

Exclusive Services / Potential Event-Related Costs

This document is a tool to aid Charlotte Convention Center customers in determining certain ancillary costs for the most frequently used services in support of their events held at the Convention Center and should not be considered an Agreement or guarantee of pricing nor does it replace any part of Customer's License Agreement. Prices outlined herein or by attachment are subject to change without notice.

For those services that are not exclusive to the Convention Center, you may provide your own (i.e. decorator, audio visual, floral, office equipment, furniture, photography) for the execution of your event.

A complete event regulations handbook provides additional and important information for events held at the Convention Center. The event regulations handbook is an extension of the License Agreement and will be provided with the contract.

Food and Beverage

A Catering Sales Manager will be assigned to your event.

The Convention Center is the exclusive in-house provider of all food and beverage service and shall retain all revenues derived therefrom. Food and beverage sales include, but are not limited to, the sale of food and beverages (alcoholic or otherwise).

Exhibits providing food and/or beverage sampling in their booths must submit an application, to be approved by the Convention Center's food and beverage director, prior to the event, that details the item(s) and portion(s) they intend to offer for sampling. If an exhibitor fails to obtain proper approval, the exhibitor will not be permitted to distribute samples. Your Catering Manager will, upon your request, provide you with the appropriate form(s).

The sale and service of alcohol in the Convention Center is regulated by the North Carolina Alcoholic Beverage Commission (ABC), and it is the Convention Center's responsibility to administer and abide by governing laws. For additional information, please refer to the "General Information" section of the catering menu. Alcoholic beverages brought in from outside of the Convention Center are prohibited.

Audio-Visual (A/V)

PSAV Presentation Services is the Convention Center's preferred in-house A/V provider. While there are many benefits to using PSAV, you may choose your own production or A/V company with no additional charge from the Convention Center. If you choose to use your own provider and require the use of the Convention Center's house sound, "patch fees" will apply. PSAV can also provide items such as easels, pencils and paper for classroom tables at applicable rates.

Telecommunications / Internet / Data Services

Smart City Networks is the exclusive provider of all telecommunication services, including voice, data, internet, intranet and wireless.

Smart City offers complimentary wireless in the following Convention Center locations: Delish Food Court seating area and concourse level. The service has a speed of 256kbps upload/download for basic internet usage. Please note that this service does not include streaming or support registration/presentation needs.

Rigging Services

Anything that is suspended overhead is subject to a rigging plan. PSAV Presentation Services is the exclusive provider of rigging services, including rigging plan review and approval. For additional information, please visit charlotteconventionctr.com.

First Aid

Carolinas Healthcare System is the exclusive provider of First Aid Services in the Convention Center. First Aid coverage is required for all exhibit hall events, events exceeding 2,000 people and as determined by your Event Manager. Although suggested to do so, the Convention Center does not require First Aid for move-in or move-out of the exhibit hall. One EMT is required during the open event hours.

Event Staff / Security

All event related staffing will be provided by the Convention Center and charged to the licensee. Show Pros Entertainment Services is the exclusive provider of event staffing/event-related security in the Convention Center. Please refer to the attached Personnel Rate Sheet for current pricing and list of services. Three (3) security guards are required for the loading docks during production and decorator move-in and move-out and one (1) security guard is required at the entrance to the exhibit hall floor during move-in/move-out and event hours. If overnight security is needed, Show Pros also provides this service. You are not responsible for general building security.

In the event an off-duty armed police officer is required for your event, the Convention Center will schedule this through the Charlotte-Mecklenburg Police Department; refer to "Police Officer" rates herein.

Your Convention Center Event Manager will review the details of your event and help determine the event staffing and event security needs for your event.

Utilities (Electricity, Water, Compressed Air)

The Convention Center is the exclusive in-house provider of all utilities in the Convention Center. Our staff of electricians and plumbers fulfill all utility orders including those of your exhibitors. Please inquire for current rates for those services.

Exhibit Hall Equipment

Depending on the nature of your event, some equipment rental may be required. Your contracted decorator will be able to work with you on exhibit booth equipment.

Core Locks

If you require any of your licensed meeting rooms to be core-locked, the Convention Center's exclusive building security provider, Allied Barton, will provide this service. This service should be arranged through your Convention Center Event Manager.

Ticketing

The Convention Center shall be the exclusive provider of box office supervisor, ticket sellers and ticket takers. Tickets may be sold through Ticketmaster or you may provide tickets printed by a bonded ticket printer. All tickets provided by you must include a certified manifest. A police officer and box office supervisor must be present during all box office hours at your expense at the applicable rate. The minimum number of ticket personnel shall be determined by the Convention Center to sufficiently handle the event and will be paid at your expense at the applicable rate.

Meeting Rooms

Room assignments would be adjusted to flow once you began work with your Event Manager. Rooms will be set on a one-time basis during the term of the license and within the limits of the Convention Centers inventory. This includes tables, chairs, table clothes and riser for staging. A pitcher of water is provided on the speakers head table, additional water stations can be contracted through catering. Any additional room changes or equipment needs would incur additional costs at the prevailing rate. We do not charge for room turns that accommodate food and beverage events.

Special Notes

Meeting rooms used as exhibition areas will be charged at the daily rate.

Liability Insurance

The Convention Center requires a certificate of liability insurance for each event. This certificate must include a \$1,000,000 commercial/general liability policy naming the Charlotte Regional Visitors Authority as additional insured. Please refer to the terms of your License Agreement for details. The Convention Center does not provide this coverage on behalf of its customers.

Freight / Shipment Of Materials

The Convention Center does not accept advance freight. You should make arrangements with a service contractor or drayage company to handle these requirements.

Parking

Parking is available at prevailing rates in parking lots and towers surrounding the Convention Center.

Decorations and Signs

- The location and method of installation of décor must be approved by Convention Center management.
- Helium balloons and adhesive-backed decals are prohibited.
- All decorations and props must be removed from the facility at the conclusion of the event. Items not removed by the licensee will be discarded.