GREENVILLE
CONVENTION CENTER

GENERAL OPERATING POLICIES

A Venue User Guide

Version – 2025 - 02

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GREENVILLE
CONVENTION CENTER

MESSAGE FROM THE GM

On behalf of the entire OVG management team, welcome to the Greenville Convention Center. We are so proud and honored that you have selected our venue. We know how much effort, energy and commitment goes into the planning and execution of successful events, and we strive to do everything we can to help you be successful in reaching the goals of your event.

Thank you also for taking a few minutes to read through this General Operating Policies Document, which serves as an important component of the Use License Agreement for your event. Our team has created this document to assist you in your planning process. By aligning expectations about information sharing schedules, operational practices, and available services, we hope to make the planning process as clear and seamless as possible.

There is a lot of information presented here but do not worry, you are not in it alone. The entire GCC team provides guidance, support, and the information you need to execute a successful event. Throughout the planning process and throughout your event, your dedicated Event Manager will be your resident expert and the quarterback of the GCC service delivery team. To help us deliver the best possible experience for you and your attendees, exhibitors, and service providers, please pay close attention to the timelines for information sharing. The sooner we understand the nuances of your event the better job we can do to help bring your vision to life.

We look forward to hosting your event at the Greenville Convention and in the City of Greenville. Thank you for trusting us with this opportunity.

Matt

Matt Hollander, CVE

General Manager

OVG - Greenville Convention Center

GREENVILLE
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GREENVILLE
CONVENTION CENTER

GENERAL OPERATING POLICIES

USING THE FACILITY

LICENSE AGREEMENT

Facilities and dates are considered confirmed or under contractual commitment only upon execution of a License Agreement by the event sponsor and the Center specifying all details of the commitment. Space and dates are considered tentative until that time. A License Agreement is required for all events held at the Center.

LICENSE FEE/RENT – WHAT IS INCLUDED?

The rent, also referred to as the License Fee, includes the following services:

MEETING ROOMS

- Standard heating and cooling (please see HVAC section for standard scheduling practices)
- Initial Standard (complimentary) Room Set
  - Includes Theater, Classroom (including linens) on the tables, Rounds, Conference Set, Hollow Square, U-Shape
  - Additional fees apply for chevron sets
  - Non-standard sets will typically be charged at prevailing room turn rate
  - Additional fees may apply to extraordinary or complex set-ups
- Lectern (one per licensed room), microphone not included
- US and South Carolina Flags – upon request and based on availability
- One dressed table for materials – upon request
- Room refreshes (up to two per room per day)
  - Check and service trash receptacles
  - Spot sweep carpet
  - Point/realign chairs (if break duration permits)
  - Check and change dirty linens (if break duration permits)
  - Additional room refreshes are available and are typically charged at twenty five percent (25%) of the room turn fee
- Standard wall electrical outlets (no extension cords or power strips)
- Registration tables/space adjacent to room
  - Up to two dressed tables per licensed space
  - Trash receptacle
  - Up to two (2) 20amp power drops

BALLROOM

- Standard heating and cooling

- Initial complimentary Standard Set

- Complimentary Theater, rounds, crescent rounds
    - Additional fees apply for chevron sets
    - Farm Table and Rectangle – GCC tables are not designed for this purpose – we recommend ordering through a decorator/designer
    - Non-standard setups are available for a fee that is typically equal to the prevailing room turn rate. Additional fees may apply for extraordinary or complex set-ups
- Lectern (up to two standard units), microphone not included
- US and South Carolina Flags – upon request based on inventory
- One dressed table for materials – upon request
- Room refreshes (up to two per day)
    - Check and service trash receptacles
    - Spot sweep carpet
    - Point/realign chairs (if break duration permits)
    - Check and change dirty linens (if break duration permits)
    - Additional room refreshes are available and are typically charged at twenty-five percent (25%) of the room turn fee.
- Standard wall electrical outlets (no extension cords or power strips)
    - Production power available at prevailing rates (see rate sheet)
    - When Encore is used for production, production power is complimentary
- Registration
    - Up to 4 tables per room rented
    - Covered and skirted (all-in ones)
    - Trash cans
    - Chairs – 2 per table

EXHIBIT HALLS

- Exhibit halls rentals, unless otherwise indicated in the License Agreement, do not include event support equipment or furnishings. Generally, furnishings including chairs, tables, pipe and drape and other equipment are services required from a General Services Contractor.
- When requested, Hall 1 rental includes use of The Santee Room and Registration Room. These rooms will include the standard room set of theater, banquet, classroom, hollow square, or conference set.
- Aisle trash cans
- Dumpster access and one dumpster pull is provided with each Hall rental. Additional pulls will be charged at prevailing rates.
- Security of the Hall is the responsibility of the client. Ticket taking, badge checking and other guest service and security services, including overnight security, can be provided by the GCC at prevailing rates. When overnight security is required, a minimum of two security personnel must be hired.
- **Spectator Events:**
    - The Greenville Convention Center does not provide spectator seating in the exhibit

halls. You are welcome to work with the outside vendor of your choice to provide the required seating. Please note that all seating setups are subject to applicable fire codes, including the ganging together of chairs. Your Event Manager is happy to work with you to find third-party vendors who can assist in providing seating. If you wish for the GCC to handle the arrangements for seating or other third-party equipment for inclusion on the master bill, such service will be subject to the prevailing management fee.

- When equipment inventory permits, the GCC may be able to provide a small number of chairs at prevailing rates (refer to price sheet) for events with limited seating needs. Please discuss availability with your Event Manager.
- Any elevated seating provided by third party vendor must meet all application OSHA and ADA requirements and is subject to approval by GCC management.

- **Consumer Shows and Tradeshows:**
  - If there is not a contractor involved, and subject to availability, GCC will rent a limit of 40 bare tables and 80 chairs for consumer or tradeshows at prevailing rates.
  - For any consumer or trade show requiring more than 40 tables and/or 80 chairs, the client must contract the entire equipment order through a third party (rental facility or service contractor) and will be responsible for delivery, setup, strike and removal of such equipment within the licensed period.

- **Licensee Responsibilities** – Exhibit Hall Events
  - Prior to event:
    - Provide a floor plan based on timeline of event information submittal
  - During move-in, set-up and run of event:
    - Clean carpeted space and booth space
    - Remove all bulk trash, packaging, exhibitor trash, and crating materials
  - At conclusion of event:
    - Restore facility to the condition it was received including:
    - Floors should be broom swept
    - All trash should be cleared from the building and properly disposed of in the dumpsters
    - All client/vendor/exhibitor/contractor materials removed from campus
    - If any of these tasks are not completed and must be performed by GCC staff or contractors, client will be invoiced at the prevailing rates for the cleaning labor plus additional rent for the period of time this work was being completed by GCC staff

- **GCC Responsibilities** – Exhibit Hall Events

  - Upon client arrival:
    - Provide a clean, clear, broom-swept hall
    - Provide cleaned, stocked restroom facilities
    - Provide any previously contracted equipment or utility services
    - Provide standard dumpsters and compactors

- Provide empty trash cans

- During move-in and set-up:
  - Monitor dumpsters for servicing and arrange service as needed (to be charged to client at prevailing rates)
  - Clean and stock restrooms
- During show hours:
  - Clean and service trash cans on the aisles
  - Spot sweep uncarpeted aisles
  - Service restrooms, food service areas, and public circulation spaces
- Overnight (or after show close) during run of show:
  - Perform full cleaning of restrooms, food service areas and public circulation spaces
  - Perform full sweep and spot mop of uncarpeted aisles

EXCLUSIVE SERVICES

The Center provides the following services on an exclusive basis:

- Food and Beverage services provided by OVG Hospitality
- Electrical Services provided by Center Personnel
- Wired and Wireless Internet Services provided by Center Personnel
- Rigging Services provided by Encore
- Paid parking provided by Center Personnel
- First Aid/EMT provided through GCC contracted partner

EVENT MANAGER

An event manager is assigned to all events upon return of a fully executed License Agreement. After our receipt of the executed License Agreement, your event manager will be in contact with you to finalize details for your event.

EVENT INFORMATION - SUBMITTAL TIMELINE

Our goal is to provide you with exceptional service that makes executing your event as easy as possible. To help us reach that goal, and to ensure that we are ready for your event, please adhere to the following timeline for submitting event-related information to your Event Manager:

AT LEAST 90 DAYS IN ADVANCE OF FIRST MOVE-IN DATE

- Supply names and contact information for your Service contractors
  - General services contractor
  - Contracted AV companies

        - Contracted security companies
        - Contracted transportation companies
    - Initial security/emergency procedures plan
    - All required information about the event, promoter/presenter, artist, etc to allow Security Manager to perform Risk Assessment
    - Exhibit hall floorplan – final for Fire Marshal approval
        - Detailed exhibit booth layout
        - Space allocations for concessions
        - Any special exhibition needs
            - Cooking or hot work
            - Vehicles on display

AT LEAST 60 DAYS IN ADVANCE OF FIRST MOVE-IN DATE

- Final list of contract service providers
- Preliminary run-of-show
- Preliminary room set-up instructions
- Certificate of Insurance submission for review

AT LEAST 45 DAYS PRIOR TO FIRST EVENT DAY

- Catering menu selections must be made

AT LEAST 30 DAYS IN ADVANCE OF EVENT OF FIRST MOVE-IN DATE

- Corrected/Final Certificate of Insurance
- Full agenda/run-of-show
    - Decorator access times and activities
    - AV access times and deadlines
    - Detailed move-in schedule/event/move-out schedule
- Detailed set-up requirements for all areas

Complimentary initial room set will be forfeited if room setup requirements are not received at least 30 days in advance of the first move-in date and the set-up will be subject to the prevailing standard room turn fee

- At 21 days in advance of first move-in date All set-up requirements are considered final. Material changes to the room set-up requirements after this time will be charged at the prevailing standard room turn fee

- If you are renting an exhibit hall, comprehensive decorator floorplans and vendor lists must be turned in at least 21 days in advance of the first move-in date or be subject to a late fee at the prevailing rate on the rate sheet.
- If material changes to the room set are requested after the room has been set, a fee of two times (2X) the standard room turn charge will be charged
- All utility orders with full payment must be received to qualify for advance rates
    - Please note – orders received after this time will be subject to standard or on-site rates
    - Orders received on site will be subject to on-site rates

INSURANCE

Licensees must have insurance coverage in effect during the entire License Agreement period, including move-in, event days and move-out. Details concerning insurance coverage are specified in the License Agreement.

All final certificates and endorsements shall be furnished at least 30 days before the first day of occupancy by the licensee. Certified copies shall provide that such coverage may not be canceled without 30 days advance notice to OVG and the City of Greenville.

The General Manager, or his/her designee, reserves the right to cancel the event or to cause the License Agreement to be null and void upon failure of licensee to provide proper verification of insurance within the specified period.

PAYMENTS

Unless otherwise indicated in the License Agreement, payment in full for all estimated expenses is due no later than five (5) business days prior to the first licensed use day. Additionally, your License Agreement will identify a schedule for payment of advance deposits that will be due periodically throughout the event planning process, with the first deposit being due at the time the License Agreement is executed.

Payments to the Center can be made in the form of cash, check, credit card (MasterCard, VISA, American Express and Discover accepted), or electronic bank credit. Inquiries regarding payments should be directed to the Finance Department.

CITY OF GREENVILLE LICENSING REQUIREMENTS

The City of Greenville requires a Group Event License for certain entertainment events and public shows including consumer shows. Licensee is responsible for securing such licenses. Information about the licensing process and the application can be found here: https://www.greenvillesc.gov/1346/Event-Permits

FOOD AND BEVERAGE SERVICES

OVG Hospitality is the exclusive food and beverage provider for the Center. No outside food or beverage of any kind may be brought into the facility. An OVG representative will be happy to assist with all arrangements for catered events, concessions and food & beverage sampling. This section provides some basic information about policies and practices related to food and beverage services. For more detailed information, please see your Catering Manager.

CATERING DEADLINES:

MENU SELECTIONS

Menu selection should be approved by the Licensee no later than 45 days in advance of the first event date.

GUARANTEES

We are very proud of our reputation of providing exceptional food and beverage quality and freshness in a fast-paced, high-volume environment. Our ability to maintain these standards requires a significant level of planning and coordination. To help us provide the best culinary and service experience for you and your attendees, please adhere to the following deadlines for catering guarantees in mind:

- For single meal functions with expected attendance of 1,000 people or more, guarantees are due seven (7) business days in advance of the event
- For events with expected attendance fewer than 1,000 people, guarantees are due five (5) business days in advance of the event
- Reductions in the guarantee after the deadline will not be allowed
- Increases in the guarantee after the deadline are subject to approval and will be charged at a 10% premium over the contracted per-person price.
- For events with multiple meal functions, multiple day schedule, or events with extensive concession operations, please speak with your catering sales manager to discuss schedule requirements for menu selection and guarantees

CONCESSIONS

The Center features a permanent concession area, Expo Café, in Hall 1. In addition, portable stands may be used in other exhibit halls and other areas of the Facility. Exhibit hall clients are encouraged to coordinate concession requirements early in the planning process to maximize the benefits of food service within your overall exhibit floor plan. Your Event Manager or Catering Sales Manager will be happy to assist you in determining concession needs and locations. Daily minimums may apply.

Some concession areas may be open only during selected events. Locations and specific menu items are subject to change as we continue efforts to improve our selection and service.

EXHIBITOR RESTRICTIONS

Licensees and exhibitors wishing to distribute or dispense samples of food or beverage without charge MUST obtain written permission in advance of the event. These products MUST be the exhibitor's primary product and relate directly to the nature of the show. A Food and Beverage Sampling Request Form is available online or you may ask your Event Manager for a copy.

Any food and beverage items used to promote booth traffic (i.e., popcorn, snacks, etc.) must be obtained through the Center's in-house catering department.

SAFETY AND SECURITY

SECURITY

The Greenville Convention Center can assist with acquiring security personnel for all events conducted within the facility. All security contractor personnel shall be licensed in accordance with applicable South Carolina laws when working in any security capacity **prior to** assignment to the GCC event. All licensees are required to have armed Greenville PD Officers if the event will accept cash at the box office.

Licensee may be required to provide security in licensed areas from initial occupancy until completion of move-out, depending on space utilization and type of event. Each event is unique, and GCC reserves the right to require the client to implement additional safety and security staffing and/or measures as it deems fit to protect the facility and all its guests and visitors. At the request of the Licensee, GCC can provide security guards to support your event. If GCC security, including subcontracted security officers, are to provide overnight services, a minimum of two officers will be required. We also strongly recommend that Licensee's security contractors provide a minimum of two officers for overnight periods or for periods where the building is otherwise closed.

The Security Manager will make final decisions as to the required number of Security or police personnel which will be charged to the Licensee at the prevailing rates.

USE OF ARMED SECURITY

The use of private, armed security guards at the Greenville Convention Center is prohibited. Only sworn law enforcement officers acting in their official capacity and wearing the uniform of their employing agency are authorized to carry weapons. Our Security Manager can make arrangements through the Greenville Police Department for off-duty police to support your event at the prevailing rates.

RISK ASSESSMENT PROCEDURE

A risk assessment is a process used to identify potential problems during an event and analyze what could happen, and how to safely respond if a potential problem did arise. The risk assessment along with the other factors aid the Security Manager in determining the appropriate amount of law enforcement, security, or emergency medical technicians. Risk assessments will be conducted by GCC Security for all events and Licensee will be required to provide any necessary information required to perform this assessment no later than 90 days prior to first move-in day.

DOCK CONTROL

- Security Department is responsible for dock control function at all loading docks
- Generally speaking, most events that require use of the venue loading docks will require dock control services with the cost for these operations charged at prevailing rates
- When multiple events have concurrent or shared use of the loading docks, the Security Manager will allocate the cost for personnel which will either:
    - Be shared equally between the events for operations of similar scale (cost savings); or
    - Be split proportionately when one event's loading dock activities exceed that of the other event

This policy applies to use of the gated loading docks behind Halls 1 and 2 and behind Conference Hall.

LOADING DOCK RULES

During move-in and move-out, the loading dock is extremely active; therefore, we have specific policies in place in order to ensure your safety and the safety of your exhibitors. The Dock Guard is responsible for enforcing these policies. During move-in and move-out, a clear aisle of at least 10' must be maintained at all times on the loading dock.

Extra propane tanks may not be stored in the loading dock area. Your show general services contractor or forklift rental provider should provide appropriate propane storage cages. Please provide your own lock for the cage.

Personally operated Vehicles (POV) will be given 30 minutes maximum to unload and then move their vehicles so that all can have the opportunity to unload in the dock area. POV's left in the dock area for long periods of time or without expressed permission of GCC will be subject to towing at the owner's expense.

Prior to show opening, the dock area must be cleared of all crates and exhibit materials. These items should be placed back on trailers. Acceptable items that may be left neatly in the dock area include extra tables, chairs, or equipment that may be requested from the exhibitors once the show starts.

GCC Management reserves the right to hold the opening of the show if the dock area and emergency exits are not clean and prior to the show opening. Dock doors must be closed before a show opens and remain closed while attendees are allowed inside the hall. Empty crates and pallets are not permitted on or outside the docks, and all empty crates must be placed back on trucks.

Trailers must stay within the assigned dock areas at ALL TIMES.

Forklifts left after the show must be removed by 8:00 am the following morning unless other arrangements have been made with GCC Management.

PARKING ON DOCKS OUTSIDE OF LICENSED PERIODS

Use of the loading docks facilities is limited to the Licensed Period. When operational activities of the facility allow, permission may be granted for trucks or trailers to be delivered to the loading docks in advance of the License Period under the following conditions:

- An addendum to the License Agreement must be executed to cover the additional time at the loading docks
- Drivers may not sleep in tractors stored at the loading docks
- If dock control personnel is required to grant access or to secure the dock, Licensee will be charged for these personnel at prevailing rates
- GCC is NOT responsible for theft, loss, damage, personal injury or any other incidents that occur as a result of trucks or trailers being stored on the docks

FIRE MARSHAL GUIDELINES – EXHIBIT EVENTS

The City of Greenville Fire Department has developed a document entitled Greenville City Convention Center Exhibition Hall Requirements Click Here . Please review this document for regulations related to exhibition events.

FIRST AID/EMT

The Center, through its contractor, is the sole First Aid/EMT provider for all events. This is for the safety of the attendees, not participants. Athletic trainers can assist with care for athletic event participants but may not be used as a replacement for EMT's for audience care. The Center schedules medical personnel for all public shows, trade shows and events advertised to the public based on a rubric of event details. While each event is looked at individually, the general guidelines for EMT support at events is based on the following:

The number of medical assistance personnel and ambulance coverage in the building is determined by the

Security Manager. In determining the number EMT/Paramedics the Security Manager considers the nature of the event and the event attendance. The flow and concentration of the attendance (number of people at one time) will be taken into consideration in determining final staffing requirements:

500 to 999 attendees will require 1 EMT/Paramedics

1,000 to 1,999 attendees will require 2 EMT/Paramedics

2,000 to 4,999 attendees will require 3 EMT/Paramedics

5,000 to 8,000 attendees will require 4 EMT/Paramedics

8,000 to 10,999 attendees will require 5 EMT/Paramedics

Above 11,000 attendees will require 6 EMT/Paramedics

The Security Manager will make final decisions as to the required number of EMT personnel which will be charged to the Licensee at the prevailing rates.

PYROTECHNICS

The use of pyrotechnic displays is prohibited unless approved in writing by the Center's General

Manager.

PROHIBITED ITEMS

The following items are prohibited from the Greenville Convention Center facility and grounds:

Firearms and other weapons – please refer to Public Safety section below

Helium balloons – please refer to Balloons section above

Candles – please refer to Fire Marshal Requirements document

Small confetti

Glitter

BAG AND SCREENING POLICY

Based on the pre-event risk assessment, the GCC reserves the right to implement guest screening protocols and bag limitations for any event. Screening may include the use of metal detector (wands or walk-through) or other appropriate personal screenings.

When bag restrictions are implemented, all bags and personal items are subject to inspection to ensure that weapons and other prohibited items are not brought into the Greenville Convention Center.

Allowed Bags

Small Clutch Bags — No larger than 4.5″x 6.5″

Clear Bags — Clear plastic, vinyl, or PVC bags no larger than 12″ x 12″ x 6″

Plastic Storage Bags — One-gallon or smaller plastic freezer bag (Ziploc bag or similar)

Exceptions will be made for medically necessary items after proper inspection at designated entrance points.

Prohibited Bags

Large Clutch bags, fanny packs, purses, backpacks, and mesh bags

Clear bags with hardware or decor that conceal the bag

Clear bags larger than 12″ x 12″ x 6″

Any bag left is at the owner's risk. The Greenville Convention Center assumes no responsibility for left bags.

LOST AND FOUND

The Greenville Convention Center maintains a lost and found area for items that are left behind at the Center. The Lost and Found area is located behind the Information Desk on the first floor at the Conference Center entrance to the building. The attendant at the Information Desk will assist you. If you need assistance at a time when the desk is not staffed, please seek assistance from any GCC uniformed staff member who arrange for a security staff member to assist you.

Turning in a Found Item – found items should be taken to the Lost & Found area located in the security area behind the Information Desk, at the first opportunity.

Retrieving a Lost Item - Any person wanting to retrieve their lost items should be directed to the Information Desk or the Security Manager's Office if the Information Desk is not covered. When a person wants to retrieve an item that was recently lost, the person should be ready to describe the item in detail and will need a valid ID or Driver's License to obtain the item.

KEYS

Licensee may request one complimentary key for each licensed space. Additional keys may be provided at prevailing rates – See Rates Here. A lost key fee will be assessed for each key that is not returned by the conclusion of the licensed period.

O.S.H.A. REGULATIONS

Compliance with O.S.H.A. regulations is the responsibility of the licensee and its contractors.

VEHICLES

Vehicles are not permitted in the Center without prior written approval of the Center management, or unless they constitute an integral part of a display. Any vehicle that is on display must conform to the City of Greenville Fire Marshal's regulations. Please refer to the Fire Marshal's Guide for driving vehicles into the halls to load and unload.

DRONES/UMANNED AIRCRAFT

Drone usage must be preapproved by the FAA and Greenville Downtown Airport. To apply for approval, visit the site https://www.faa.gov/uas/getting_started/laanc. No drones will be flown inside or outside of GCC without the approval of the FAA and the Greenville Downtown Airport. Flying unmanned aircraft over people

or active roadways and parking lots will not be permitted.

EVENT OPERATIONS

CLEANING/TRASH REMOVAL – EXHIBIT HALLS

The Greenville Convention Center (Center) will provide janitorial service during normal operating hours in uncarpeted aisles, corridors, public spaces and restrooms, plus one thorough cleaning of these same areas during the hours when the Center is closed. Specific times are to be coordinated with building services. Licensee is responsible, either directly or through their General Services Contractor, for cleaning of exhibit booth areas

One complimentary dumpster pull is included with each Hall rental. Additional dumpster pulls will be billed to the Licensee at prevailing rates. Events such as food shows, home shows, and other shows which require continual janitorial service or accommodation for large volume of waste should make special arrangements with the Center for additional personnel and for provision of additional dumpsters.

Licensee is responsible for cleaning carpeted aisles and carpeted registration areas, lounges, etc. Licensee is responsible for removal of all crates, pallets, lumber and packing materials prior to the opening of the show and following move-out.

Licensee can expect to receive Exhibit Halls in a clean, broom swept condition. Licensee or their service contractors are responsible for daily cleaning of any freight entrances, docks or crate storage areas in their care or control as well as removing all floor tape and any tape residue. All cleaning and removal of event related equipment, freight and materials must be completed within the licensed period. Licensee failure to return the venue in broom swept, clean condition free of waste and Licensee materials will result in additional cleaning, storage and removal fees at prevailing rates.

RIGGING

Special Note: The ceiling structures of the Exhibit Halls have limited areas that are available for rigging, primarily located along the main structural beams running through the centers of the halls. Please discuss your rigging needs with your Encore representative as early as possible to help locate exhibitors with rigging needs in the appropriate areas.
Encore is the exclusive provider of rigging services at the Greenville Convention Center. With the exception of the limited exclusions outlined below, Encore provides all of the equipment and labor to install anything that is to be installed overhead, whether attached to the physical structure of the facility or ground supported. This includes both hoisted and static loads.

There are times when limited rigging work can be completed by a third party. These situations include:

- Single truss upright and bases. Single, ground supported truss upright and accompanying bases and ballast with no connecting elements between uprights such as truss, banners, string lights and cabling.
- Light duty structures. Pipe and base, scaffolding, or stands manufactured for the intent to support a specific type of event technology such as speaker or light stands / trees.
- Specialized Rigging Equipment. Specialized Rigging Equipment is generally defined as equipment expressly designed or fabricated, where the purpose of its use or result cannot be replicated by Encore. This includes prefabricated ground supported LED wall truss structures, custom DJ booths, mobile, or pre-rigged stages,

and decorative or esthetic truss. Any other equipment designated by Encore as Specialized Rigging Equipment may be provided by a third party.

- Lightweight Décor. Lightweight, decorative elements including inflatable decorative elements, lightweight fabric such as decorative sheers attached to the ceiling, and other non-motorized and non-energized (battery powered devices are energized) decorative features up to a maximum weight per element of 25 pounds inclusive of all mounting hardware.
- Lightweight Signage. Aisle signage, banners, and other directional or advisory messaging up to a maximum of 25 pounds inclusive of the mounting hardware. All overhead signage in excess of 25 pounds must be evaluated by Encore. Waivers for lightweight signage may be approved by Encore depending on design and standards compliance.

All outside providers must follow established industry safety standards from ANSI, ICoPER, and OSHA or other recognized government safety authority. For ground supported LED walls, Licensee must provide a stamped engineered drawing from a licensed engineer depicting the ground supported structure that will be used for the event(s), related floor loading and approved ballast requirements.

PHYSICAL ARRANGEMENTS

Detailed floor plans are required for all exhibit hall events and activities in any public area of the Center, including meeting rooms, registration areas or lobbies. Floor plans must be approved by Center management and the Office of the Fire Marshal of the City of Greenville. Events in the Conference Center or Ballroom with attendance of 800 or greater in a single event space must have floor plans preapproved. Plans should include food and beverage locations, staging, boneyards, etc. Your Event Manager can assist in creating these diagrams.

Floor plans should be approved prior to confirming exhibit space sales to avoid unnecessary confusion

later. All physical arrangements and setup information must be presented to Center management according to the Event Information Deadline schedule above.

- Many of our Meeting Rooms have airwalls that can be utilized to make the licensed spaces flexible to best suit the specific needs of different events. Airwalls can be opened or closed a reasonable

number of times during a licensed period at the prevailing rate on the rate sheet. Logistics should be coordinated with your Event Manager.

PUBLIC AREAS

- Lobbies, prefunction areas, permanent food facilities, parking lots and exterior grounds at the Center are considered public areas and generally not under licensee control. As such, the following guidelines apply:
- All activities utilizing public areas, such as registration, special exhibits or displays, etc. must be approved in advance. Detailed floor plans with specifications are to be submitted for approval.
- Activities in public areas must take into consideration the requirements of other tenants utilizing the facility.
- Service desks and related “behind the scenes” workstations should not be set in public areas.
- Motorized vehicles, forklifts, gas or electric carts, etc. may not be operated in the prefunction areas

or any carpeted area of the Center. Forklifts and areal lifts may be used by qualified operators in the ballroom. Licensee will be responsible for any damage caused to carpets or other surfaces.

- Installation of carpet runners, show carpet or other temporary floor coverings over permanent carpet must be approved in advance.
  Heat tape and double-faced tape may not be used on permanent carpet.
  The passenger elevator and escalators are for use only in conjunction with meeting room rental or attendee access and may not be blocked or used to transport freight or equipment.

GOOD NEIGHBOR POLICY

- The Greenville Convention Center is a public building, often hosting several events concurrently. While the licensee is entitled to use their licensed space to service their event within the stated bounds of the GCC regulations, please keep in mind that there may be other licensees hosting their own events next door. Licensees should adhere to a good neighbor policy in respect to public areas and other licensed spaces.
- Things that may be included in this policy may be things like noise level, traffic in public areas, etc.

HOLDING OVER PAST LICENSED USE PERIOD

To maximize the utilization of the Greenville Convention Center and to ensure availability to the greatest variety of events and activities, scheduling of event spaces is often very tight. Our goal is always to have the facility ready for each customer when they arrive for their contracted use periods. When an event carries over past the licensed use period it can have significant impacts on our ability to meet our obligations to other users. We will work with you to schedule your event and license the space to meet your needs, but please be advised that significant financial penalties may apply for failure to return the space in the condition it was received at the conclusion of your licensed period. Please refer to the Rate Sheet for the current fees for holding over past your licensed use period.

EQUIPMENT RENTAL

Please refer to the Rate Sheet Click Here for a listing of available items and their related costs. Please note that the Center will not provide material handling (forklifts, pallet jackets, etc.) or aerial lift equipment (scissor lifts, boom lifts, etc.). Licensee should arrange for rental of this type of equipment from a third-party vendor.

EQUIPMENT – INVENTORY LIMITATIONS AND OVERSETS

The Greenville Convention Center maintains an inventory of typical equipment used in the operations of the facility. While our inventory of these items, including tables, chairs, risers, staging, lecterns and other equipment is extensive, there are times when demand for such equipment exceeds those inventory limits. To help minimize the risk of equipment exhaustion, the Greenville Convention Center will limit the overset of tables and chairs to no more than 20% above the anticipated attendance. Table and chair counts for Food and Beverage events will be determined based on the guarantees provided by the client and will not be overset.

The maximum seating capacity published for each space at the GCC is based on fire code capacities. As doing so would be impractical, we do not maintain an inventory of equipment for each space to be equipped to its maximum capacity when all spaces are used concurrently. We will make every effort to accommodate your equipment needs, but your Event Manager will work with you and other contracted clients to determine available inventory that can be committed to your event spaces.

MOVE-IN/MOVE-OUT

Move-in/move-out hours are from 8:00 a.m. to 5:00 p.m. Extended move-in/move-out hours can be arranged through your sales manager.

TICKET SALES

Federal regulations require that the full ticket price inclusive of all mandatory fees be clearly communicated up-front in all advertising and throughout the ticket purchasing process. Licensee is responsible for ensuring compliance with this law, including compliance by any third-party ticketing providers you utilize.

Additionally, South Carolina Department of Revenue regulations require that any event with an admission charge may be subject to an admissions tax which must be included within the ticket price paid by the customer (not added onto the total ticket price). The current admission tax rate is five percent (5%).

The following options are available for management of ticket sales for shows and events open to the public along with applicable restrictions:

A. **Show Management Controlled Sales** in which the promoter is responsible for:
- Providing for any online/advanced sales
- Applying for and obtaining a South Carolina retail license, which allows for the collection of admission taxes
- Providing and securing all monies, including daily change
  - Promoter is responsible for the cost of a police officer (to be arranged through GCC Security) to be stationed at each box office location where cash is accepted
- Scheduling and paying ticket handling personnel
  - Licensee must arrange for their own personnel directly or through a third party
  - GCC staff can only be used with Option B
- Furnishing tickets. (Event Managers can provide specific regulations)
- Paying admissions tax. Tax is due on or before the 20th day of the month following the event
- Furnishing Greenville Convention Center with the following reports:
- Detailed report of advanced ticket sales indicating all tickets sold per session
  - Report must be submitted no less often than weekly until 30 days prior to the event
  - Within thirty days of the event, reporting must be provided daily
- Detailed daily reporting of all on-site ticket sales
- Final reconciliation of all tickets sold and attendance by day (advance and onsite)

B. **Greenville Convention Center Controlled Sales** in which the Center is responsible for:
- Providing the use of Greenville Convention Center's retail license
- Setup advance online ticket sales (if requested) and providing Licensee with advance sales reports
- If cash is to be accepted, providing all monies for change for onsite sales
- Securing monies in the Center's vault
- Scheduling and paying ticket handling personnel (cost of personnel to be paid by Licensee at prevailing rates)
- Scheduling police officers if cash is being accepted at the box office and arranging for armed transport of deposits of admissions monies as the Center deems necessary (cost of officers

to be billed to Licensee at prevailing rates)
- Furnishing all tickets
- Deducting and remitting tax from ticket sales to SC Department of Revenue
- Providing ticket booths at no charge (based on availability and inventory limitations)
- Settlement of box office proceeds will be completed within 14 days of the conclusion of the event

- When Option B is chosen, the Licensee will be responsible for the following charges at the prevailing rates (refer to rate chart):
  - A box office set-up and handling fee
  - Ticket handling personnel and box office supervisor
  - Police Officer
    - This is only required when cash is accepted for admission
  - Credit card fees for onsite sales by credit or debit card
  - Online ticketing fees (which include credit card fees) for advance sales
    - Please note that this fee can be passed to the ticket buyer at checkout

MERCHANDISE SALES

A retail license should be obtained from the South Carolina Tax Commission to engage in retail sales at the Center. Retailers must report and pay sales tax (currently 6%) on the gross proceeds of sales. The taxes are due to the Department of Revenue on or before the 20th day of the month following the event.

FREIGHT DELIVERIES

The Center does not accept freight shipments for exhibitors. All shipments must be consigned to the show's official general contractor or its agent and delivered to the Center during the scheduled move- in.

The Center is not responsible for shipments of freight leaving the building. When prearranged, materials for seminars and conferences may be accepted no more than three (3) business days in advance of an event. Please see rate sheet for associated charges.

UTILITY CONNECTIONS (INCLUDING INTERNET)

Connections to Center utilities (electrical, compressed air, water and drainage, and telecommunications) are exclusive services of the Center. Order forms may be obtained online (www.meetgcc.com/exhibitor), or from your Event Manager. All services provided at prevailing rates. PLEASE NOTE: The free Wi-Fi provided by the GCC is for guest convenience and is an open, shared resource. If you have critical business needs, and for added digital security, we strongly recommend ordering a dedicated internet service (wired or wireless) to meet your needs.

USE OF RECHARGEABLE POWER STATIONS

The use of rechargeable power stations in lieu of connections to Center-provided electrical services may be permitted subject to inspection and approval by Center electrical personnel and subject to an inspection fee. Application for inspection should be made through electrical service order form.

At minimum, the portable power station must meet the following criteria:

- Only single devices (no supplemental battery units or powers inverters) specifically designed to provide temporary power in an indoor environment may be used
- Only one battery power station may be used within a single exhibit booth
- Device must be approved for indoor use, and shall not operate on any fuel source other than its integrated battery
- The power unit must be non-noise generating and non-emission generating
- No devices producing output voltage in excess of 120v AC or wattage output in excess of 1800 watts may be used
- The unit must carry UL listing (or other appropriate third-party testing certification) indicating approval for the intended use
- The unit must have manufacturer labeling indicating charging capacity, maximum outputs (voltage and amperage) and all other standard specifications
- The unit must provide for appropriate overcurrent protection for each circuit provided
- All outlets on the unit must be standard NEMA receptacles and all connections to the power unit must be via standard NEMA plugs of the same type as the receptacle
- Under no circumstances will open electrical connections, including the use of battery clips, be allowed within the Center

This list is not intended to be exhaustive, and the Center electrician may not approve equipment that in his/her opinion is not within applicable electrical codes or creates an increased risk of personal injury or property damage.

SIGNAGE AND EVENT PROMOTION

The Center is pleased to offer several ways to help you promote your event and welcome your guests. Basic services include inclusion on our website calendar of events and wayfinding and event messaging on our digital displays during the event. Signage may be placed inside of your licensed spaces throughout the license period.

Signage may not be placed in public areas, on the building exterior, or on the facility grounds (including car windows in our parking lots) without prior approval of Center management. Signage placed outside or on the grounds of the facility must be for advertising the event or for wayfinding purposes, not individual sponsors or exhibitors. Events with a presenting sponsor may include that messaging in the signage (for example; Fun Expo presented by ABC Corporation). Approved signage may not be installed prior to the start of the licensed period and must be removed at the conclusion of the license period.

No attachments of any kind, including wall or window clings, banners, etc, can be made to facility surfaces without the advance approval of Facility management. If permission is granted, Licensee is responsible to ensure that the materials used and fastening methods do not cause damage to the facility and will be charged for the cost to repair any damage these items cause.

HVAC

Meeting Rooms and Ballrooms – during licensed event days and paid move-in/move-out periods, licensed spaces will be cooled or heated to a comfortable temperature. Facility engineering staff will schedule units to start at an appropriate time in advance of the event to ensure comfortable temperatures at the event start time and will schedule the systems to stop at the conclusion of the event. Extended hours of operation can be accommodated at the prevailing hourly rate – please refer to the rate sheet.

Exhibit Halls – generally comfort heating and cooling will be provided only on event days, not during move-in

or move-out. When overhead doors are open, it is extremely difficult to maintain comfortable temperatures. Additionally, during the cooling months, significant condensation can accumulate when cooling systems are running when overhead doors are open. All overhead doors should be closed when HVAC systems are operating. Extended hours of operation will be accommodated upon request, subject to overhead doors being closed, at prevailing hourly rates – please refer to the rate sheet.

DAMAGE TO FACILITY

As is detailed in the License Agreement, Licensee is responsible to return the facility in the condition they received it, normal wear and tear accepted. Licensee is responsible for the costs to repair any damage to the Facility during the License Period. Please immediately report any damage to the Facility to your Event Manager so that a report can be taken. Licensee is encouraged to perform a walkthrough of the facility with their Event Manager prior to their event to document any existing damage or note any areas of concern. Licensee will be notified of any damage found to have occurred during their event. Once a cost to make repairs is established, Licensee will be invoiced for such repairs.

PARKING

All parking operations are under control of the Center. There is a fee for parking and parking rates are per entry, and do not include in and out privileges. Current parking rates can be found in the Rate Sheet. Our parking facilities are cashless; credit and debit cards and NFC payments are accepted at all parking lots. If you are interested in covering the cost of parking for some or all of your attendees, please discuss the availability of the following services with your Sales Manager or Event Manager:

PARKING BUYOUT – Licensee pays the cost of parking for their attendees at a negotiated rate

IN/OUT PRIVILEGES – Can be added as part of a parking buyout. Please note that this service may not be available at sometimes due to high demand.

PRE-PAID PASSES (LICENSEE PAID)– Licensee can prepurchase parking for some attendees of their choice (for example special guests, staff, judges, VIP attendees, etc.). With a minimum commitment of 50 parking passes, a discounted price will be applied. When purchased at full price, these passes will include in/out privileges.

Licensee will be issued a limited number of complimentary parking passes (typically up to ten) to accommodate their staff needs. These passes will be valid for the entire run of the event including contracted set-up and strike days.

PETS/ANIMALS

Animals (except for service animals for the disabled) are not permitted in the facility unless they are part of dog shows or other animal-related events. Please note that the Americans with Disabilities Act (ADA) defines service animals as dogs (or in some cases miniature horses) specifically trained to perform a task(s) in support of a person with a disability. Comfort and emotional support animals are not considered service animals under the ADA. Guests are responsible for the sanitary needs of the animal and for always maintaining control of the animal.

COPYRIGHT/FEES

Any and all ASCAP, BMI, SESAC or other copyright fees applicable to an event will be the full responsibility of

the Licensee. Payment of the fees will be made by the user directly to the applicable copyright agency.

SMOKING

Smoking is not permitted in the Center or within 25' of the building entrances

DÉCOR

As per regulations from the City of Greenville Fire Department, all decorations used in the building must be flame-proofed. Evidence of flame retardancy must be available for inspection by Facility personnel and/or the Fire Marshal upon request. No decorations may be fastened to walls, columns or drapes, and nothing may be suspended from the ceiling without prior written permission from Center management. Installation of certain décor may require rigging services via the Center's exclusive rigging contractor. Any displays in public (non-licensed) areas will be subject to approval by your Event Manager to ensure proper coordination with other events. Licensee is responsible to clean up and remove all décor brought into the facility by the end of the license period.

USE OF LIQUID PAINT, OILS, SPRAY TANNERS

The use of paints, oils, spray tanners or other items that can cause damage to carpet or other interior finishes is not permitted without the prior approval of Facility Management. When permission is granted, Licensee is responsible for properly covering building surfaces (cling cover for the carpet, plastic to protect wall surfaces, etc) and will be responsible for the cost of any required cleanup or repair to any damage caused by the materials.

BALLOONS

The use of air-filled (non-helium) balloons is permitted within the facility. Licensee will be responsible for deflating and properly discarding all balloons from the facility prior to the conclusion of the licensed period. Any displays in public (non-licensed) areas will be subject to approval by the Event Manager to ensure proper coordination with other events.

The use of helium balloons within the facility is prohibited without prior written approval from facility management. Balloons cause a safety hazard when they rise to the lighting, HVAC and electrical system housed in the ceiling, as well as a future hazard when facility personnel are required to retrieve stray balloons that become entangled in the facility structure. When helium balloons are approved, in addition to the rules related to air-filled balloons, the following restrictions will apply:

- Balloons must be tethered or strung together (i.e. arches) or properly secured to weights
- At no time may balloons be tied to facility surfaces, structures, or equipment (including chairs and tables)
- There will be a significant charge to remove any balloons that come untethered – please refer to rate sheet

- Helium balloons may not be sold, given away or otherwise distributed to event attendees inside the facility.
- No balloons are allowed in the atrium or prefunction areas of the Conference Center

CONFETTI

Confetti may not be used without the prior approval of Facility management. When approval is granted, the following restrictions apply:

- Only paper confetti may be used and must be a minimum of 2" in length.
- Use of plastic, metal, mylar, or other types of confetti is STRICTLY PROHIBITED
- Licensee is responsible for complete cleanup of all confetti prior to conclusion of licensed period. A cleanup fee will be assessed if Licensee fails to clean up confetti – please see rate sheet for current minimum cleanup cost.
- Glitter of any type is prohibited.

GLITTER

Glitter may NOT be used anywhere on Center property. Licensee will be charged a minimum cleaning fee (see price list) or the actual cost of cleaning, whichever is greater, if glitter is used anywhere on Center property. Please note that removal of glitter from Center surfaces and furnishing may require the services of a third-party contractor at Licensee's expense.

OTHER GUEST SERVICES

COAT CHECK

Subject to available inventory, complimentary coat racks can be provided for your event. Staffed coat check services can be arranged through your Event Manager. Please refer to the rate sheet for current pricing.

STAFFING SERVICES

The Center provides trained, experienced personnel to assist with registration and other temporary staffing requirements. Information is available from your event manager.

WATER SERVICE

Water coolers can be supplied and replenished upon request at prevailing rates. Additionally, should you desire a more upgraded form of water station, such as glasses and pitchers, our catering department can provide that service for an additional charge.