAGE INSPECTION For your safety and security, cartons, package or other containers brought in or removed from the NFCC by show personnel, exhibitors or service contractors may be subject to inspection.

PARKING Loading Dock Areas are for the loading and unloading of vehicles only. All vehicles parking in these areas without proper authorization will be removed at the owner's expense. Please see our exhibitor parking map for local areas to park your vehicle while exhibiting in Niagara Falls.

PAYMENT As a service to our customers, cash, and check, VISA, MasterCard, Discover and American Express are accepted for all payments. All exhibitors must pay in full at time of orders. All clients must pay their rental deposit according to the NFCC Deposit Schedule. In order to reduce bad debt write-offs, the Center reserves the right to request payment in advance for estimated additional costs beyond minimum rental.

PYROTECHNICS Pyrotechnics are PROHIBITED in the NFCC.

RIGGING For public safety reasons, NFCC management must approve all rigging. The NFCC reserves the right to retain consultants at the Customer's expense to review or verify rigging specifications. Nothing may be attached to any NFCC electrical or mechanical system. This includes ducts, electrical conduit or raceways, plumbing, acoustical baffles, or sprinkler pipes. Rigging may only be attached to structural members. All rigging in the NFCC shall be in accordance with all national, state and local safety codes, including, but not limited to, OSHA, BOCA and NFCC policy. No rigging is allowed in the Ballrooms or Meeting rooms.

SAFETY/FIRE CODE REQUIREMENTS Of course, the safety of all occupants of the NFCC is of primary concern. Any unsafe condition or activity should be immediately reported to NFCC Security and supervisory personnel of the responsible party for corrective measures. Those provisions of the NFPA 101 Life Safety Code 1994 edition and the 1997 Uniform Fire Code for public assembly facilities have been established as a standard for review of occupancies and events in the NFCC. The information contained in this outline is a summary of relevant provisions contained in these Codes as well as standard operating procedures established in cooperation with the Fire Marshal of Niagara Falls.

1. All curtains, drapes and decorations must be constructed of flameproof material, or treated with an approved flame proofing solution. (Treatment shall be renewed as often as may be necessary to maintain the flame proofing effect.)
2. All exits, hallways and aisles are to be kept clear and unobstructed at all times.
3. A 20 ft. roadway shall be maintained for fire equipment access to all parts of the building displays.
4. No part of a stairway, whether interior or exterior, hallway, corridor, vestibule, balcony or bridge leading to a stairway or exit, shall be used to in a manner that will obstruct its use as an exit or that will present a hazardous condition.

5. All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The NFCC inspects all exhibits to ensure compliance.
6. Crates, packing materials, wooden boxes and other highly combustible materials may not be stored in the NFCC. Items such as brochures, literature, giveaways, etc., within the booths are limited to a one-day supply. Consideration will be given for the storage of crates outside of the facility.
7. All outside displays that are under cover of the building roof or extension of the roof or porch area shall be governed by the same rules of an inside display.
8. No exit door shall be locked, bolted or otherwise fastened or obstructed at any time the NFCC is open to the public. Moreover, it shall be unlawful to obstruct, or reduce passageway or other means of egress. Additionally, all required exits should be so located as to be discernible and accessible with unobstructed access thereto.
9. All sawdust and shavings shall be thoroughly treated with an approved flame-retardant product, stored and maintained in a manner approved by the Fire Marshal. Hay and straw are not allowed in the NFCC.
10. Automobiles, trucks, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside the NFCC shall have no more than 1/4 tank or five (5) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and at least one battery cable shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in event of emergency. Carpeting or visqueen must be placed underneath the vehicle for any possible leakage.
11. The use of liquefied petroleum gases inside building, tents or other areas is strictly prohibited, except for demonstration purposes when approved by the NFCC and the Niagara Falls Fire Marshal. Maximum LPG allowed for exhibition purposes is a 16-oz non-refillable cylinder. There may be a maximum of 24 containers stored in any one location.
12. All trash and refuse shall be removed daily from the NFCC.
13. Provide and maintain approved fire extinguishing equipment in all areas as designated by the NFCC and the Niagara Falls Fire Marshal.
14. All standpipe and hose cabinets shall be kept clear and unobstructed at all times.
15. All hydrants and fire department connections shall be unobstructed at all times.
16. All electrical connections shall be in accordance with the Electrical Code.
17. All electrical cords, sound cable or other trip hazards shall be safeguarded.
18. All appliances fired by natural gas shall be approved by the Facility Operations Manager, the NFCC and the Niagara Falls Fire Marshal, and installed in accordance with NFPA 54 National Fuel Gas Code before being used.
19. The NFCC and the Niagara Falls Fire Marshal must approve the use of welding and cutting equipment for demonstration purposes.
20. Cylinders of compressed gases are prohibited unless approved by the Fire Marshal and secured according to requirements outlined in the 1997 Uniform Fire Code. The Facility Public Safety Manager along with the NFCC and the Niagara Falls Fire Marshal shall check egress of the facilities before it is occupied for any use. If such inspection reveals that any element of the required means of egress is obstructed, inaccessible, locked, fastened, or otherwise unsuited for immediate use, admittance to the building shall not be permitted until necessary corrective action has been completed.
21. There shall be no obstruction blocking exit doors from the outside of the NFCC, such as vehicles parked in front of the doorways or barricades across sidewalks, etc.
22. No curtains, drapes or decorations shall be hung in such a manner as to cover any exit signs.
23. No vehicles shall be parked in fire lanes outside the NFCC.

24. No flammable liquid or material shall be used or admitted inside of the Harborview Center except by approval of the NFCC and the Niagara Falls Fire Marshal. Prohibited materials include, but are not limited to kerosene, motor fuel, explosives, cryogenic gases, etc.
25. No person shall cause or permit any open flame, candles, and torches, etc. to be used in any place of assembly, except that candles may be used on tables if securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials and only if approved by the authority having jurisdiction. The candle flame shall be protected.
26. All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Marshal and installed in accordance with the provisions of the City Building and Fire Codes. Cooking equipment shall be placed on a noncombustible surface, such as metal, hardwood board or glass and be separated from each other by a minimum horizontal distance of 2 ft. Countertop fryers not exceeding 288 square inches and single well may be used without the necessary ventilating hood and surface protection requirement, provided there are two (2) ten (10) pound B.C. extinguishers positioned on each side of said fryer. All cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e., Underwriters Laboratory or Factory Mutual.
27. All cooking equipment shall have regulator(s) at appliance and gas cylinder(s). All supply lines (tubing or hoses) shall be lead-tight and in good repair. Hoses shall be listed for the type of product it supplies.
28. All aisles in the exhibit hall shall be maintained at a minimum of six (6) feet clearance.
29. All covered structures in excess of one hundred (100) square feet in area shall be protected by an automatic smoke detection system approved by the Fire Marshal.

SALES TAX Customer is required to adhere to all New York State Laws regarding sales tax issues. (8%)

SECURITY The NFCC may require minimum levels of security coverage in any leased space and other areas (i.e.: loading docks, exhibit area, or parking lots, etc.). The NFCC may require security during move-in and move-out to monitor traffic flow on the dock and freight elevators. No doors may be obstructed or locked when the area is occupied. Event security requirements are subject to NFCC approval and must be submitted prior to your event. The NFCC is not responsible for any items left in the building after an event has moved out.

SHIPMENTS TO THE NIAGARA FALLS CONVENTION CENTER For the security of your freight, we ask for a timely delivery of your products and equipment to our facility. The NFCC will not accept any deliveries or freight shipments prior to your event move-in without authorization. Only your decorator or on-site representative is responsible for receipt of any & all deliveries.

SIGNS & POSTERS We like posters as much as the next facility. We just want to make sure they don't take away from the good looks of our facility. So we require posters to be mounted on easels and/or individual holders. Also, no posters, playbills or any other signage can be taped, stapled or affixed to any surface in the building. All signage must be of a printed nature and meet with the approval of the management. At move-out, the service contractor and/or Customer must remove all posted signage.

SMOKING As designated under the State of New York law, the NFCC is a non-smoking facility.

STAPLES, TACKS & STICKERS Staples & tacks are prohibited and not to be used on any building surface or equipment. No stickers (tacky or otherwise) will be distributed.

TAPE REMOVAL We're proud of our facility and would like to keep everything looking good. If the Customer contracts for carpet to be laid as a part of the event, it is the responsibility of the carpet contractor to remove all tape from the floors during the final move-out of the event. If this is not done, the Customer will be billed at the prevailing hourly rate for removal of the tape. If the tape is on a floor that must be stripped and refinished, the charges to return the floor to its original finish also will be billed to the Customer. Tape of any type is prohibited in all areas of the building. Tape should not be placed on tables, chairs, walls, etc. The Customer will be billed for any damages resulting from the removal of taped items (i.e.: repainting walls & doors due to peeled paint, etc.)

DUMPSTER REMOVAL For events producing trash, a trash removal fee of \$240.00 per dumpster pull will be charged to the client.

UTILITIES For safety reasons, installation of all utility services involving electrical, or Internet / telephone connections must be performed by the NFCC. All electrical equipment must meet the approval rating of U.L. (Underwriter's Laboratory). The NFCC electrical equipment, such as extension cords, electrical panels, spotlights and fixtures are not to be removed by exhibitors, show managers, service contractors, or any other unauthorized persons. Violators will be assessed an appropriate charge for any removals. Under no circumstances shall distribution panels or mechanical equipment be blocked or access impeded.

WATER, WASTE DISPOSAL, WARE WASHING No oils, combustibles, or any liquids other than water may be poured in the NFCC drainage or sewer systems. No tools, machines, cookware, or any other items may be emptied, washed, or rinsed in NFCC restrooms. Fountains, aquariums, cookware, pools, etc., may not be filled from NFCC restrooms.