**Welcome**

We are pleased that you chose the Charlotte Convention Center for your event. Our staff is committed to providing you with the highest quality service and will do everything within its power to make your event successful. In creating a partnership for the success of your event, we offer comprehensive event planning information designed to minimize the complexity of hosting your event and to maximize its success and the well-being of your staff, exhibitors and service contractor. If you have any questions or concerns, we encourage you to discuss them with your Event Manager or the Director of Convention Services.

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**Fact Sheet**

**1.1 Charlotte Convention Center**

The Charlotte Convention Center features multipurpose accommodations for regional, national and international conventions, tradeshows and other special events.

Located in Center City Charlotte, the Convention Center is only a 15-minute drive from Charlotte Douglas International Airport and is easily accessible by the John Belk Freeway, I-277 loop, I-85, I-77, I-40, I-26 and I-485.

**1.2 Mission Statement and Booking Priorities**

The Convention Center’s primary objective is to promote and facilitate events and activities, which generate the highest economic benefit to the City of Charlotte and surrounding region. The Convention Center’s secondary objective is to provide services and space to local activities, which promote business within the Charlotte community.

First scheduling priority is given to regional, national and international conventions, tradeshows, corporate meetings and similar activities that are not normally open to the general public.

Second scheduling priority is given to smaller conventions, tradeshows and corporate meetings. Large consumer or public exhibitions are also given second priority. Scheduling for second priority events is generally made no more than 18 to 24 months in advance and is subject to change to accommodate first priority events unless a License Agreement has already been executed by the Convention Center’s management.

Third scheduling priority is given to smaller consumer or public exhibitions, local corporate meetings, special events, banquets and other activities, which primarily draw from or appeal to the general public and/or local attendees. Third priority events will not normally be scheduled more than 12 months in advance.

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**Delish Food Court:** Seats 200 people offering food-court style dining featuring Starbucks®, Bojangles®, Einstein Bros® and Buon Cibo.

Permanent concession stands in each exhibit hall with a variety of mobile food solutions are available throughout the Convention Center.

*Note: Space capacities indicated on floorplans will be reduced by staging, head table, audio-visual and other equipment used for your event.*

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**Service / Facilities**

**3.1 License Fee Includes:**

01. Registration space and event/show offices at location(s) designated by the Convention Center.

02. House lighting, ventilation, heat or air conditioning, as appropriate during your event (exclusive of move-in/move-out dates; a fee is charged for air and/or heat for move-in/move-out dates).

03. Janitorial service in aisles, open spaces and restrooms during your event and one thorough cleaning of same areas once daily during non-show hours.

04. One paging microphone in licensed exhibit hall.

05. One podium microphone per meeting room and patch fees if you contract with the Convention Center’s preferred A/V contractor.

06. All electrical for A/V if you contract with Convention Center’s preferred A/V contractor.

07. One (1) 20-amp electrical circuit per meeting room.

08. Tables and chairs for the initial setup of meeting room space on the meeting room level, within the limits of the Convention Center’s inventory (if meeting room space is to be used).

09. Head table skirting.

10. Water service at head tables.

11. Sufficient stage risers within the Convention Center’s discretion for a small head table setup.

12. One (1) 40-cubic yard trash haul per hall event.

13. A maximum of six (6) tables (clothed and skirted) to be used for registration.

**3.2 License Fee Does Not Include:**

01. Event staffing services.

02. Drayage and placement of display equipment.
event regulations

03. Decoration and related services.
04. Labor charges for carpenters, electricians, etc.
05. Storage of any exhibit and/or event related materials.
06. Special lighting.
07. Electrical power used in excess of the minimum provided.
08. Water supply.
09. Compressed air.
10. Communication services, such as telephone, fax or dedicated internet.
11. Event staff, such as stagehands, ticket sellers and takers, ushers and doormen, equipment operators and other event personnel needed to stage your event.
12. If the local Fire Marshal determines that a member of the Fire Marshal’s staff must be present at your event, in accordance with the North Carolina State Fire Code, then you shall reimburse the Convention Center at settlement after your event, the cost of such Fire Marshal staff members at the applicable rate.
13. Water service in excess of head table service. Additional water service is available at applicable rates.
14. Cleaning of your carpet and the placement and emptying of trash cans in exhibit booths.
15. Trash removal in excess of one (1) 40-cubic yard container per hall event. Additional trash service is available at applicable rates.
16. Display tables and equipment used in exhibit booths.
17. A/V patch fees, unless you contract with the Convention Center’s preferred A/V contractor.

Complimentary Wi-Fi
The Convention Center provides complimentary wireless internet access throughout the meeting room level (including the Crown Ballroom, Richardson Ballroom, East and West Meeting Room wings, Concourses A and C, and meeting room level pre-function areas) through its service contractor, Smart City Networks. The service provided has a speed of 768kbps upload/download with limited density based on number of devices. Applicable charges will apply for installation of hard lines, service levels beyond 768kbps, buyouts, and for any and all telecommunications/internet services provided in exhibit halls. Usage of the complimentary Wi-Fi is not recommended for anything mission-critical to the program or custom apps that engage polling or activities that involve all attendees accessing Wi-Fi in one specific location at the same time.

Concession / Catering
5.1 Exclusive Services
01. The Convention Center’s in-house catering department shall be the exclusive provider of food and beverage service in the Convention Center and shall retain all revenues derived therefrom.
02. Food and beverage service includes, but is not limited to, the sale of food and beverages (alcoholic or otherwise).

5.2 Catering / Dining Services
As part of our commitment to your event and its success, we are pleased to offer to you our full-service, in-house catering department. All catered functions require a 50% deposit based on the estimated catering cost. This deposit is required at the time of booking or other appropriate date as determined by your Catering Sales Manager. The remaining balance is due with your final guarantee three (3) to five (5) business days prior to your first food function date, or other appropriate date as determined by your Catering Sales Manager.

In an effort to conserve resources and reduce waste, we will set rooms and prepare meals only for the actual number guaranteed.

The Convention Center has exclusive food and beverage rights. Any outside vendors, special giveaways or samples must be approved in writing by the catering department.

Exclusive Services
The CRVA shall be the exclusive provider of the following services within the Convention Center:

• Food and Beverage
• Telecommunications/Data Service (including voice, data, internet and intranet services)
• Event Staffing (door guards, badge checkers, security guards)
• Armed Security (provided by Charlotte-Mecklenburg Police)
• Utility Services (including electric, water and compressed air)
• First Aid
• Ticket Takers, Ticket Sellers and Ticket Supervisors
• Rigging Services
• Business Services (including but not limited to packing, shipping, receiving, mail, fax, printing, digital imaging, notary, passport, etc.). This is not applicable to show-management, where such services are provided exclusively to its attendees in its exclusively licensed, non-common area(s).

Re-sale of these goods and services is strictly prohibited. Rates for exclusive services are available upon request.
5.3 Alcoholic Beverages
The sale and service of all alcohol in the Convention Center is regulated by the Alcohol Beverage Commission (ABC) of North Carolina. It is our responsibility to administer and abide by the following rules:
• All alcoholic beverages must be dispensed by Convention Center employees.
• All attending guests must be able to produce valid picture identification upon request in accordance with North Carolina ABC Laws.
• Convention Center staff reserves the right to refuse service to any patrons for any reason.
• No beer, wine or alcohol may be brought into the Convention Center by any person or outside service.
• The Convention Center may require a uniformed security guard at all functions where alcohol is being served.

General Event Regulations
7.1 Americans with Disabilities Act
01. You are responsible for making your exhibits, displays, meetings, etc., accessible to qualified individuals with a disability attending your event with respect to setup, location of exhibits on the exhibit floor, paths of travel and other aspects of your event within your or one of your exhibitors’ control.
02. You will be responsible for providing temporary auxiliary aids and services to qualified individuals with a disability attending your event.

7.2 Space in the Convention Center
01. Final space requirements must be submitted at least six (6) months prior to the first day of the License Period, or other appropriate date as determined by your Event Manager.
02. If the Convention Center continues to hold space for you six (6) months or less prior to such date, and you do not use or need such space, then you will be charged the prevailing license fees for such unused space.
03. The Convention Center shall approve all space assignments.
04. Your initial room set is provided at no charge. A room set change fee will apply if you change a room from its initial set. Room set change fees are waived if the change is to accommodate a catered meal function.
05. If you use meeting room space as exhibition space, you will be charged for such space at the prevailing rates.
06. A room reset fee will apply should you request a set change less than 72-hours prior to the function. This does not apply to rooms that are reset to accommodate catered meal functions.

7.3 Sublet / Exhibitors Of Areas Licensed
01. You may not sublicense the Convention Center or areas licensed other than to your exhibitors and then only in your designated exhibit space.
02. If you sublicense space to exhibitors, you must submit to the Convention Center’s Convention Services Department a copy of your proposed exhibitor’s contract prior to your printing and distributing such contract. You and all your exhibitors must abide by all event regulations, applicable laws and ordinances, guidelines and/or policies issued by the Convention Center.

7.4 Animals Or Pets
01. Except for Seeing Eye Dogs (or other similar service animals used for assistance by the disabled), and except for animals used as part of a Convention Center-approved exhibit or activity, no animals or pets are permitted in the Convention Center.
02. Approved animals in the Convention Center must be on a leash, within a pen or under similar control. You assume full responsibility for any approved animal in the Convention Center and you will indemnify and hold harmless the CRVA and the City of Charlotte, their agents, employees, servants and officials from any and all claims, losses, damages or expenses, including reasonable attorneys’ fees, arising out of or resulting from an approved animal.
7.5 Audio-Visual (A/V)
The Convention Center provides a preferred in-house A/V contractor for your A/V equipment and operator needs in the Convention Center. A/V equipment and labor rates are available upon request.

7.6 Floor / Carpet / Stage Protection
Permanent facility carpet and other flooring (including slate) must be protected from damage caused by crates, hand trucks, equipment, etc., during your event, including move-in/setup and move-out/tear-down. Based on your use of the Crown Ballroom’s stage, Convention Center management will determine whether protective floor covering is required.

7.7 Tape / Adhesive-Backed Material
01. You and your service contractor(s) are responsible for the removal of all tape and tape residue used for marking the floors in the exhibit hall.
02. You and your A/V contractor are responsible for removal of any tape and tape residue used to tape down power cords, etc.
03. If you fail to remove tape and tape residue, you shall reimburse the Convention Center for costs incurred to remove such tape or residue.
04. Any other use of adhesive-backed materials on any surface area of the Convention Center, including but not limited to the exhibit hall floor, wall surface, glass and service equipment is prohibited unless approved in advance by your Event Manager.

7.8 Copyright Fees
Any and all ASCAP, BMI or other copyright fees applicable to your event are your responsibility and you must pay such fees in a timely manner.

7.9 Empty Crate Storage
Limited empty crate storage will be provided and confined to those areas authorized by building management. No empty crate storage will be allowed in any area(s) of exhibition halls, meeting room(s), concourse area(s), carpeted areas, etc. Due to limited space, onsite storage requires prior approval by your Event Manager.

7.10 Equipment Rental
01. Rental equipment and rates are available upon request.
02. All equipment provided by the Convention Center shall be operated and set up by authorized Convention Center personnel.
03. Tables, chairs, risers, etc., in excess of what is included in the License Fees, will be made available at applicable rates.

7.11 Escalators and Elevators
01. All equipment shall be transported utilizing the freight elevators. A freight elevator operator is required for freight elevator use and will be provided for you at the applicable rate.
02. No equipment may be transported on escalators. This includes easels, chairs, tables, wheelchairs, baby carriages and other similar devices.
03. Under no circumstances are public passenger elevators to be used for transporting equipment or exhibit materials that are not able to be carried by hand.
04. Equipment transported by freight elevators must not exceed the total weight capacity of such freight elevator.

7.12 Event Personnel
01. All event personnel, such as show and service contractor staff, exhibitor-appointed contractors, temporary help, exhibitors and other workers affiliated with an event held within the Convention Center, must enter and exit the Convention Center by way of the security entrance or by way of the event-designated “show entrance.”
02. All event personnel working in the Convention Center must display proper identifying credentials or badge.
03. Restricted areas of the Convention Center labeled “Authorized Personnel Only” are off limits to all persons except those authorized.
04. Show managers and service contractors are responsible for the conduct of their personnel and subcontractors, and for any damages caused by such personnel, while in the Convention Center. Loud or profane language and disorderly conduct are not permitted at any time. The use of alcoholic beverages and illegal drugs is strictly prohibited. Smoking (including electronic and vapor cigarettes) inside or on the grounds of the Convention Center is not permitted at any time.

7.13 Event Staffing / Security
01. The Convention Center shall be the exclusive provider of all event staffing personnel including door guards, badge checkers and security guards. Adequate staffing will be required to ensure public safety. Police officers, off-duty or otherwise, will be used as needed, and must be ordered through the Convention Center.
02. The Convention Center will determine require minimum levels of event staffing personnel to ensure safe and the orderly coordination and execution of the event.
03. Depending on the specific nature of your event or its overall security plan, Convention Center may require the use of security technologies during your event (example: metal detection devices, magnetometer, etc.)

7.14 Exterior Doors
Under no circumstances may any exterior door(s) be propped open or altered in any way.

7.15 First Aid
First Aid coverage will be required for:
• All exhibit hall events
• All events exceeding 2,000 people
• As determined by your Event Manager
Coverage shall be provided during event hours and paid for by you at applicable rates.
7.16 Floor Plan Approval Process / Trade Show Exhibit Booths

Floor plans for trade show exhibit booths must be submitted to the Charlotte Convention Center’s Director of Convention Services for review at least six (6) months prior to the show date and comply with the following guidelines:

- All floor plans must clearly indicate a minimum of two (2) freight-free aisles per exhibit hall, one running north to south and one running east to west. Freight-free aisles in exhibit hall(s) must be designated with signage or tape placed by you and/or your service contractor.
- Floor utility boxes are set on 30-foot centers. We strongly recommend that all floor plans be designed so that each booth has convenient access to these boxes.
- Four (4) copies of floor plans are required and each shall not be smaller than 18” x 22” with a scale of one foot equals one thirty-second of an inch (1’ = 1/32”).

Floor plans must be accompanied by a check made out to the City of Charlotte at the prevailing rate for submittal to the Fire Department’s Building Inspections Department along with two (2) copies of the floor plan for review. Upon approval of the floor plan, a copy will be returned to you.

The final floor plan, if different from the approved plan, must be resubmitted for review, indicating the changes made, at least fourteen (14) business days before the scheduled move-in of the event. There will be no additional charge for changes made to original plans.

All floor plans must have the following information clearly indicated:
- Name and date(s) of event
- Name of area(s) to be used
- Location of all exits
- Aisle widths with number and dimensions of booths
- Aisles to be carpeted
- Location and dimensions of entrance headers or kiosk
- Registration location and setup

Guidelines for acceptable floor plans are as follows:
01. Aisles must be a minimum of ten (10) feet in width.
02. All fire hoses and extinguisher cabinets must be visible at all times.
03. All electrical panels on columns and floor utility boxes must be accessible at all times.
04. All permanent concession stand areas in the exhibit halls must have a minimum 30’ x 25’ clearance at all times.
05. All points of ingress and egress must have a minimum of twenty (20) feet clear space on all sides.

The Convention Center will promptly review your proposed plan for general conformance to the License Agreement and Convention Center policies and procedures. You shall provide additional planning information the Convention Center reasonably requests for its review of your plans.

Convention Center may require you to make changes in your proposed plans to attain the safe and orderly operation of the Convention Center, compliance with the License Agreement, Convention Center policies and procedures, local laws and ordinances and coordination of the use of common areas of the Convention Center by you and other users of the Convention Center.

You may not make material changes to your proposed plans submitted to the Convention Center without the Convention Center’s prior written consent. You shall conduct your event in the Convention Center in substantial compliance with the plans you submitted to the Convention Center.

7.17 Freight Or Shipment Of Materials

01. Any freight or deliveries arriving at the Convention Center prior to the License Agreement move-in/setup date(s) will only be accepted by the Convention Center’s on-site UPS Store®, at prevailing handling rates. Advanced arrangements should be made for such shipments.
02. Arrangements are to be made with a service contractor or drayage company to handle freight requirements; the Convention Center does not accept your freight.
03. All materials, equipment or freight sent to the Convention Center during contracted move-in must be clearly marked to indicate intended receiver and name of event.
04. Registration materials, handout literature or event-related equipment, such as furniture rental, plants, special decorations, etc., should be directed to the attention of the show manager or official service contractor.
05. C.O.D. deliveries will not be accepted by the Convention Center.
06. All materials, equipment and/or freight are to be delivered and removed at the loading dock or event-related entrance.

7.18 Gratuities

The CRVA prohibits its employees from accepting gifts, gratuities or other favors from parties doing business with the Convention Center. Please assist us in these efforts by refraining from offering gratuities to Convention Center staff and contractors.

7.19 Hazardous Materials and Wastes

01. Before, during and after your event, you and your exhibitors, if any, must handle, transport, remove and dispose of all hazardous material (including hazardous waste, medical waste, hazardous substances, toxic substances and regulated substances) in a safe, proper and lawful manner.
02. You must notify your Event Manager at least ninety (90) days prior to the first day of the License Period that you, one of your exhibitors, or one of your service contractors intends to bring hazardous material in, on or about the Convention Center during the License Period. You must also provide to your Event Manager a copy of the applicable Material Safety Data Sheet for such
hazardous material. Your Event Manager may also require you to implement a plan for handling any releases or threats of release of such hazardous material in, on, under or about the Convention Center.

03. You will be responsible for any consultant and laboratory fees and removal and disposal fees, arising out of or resulting from hazardous material brought into, on, under or about the Convention Center by you, one of your exhibitors, one of your service contractors or an employee, agent, successor or assign of one of the foregoing.

7.20 Keys and Lock Changes
01. Request for keys or lock changes should be made through your Event Manager at prevailing rates. All keys must be returned on the last day of the event.
02. Under no circumstances are keys to be duplicated.
03. A fee will be charged for unreturned keys, lock changes and interchangeable core locks.

7.21 Motorized Equipment
01. Under no circumstances are motorized vehicles (carts, lifts, scooters, Segways, etc.) to be operated on meeting room and concourse levels in the Convention Center. ADA needs will be accommodated.
02. All Convention Center motorized equipment will be operated by authorized Convention Center personnel only.
03. You are required to ensure that all equipment operated in the Convention Center does not drip oil or any other staining solutions. Any vehicle that drips oil or staining solutions will be removed immediately from the Convention Center.
04. You will be charged for any and all costs incurred for cleaning or removing stains.
05. No one other than employees of the official service contractor(s) for your event are authorized to operate any motorized cart, lift equipment, etc., of such service contractor.
06. Any person(s) operating motorized equipment must have a valid driver’s license.
07. Service contractors are required to provide all equipment needed for the handling of freight.

7.22 Outdoor Plazas and Garden Terrace
All events or activities to be held in these areas of the Convention Center must be approved in writing by Convention Center management.

7.23 Event / Agenda
01. You must submit a preliminary event agenda at least three (3) months prior to the first License Date and include historical attendance figures for your event. A final event agenda must be submitted at least forty-five (45) days prior to the first day of the License Period.
02. Event agendas should be sent to the attention of your Event Manager.

7.24 Pre-Event and Post-Event Meeting
A pre-event meeting is recommended to give you and your staff the opportunity to meet key personnel from the Convention Center who will be responsible for servicing your event. At the meeting, your event agenda will be reviewed for any last-minute details or changes that may have occurred.

The Convention Center also recommends scheduling a post-event meeting at the close of your event to discuss the quality of service received by you and to define any problems that you may have experienced. The Convention Center will also provide a Client Satisfaction Survey form for your comments and/or suggestions.

7.25 Rigging
Anything that is suspended overhead is subject to a rigging plan. All rigging within the Convention Center must be approved in advance by our in-house exclusive rigging provider. Please submit a plan showing location, weight and intent. Specific rigging information for exhibit halls and the ballroom is available upon request.

7.26 No Smoking Policy
The Convention Center is a smoke-free facility; this includes all loading docks, stairwells, back-of-house areas and grounds. Use of electronic and vapor cigarettes is also not permitted.

7.27 Special Decorations and Signs
01. The location and method of installation of any special decorations or signs must be approved by Convention Center management prior to installation.
02. All decorations must be removed at the conclusion of your event. Any decorations or signs left in the Convention Center at the conclusion of your event will be considered trash.
03. Under no circumstances are helium balloons or adhesive-backed decals to be given away or permitted to be used in the Convention Center. Any costs incurred by the Convention Center because of the use or removal of these items will be charged to you.
04. Candles used for table-top décor in the Convention Center must be enclosed in glass or metal containers 3” above the flame.
05. All floral arrangements and greenery are to be delivered to the designated loading dock and must be pest free. Trees must be flame retardant. Live Christmas trees are not permitted, unless they have a root ball at the base of the tree.
06. Banners or signage may not be attached to the exterior of the Convention Center. Banners may be displayed on the two banner towers at the College Street entrance to the Convention Center.
07. The Convention Center marquee and indoor monitors shall be operated by Convention Center personnel. Management will determine the contents of the message to be displayed and the dates the message will appear. Management will have final approval of all marquee messages.
08. The Center has four interior digital signage boards that, at prevailing rates and based on availability, may be used for event-related content or sponsorships during your event.
**7.28 Ticketed Events / Consumer Public Events**

**01. Tickets and Ticket Distribution**
Tickets may be sold through the Convention Center's preferred ticketing system provider, Ticketmaster®, or another ticketing system that is approved, in advance, by Convention Center management. All ticketing systems used must have the capability to pull system generated reports including audits, ticket counts (including complimentary tickets), and additional reporting used for forecasting at any time as requested by your assigned Event Manager. If you are providing your own tickets, they must be printed by a bonded ticket printer. All tickets provided by you must include a certified manifest, given to the Convention Center's box office manager at a date determined by Convention Center management.

**02. Ticketed Event Staffing**
The Convention Center shall be the exclusive provider of box office supervisor, ticket sellers and ticket takers. 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.

**7.29 Use of Loading Docks**
Loading dock bays or areas will be allocated according to need and will be assigned by your Event Manager.

**7.30 Vehicles in the Exhibit Hall**

**01. Vehicles are not permitted on the exhibit hall floor for loading/unloading without the prior authorization of Convention Center management.**

**02. All display equipment and freight will be loaded/unloaded at the loading dock area.**

**03. Vehicles, which are part of a display, will be allowed in the exhibit hall or ballroom area.**

**04. All vehicles remaining in the exhibit hall or ballroom area for display must conform to all fire event regulations.**

**7.31 Dangerous Weapons**
A “dangerous weapon” is any object or device designed or intended to be used to inflict serious injury upon persons or property.

The possession of a dangerous weapon is prohibited in the Convention Center, except as provided below. Concealed weapons are strictly prohibited in the Convention Center.

If firearms are an integral part of an event, an exhibitor may display a firearm as part of its exhibit during an event subject to the following:

- The exhibitor must comply with all federal, state and local laws governing the possession and/or sale of firearms.
- Firearms may not be loaded or fired in the Convention Center.
- Firearms must be deactivated by removal of the firing pin, the bolt or otherwise altered so that they are incapable of being fired (e.g., by a metal lock through the trigger mechanism, a plastic strap securing the trigger or hammer mechanism, a plastic strap securing the firearm’s “action” mechanism in an “open” state, or otherwise).
- Exceptions may be granted, at the Convention Center’s sole discretion, for particularly rare antique firearms displayed in a locked case or otherwise made inaccessible.
- Powder or primers are prohibited in the Convention Center. Sample live ammunition may be displayed in exhibits, which are kept separate from firearm exhibits or by exhibitors who do not also display firearms.
- Firearms and ammunition will be inspected by an authorized safety inspector approved by the Convention Center during event move-in and/or at such other times as determined by the Convention Center. Violations of this policy will be reported to show management and the Convention Center. All violations must be corrected before an exhibit will be allowed to open.
- The sale of firearms and ammunition is prohibited in the Convention Center, although exhibitors may take orders for future delivery subject to applicable law.

**7.32 Unmanned Aerial Vehicles / Unmanned Aircraft Systems / Remote-Controlled Aircrafts, collectively referred to as “Drones”**.
The use of Drones is subject to the written, pre-approval of the Convention Center; use of Drones must also meet the provisions established in the Convention Center’s Drone Policy (a copy may be obtained through your assigned event manager).

**7.33 Residual Matters**
All matters, event regulations or deviations therefrom, not expressly provided for herein, shall be decided upon by the Convention Center General Manager.
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event regulations

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