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# Event Planning Guide

JOHN B. HYNES VETERANS  
MEMORIAL CONVENTION CENTER

# *Event Planning Guide*

This Event Planning Guide, a part of your Event License Agreement, has been designed to deliver important information in a format that is easy to read and navigate. Please read all relevant parts carefully. Keep in mind that prices and regulations are subject to change without notice. We periodically update the information contained in this guide.

Since every event is different, our policies, rules and regulations cannot cover every possible scenario. The Massachusetts Convention Center Authority (MCCA) reserves the right to determine necessary considerations not included in this guide on an as-needed basis. Our only purpose is to ensure the success of your event and safeguard the safety and experience of all our visitors.

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# Section A

## HYNES FACILITY OVERVIEW

### John B. Hynes Veterans Memorial Convention Center

The John B. Hynes Veterans Memorial Convention Center (Hynes) is owned and operated by the Massachusetts Convention Center Authority (MCCA). The MCCA knows that flexibility is the key to success – which is why the Hynes was designed to meet so many different needs.

All areas of the Hynes were planned with the convenience and safety of exhibitors and patrons in mind. Our professional staff will become part of your team, to provide you with service second to none.

The facility is:

- Fully ADA compliant and accessible. Each level has elevators, wheelchairs are available at the first aid station, and special hearing devices can be connected to the MCCA sound system. If you have attendees with special needs, let your Event Services Manager know as soon as possible so all accommodations can be made in advance.
- Non-smoking. Smoking, including tobacco products or electronic cigarettes (“e-cigarettes”), is never allowed in the building. Designated smoking areas are located outside.
- Environmentally sound. The Hynes uses only “green” cleaning products, recycled restroom paper products and

a “HEPA” filter to contain dust particles. Our Conventions C.A.R.E. donation program encourages event planners to leave unused materials at designated locations after their event – diverting 25,000 lbs. of waste per year, and benefiting charitable organizations. And through our recycling program, employees, contractors, exhibitors and patrons recycle everything from cardboard, mixed paper, commingled materials and plastic wrap to pallets, low-voltage cabling and carpet.

### Facility Highlights

With a total of 352,000 square feet of flexible space on three levels, the Hynes has rooms varying in size from 775 square feet to 110,000 square feet. The space includes five exhibit halls, one of which is an Auditorium that can seat over 4,000. The impressive Boylston Street Hallway, with its huge windows overlooking the city, serves as a stunning reminder of why you chose Boston as your event destination.

### THE BALLROOM

The Ballroom offers state-of-the-art sound systems and a spectacular triple vaulted ceiling, in an elegant setting. It can be opened to a 25,347 square foot space or divided into three (3) separate ballrooms of varied sizes. The floor load is 100 lbs. per square foot.

## THE EXHIBITION HALLS

The Exhibit Halls combined are 176,910 square feet of space situated on two levels. Level One is 75,670 gross square feet, in two combined or independent halls. Level Two is 101,240 gross square feet, in three combined or three independent halls.

The Exhibition Hall floors are concrete slabs rated for a floor load of 250lbs. per square foot. Utilities are located on thirty foot (30") centers with telephone, electric, plumbing, air compression and Internet connections.

Concession stands and restrooms are available inside halls A, B, C and D.

## LOADING DOCK

Loading dock access via Cambria Street provides you with 14 loading bays and seven (7) elevators. The elevator load capacities range from 8,000 to 75,000 pounds, which can accommodate a tractor-trailer. House and food services have a separate designated area, to ensure smooth and prompt delivery. Arrangements can be made for a hand-carried exhibitor drop-off area, serviced by two elevators and a receiving platform. (Privately owned vehicles may use elevators 15 & 16.)

## MEETING ROOMS

Meeting Rooms are available on each level of the facility. These rooms offer the meeting planner flexibility in room size. There are a total of 35 rooms available. Electrical, phone and Internet are available in each room. A built-in sound system is available if you choose to work with the in-house preferred vendor, who has the exclusive contract on the use of the house sound system. Please note: This sound system is not available in rooms 301, 303, 305 or 307.

The Hynes, through your Event Services Manager, will provide the initial standard set-up of the meeting rooms with available MCCA equipment. Set-ups for meeting rooms other than standard sets may be subject to additional charges. Please contact your Event Services Manager for further details.

Please note that linens are only provided free of charge for the following sets: Food & beverage functions, registration tables, head tables and the first row of a classroom set. All equipment needed for exhibitors in meeting rooms and pre-function spaces will incur a charge.

Use of space outside of the rooms, directly named within the contract, is limited to the area immediately outside the contracted space, and may be used for registration purposes

only. We request that use of this space not, in any way, disturb or obstruct other occupants. If you have any questions about space availability or use, please contact your Event Services Manager at (617) 954-2000.

## PRE-FUNCTION SPACE

Pre-function space provides the setting for event registration, information booths, receptions, cocktail parties and other event activities. All Pre-function, Lobby and Registration areas are centrally located, with direct flow into the exhibit halls and meeting rooms. Electric, telephone and Internet access is available in all registration areas. The floor load is 100 lbs. per square foot.

# Section B

## CLIENT GUIDELINES, INFORMATION AND REGULATIONS

### Services Regulations

The tables on this page provide a snapshot to assist you with budget planning. Please refer to pricing in your Client Ordering Guide.

The MCCA has many contractual partners and exclusive agreements that bestows upon them rights beyond any event agreements by others. Many of these agreements are noted within this guide and what service they may pertain to. This list of services IS not meant to be comprehensive but informative.

	MANDATORY	EXCLUSIVE	PREFERRED	VALUE ADD		MANDATORY	EXCLUSIVE	PREFERRED	VALUE ADD
Audio/Visual	•	•	•	•	Medical	•	•	•	•
Business Center	•	•	•	•	Paging	•	•	•	•
Exhibit Hall Cleaning	•	•	•	•	Plumbing	•	•	•	•
Cleaning Attendants	•	•	•	•	Public Safety	•	•	•	•
Compressed Air & Gases	•	•	•	•	Rigging	•	•	•	•
Digital Displays	•	•	•	•	Satellite	•	•	•	•
Electrical	•	•	•	•	Security	•	•	•	•
Food & Beverage	•	•	•	•	Telephone	•	•	•	•
House Sound	•	•	•	•	Transportation	•	•	•	•
Internet/Network	•	•	•	•					

## MCCA Services

The Hynes is the exclusive provider of the following services: food & beverage, business center, electrical, telephone, Internet, plumbing and the supply of compressed airs and gases, the use of the house sound system, rigging, all truss and motor equipment, the operation of ground-supported crank-ups, assembly and installation of ground-supported trusses, and the operation and provision of lifts for theatrical purposes. Most of these services are available directly to the Licensee and should be ordered through your Event Services Manager. These exclusive services are subject to prices and conditions detailed in our Client Ordering Guide. Our services cannot be resold or bundled as a package without prior written approval from your Event Services Manager. Discounts may apply to some services by meeting the advance payment deadlines and conditions noted in the Guide. **The Client Ordering Guide will be provided to you by your Event Services Manager.**

Exhibitors may order services through the Signature Boston Exhibitor Ordering Site at [www.signatureboston.com](http://www.signatureboston.com). For more information, Exhibitor Services can be contacted at 617.954.2230 or [exhibitorservices@signatureboston.com](mailto:exhibitorservices@signatureboston.com).

### ATMS

Guests will find an ATM on the lower level inside the Boylston Street Entrance and inside the Prudential Center.

### ATTENDEE SURVEY

The MCCA conducts an on-site survey at select events with more than 2,000 attendees. Our goal is to collect and analyze real-time visitor data and make any necessary changes to ensure your event's success.

Surveys are conducted by our knowledgeable Guest Services staff via iPads. The Licensee will be provided access to all collected data. As a thank you for participating, guests will also be entered into a random prize drawing. **The current copy of the attendee survey which will be conducted at your event will be provided to you by your Event Services Manager.**

### AUDIO VISUAL SERVICES

The Hynes offers in-house A/V services on a preferred basis with the contracted in-house A/V vendor to help provide comprehensive event support and services. All types of audio and visual display devices, screens, and computer interfaces are available, along with skilled operators. The contracted in-house A/V vendor is the exclusive provider for the use of the in-house sound systems. All other A/V companies must bring in a stand-alone speaker system.

A central recording room is available for use. All meeting areas, including the ballrooms, auditorium, and exhibit areas, can be recorded from this location. Outputs are line-level on 1/4" jacks.

All outside A/V companies must be pre-approved prior to supporting any events at MCCA facilities. Please see your Event Services Manager for the approval process criteria.

### BOOTH PACKAGES

Our services can NOT be resold or bundled as a package without prior written approval from your Event Services Manager.

### BUSINESS CENTER

The contracted in-house vendor is the exclusive service provider of the Business Center. From simple documents to complex projects and on-going programs the Business Center will provide document management solutions to meet your needs. The Business Center document solutions capabilities include: copying and digital printing, document production, supplies, computer services, electronic file submission, signage, custom printing services, document distribution, pack and ship options, including express and ground service, fax service with delivery on incoming messages and desktop/ word processing.

### CANDLES

Candles are permitted for dining setting for the ballroom and exhibit halls so long as the flame from the candle does not exceed the height of the required fire safe enclosure. All candles and required encasements to be used must be approved by the MCCA Public Safety Department.

### CLEANING SERVICES AND TRASH REMOVAL GUIDELINES

The MCCA provides general cleaning services for the Licensee in all public areas, restrooms, meeting rooms, and ballrooms at no additional cost to the Licensee. The Licensee is responsible for general cleaning, booth cleaning, and trash removal within the exhibit hall (during all contracted days) except for the immediate proximity of any designated food service areas and restrooms located within the exhibit hall. Furthermore, the Licensee is also responsible for cleaning and trash removal services in any area outside the exhibit hall that is used as displays, kiosks, lounges, registration areas, show offices, or other event support locations. The MCCA has a robust trash removal and recycling program and we encourage all events to help divert waste from the landfill by utilizing the recycling streams currently set up within the building.

## Approved Cleaning Contractors

In instances where the Licensee contracts an exhibit hall space, they are responsible for employing an Approved Cleaning Contractor to handle the general cleaning, booth cleaning, and trash removal within the exhibit hall space for all contracted days. Approved Cleaning Contractors are responsible for sourcing all personnel and equipment while working on behalf of the Licensee within the hours set forth in their Event Licence Agreement. The MCCA requires all Approved Cleaning Contractors working on behalf of the Licensee to follow general guidelines set forth when disposing of waste and recycling within the building.

- During move-in large tilt carts should be placed throughout the exhibit hall to collect debris.
- A preliminary sort of bulk recyclable items should be done to help separate recycle streams such as cardboard, plastic, carpet scraps, padding scraps, and co-mingled (bottles and cans) prior to delivering tilt carts to MCCA personnel at a designated drop off area on the loading dock.
- Approved Cleaning Contractors are not permitted to tip carts into MCCA owned compactors/dumpsters, but will deliver full tilt carts to a designated loading dock area where BCEC staff will dispose of the waste/recycling in its proper stream.
- Prior to the event opening, trash and recycle bin clusters should be placed throughout the hall to capture attendee waste.
- Clear Plastic Liners are required for the trash and recycle clusters placed in the building by an Approved Cleaning Contractor – the MCCA utilizes clear 48x43 16 mic bags as an example.
- The collection of trash and recycling throughout the exhibit hall should be kept separate to avoid contamination upon delivery to MCCA loading dock staff.
- Bulk material waste such as large rolls of carpet or padding, excess wood or metal, crates or skids, and exhibit booths are the responsibility of the Licensee and not accepted in MCCA provided dumpsters or compacters.
- The MCCA will provide complimentary cleaning attendants to maintain the restrooms during event hours for all exhibit hall events.
- The MCCA provides one trash haul per rented exhibit hall, and any additional dumpsters or trash hauls will be billed to the Licensee at prevailing rates upon completion of the event.

- The MCCA offers a preferred, in-house Approved Cleaning Contractor as an option for Licensees, and contact information to secure their services can be provided by your Event Manager.
- Tape, tape residue, and chalk removal is the responsibility of the Licensee and the exhibit hall should be turned over to the MCCA with a broom swept finish upon completion of the event. A pre and post event inspection of space will be performed by MCCA Staff along with the Licensee and/or Approved Cleaning Contractor and any costs incurred by the MCCA for the inadequate turnover of spaces will be charged to the Licensee at prevailing rates.

For more information regarding Cleaning Services, Trash Removal Guidelines, or Approved Cleaning Contractors, please reach out to your assigned Event Manager.

## ENGINEERING

### Electrical Service

The Hynes offers 120v, 208v, and 480v single- and three-phase electrical service of various amperages (ranging from 5 to 400 amps), throughout the exhibit halls. Overhead service is available in Halls A, B and C. Twenty-four-hour power is available in all locations for an additional charge.

The Hynes staff will drop power at available locations within exhibitors' booths. If you would like power distributed to specific areas of a booth or under carpet, the GSC or preferred set-up personnel can provide this service.

When designing your exhibit floor plan please take into consideration that not all areas of the exhibit hall have access to overhead and high amperage electrical service.

### HVAC

During move-in and move-out the MCCA will keep the building temperature in the contracted space between 50F – 85F degrees at no cost to the Licensee. If a temperature change outside of this range is requested by the Licensee an hourly cooling/heating charge will be incurred. Please contact your Event Services Manager for these rates.

The Hynes will maintain contracted & public space at a constant temperature range of 71F– 73F during show hours. Adjustments can be made to the global temperature of the facility at the Licensee's request. Requests for HVAC outside show hours may incur a charge. Please see your Event Services Manager regarding any special requests.

### Plumbing Service/Compressed Air

The Hynes can provide water lines with up to 3/4 inch (approximately 10-20 GPM) to many areas of the exhibit halls.

The Hynes can supply air to most areas of the exhibit halls (approximately 110 PSI). A variety of compressed gases are also available. All compressed gases must be ordered in advance and stored through the Hynes.

The Licensee can bring helium balloons into the ballroom(s) and meeting rooms. At no time are balloons permitted inside the exhibit halls. Helium tanks cannot be brought into the facility. All air and gasses must be ordered through your Event Services Manager. Exhibitors may order services through the Exhibitor Services Center.

### FIRST AID/MEDICAL

#### Emergency Medical Coverage

The Massachusetts Convention Center Authority's (MCCA) Public Safety Department provides 24/7 emergency medical response. MCCA Public Safety Managers, Supervisors and Officers are trained and certified in CPR/AED and bleeding control.

Events with an expected large attendance or unique events with a greater level of risk (i.e. concerts, dances, sporting events, etc.) may be subject to increased emergency medical coverage at the discretion of the MCCA's Public Safety Department. If increased medical coverage is required the MCCA Public Safety Department will coordinate the required coverage with an approved contracted medical provider.

All requests for ambulances or other outside services should be coordinated with the MCCA Public Safety Department.

### GUEST SERVICES ASSOCIATES

The MCCA provides Guest Service Associates at each event when possible to help welcome attendees to the Hynes and assist with questions about the facility, as well as the city of Boston. This is a complimentary service provided by the MCCA. Our staff of Guest Services Associates can be easily distinguished by their red blazers and are stationed throughout the facility. Please contact your Event Services Manager with questions.

### LOST AND FOUND

During event operating hours, lost and found is located at the Public Safety Office on Level 1 in the Main Lobby.

To inquire about a lost item or report a found item, please contact the Public Safety Department at 617.954.2111 or go to the following internet link, <https://signatureboston.com/attend/lost-and-found>

### MEDICAL SHOWS/WASTE

The Licensee is responsible for the safe delivery, supervision, and removal of any medical or biohazard waste in conjunction with federal, state, and local regulations should their use be approved prior to move in by your Event Manager. Sharps need to be in red containers and all waste must be placed in properly labeled bags/boxes to avoid being disposed of in our regular trash pick-up. For any area where cadavers, specimens, or medical waste is utilized, building owned tables will not be provided for their use, and the floors within these areas must be visqueened. The delivery and removal of any cadavers or medical waste is the sole responsibility of the Licensee and should be coordinated prior to arrival on site once approved by your Event Manager. Any costs incurred by the MCCA for the inadequate turnover of space or handling of these items will be charged to the Licensee at prevailing rates.

### WHEELCHAIRS

The Hynes has a limited number of wheelchairs available for attendees, free of charge on a first-come first-served basis. A form of ID is required to sign out a wheelchair. Wheelchairs are not authorized to leave the Hynes property without the approval of the MCCA Public Safety department.

### PUBLIC SAFETY

*(For gate shows, please refer to Gate Show section "C" in this Guide for additional requirements.)*

The MCCA Public Safety Department is committed to providing both a safe and welcoming environment for our clients, attendees, and visitors. To best assist in navigating local ordinances, facility policies, and support the event planning process, a Public Safety Manager will be assigned to each event that requires Public Safety coverage. The Manager will coordinate with the client, show planner, or third party security provider to review and finalize all security planning logistics such as staffing proposals, floor plans, access control plans, crowd management and special requests including hazing. A review of the MCCA public safety/security requirements are initiated with each event, so that all safety and security issues are addressed and appropriate security and medical coverage is provided. In addition, the Public Safety Manager serves as a liaison with local first responders to assist your event as

needed. Event safety and security assessments are conducted specific to each event to help determine any potential safety concerns as well as coordinate special security needs such as Explosive Detection Canine services and police details. The Public Safety Manager can assist with your event specific emergency management and crisis communications plans should you need.

No use of any Unmanned Aircraft Systems (UAS), Drone and/or Model Aircraft shall be permitted inside an MCCA facility, or over, or on the grounds of such facility, without the prior written approval of MCCA Public Safety Department. All proposed uses for which requests for such approval are made must satisfy all Federal Aviation Administration, State, and Local regulations. If the Public Safety Department determines that any such use of UAS, Drone and/or Model Aircraft pose a hazard to persons or MCCA Facilities or grounds, the Public Safety Department, at its sole discretion, may terminate the operation of such use at any time. The owner and operator of the UAS, Drone and/or Model aircraft shall be responsible for any and all damage to persons, property or facilities in any way resulting from such use.

### Fire/Life Safety Systems

The Hynes is equipped with a state of the art security and fire/life safety system. The system features:

- A computerized Fire/Alarm Life Safety System
- A sophisticated, intelligent digital Closed Circuit Television (CCTV) camera system
- A Comprehensive Perimeter/Intrusion Alarm System integrated with the CCTV system
- Proxy Card Access with Full Audit Trail capabilities
- Digital Two Way Radio System
- Bi-Directional Antenna System which boosts signal strengths for all emergency responders

### Alarm Response

All Hynes Public Safety personnel, along with the Building Maintenance System (BMS) Department, are trained to respond and take action regarding any facility fire alarm activation.

The Boston Fire Department is automatically notified by the fire alarm system, and responds in a timely fashion due to the proximity of the local Fire Station, which is one block from the Hynes. If you should have any questions or need further

information, please contact the Hynes Public Safety Manager at 617.954.2111.

### Children

Children under the age of 18 are not allowed on the exhibit hall floor or loading dock during move-in and move-out. There will be no exceptions to this rule.

### Communications and the Public Safety Command Center

MCCA Public Safety personnel communicate via a multichannel radio network directly with the Hynes state-of-the-art Public Safety Command Center (PSCC). Response to all Public Safety related calls for service (Security, Police, Fire and Medical) is coordinated through the PSCC. In addition, the PSCC can communicate with all other departments within the MCCA, including Event Services, Facility Maintenance and Exhibitor Services. In the event of a major emergency, the PSCC becomes the Incident Command Center and communicates directly with the Boston Police Department, the Boston Fire Department, the Boston Emergency Medical Service and the Massachusetts State Police, who will dispatch the appropriate assistance.

### Fire and Life Safety Equipment

The MCCA provides fire and life safety equipment to assist in emergencies. Anyone found responsible for moving, removing, or blocking fire safety or life safety equipment is subject to a fine. An inventory of fire extinguishers, AEDs and Bleeding Control Kits is conducted prior to event move-in, and upon completion of event move-out.

### Fire Code Compliance

*(Seating, table, and aisle widths)*

MINIMUM SEATING AISLES	
Location	Min. Width
Classroom	63" <i>*(44"+19")</i>
Banquet	82" <i>*(19"+44"+19")</i>
General Session (Ball Room)	72"
General Session (Meeting Room)	44"
General Session (Exhibit Hall)	72"

*\*Edge-of-table to edge-of-table*

1. Banquet Seating Aisles – Provide aisles such that the maximum travel distance from any point to the closest aisle

or egress door does not exceed 36 feet.

2. Rows of seating served by aisles or doorways at both ends shall not exceed 100 seats per row. The 12" minimum clear width of aisle access way between such rows shall be increased by 0.3 inches for every seat over a total of 14 but shall not be required to exceed 22 inches. To avoid having to do precise measurements for each additional chair, refer to the Minimum Aisle Accessway table below.
3. Rows of seating served by an aisle or doorway at one end only shall have a path of travel not exceeding 30 ft. in length from any seat to an aisle. The clear width of aisle access way between such rows shall be in accordance with Minimum Aisle Accessway table below.
4. Aisle access ways serving seating for Classroom, Banquet or General Session floor plans shall comply with the below Minimum Aisle Accessway Table.

MINIMUM AISLE ACCESSWAY	
Location	Min. Width
Classroom	43" <i>*(19"+24")</i>
Banquet	62" <i>*(19"+24"+19")</i>

*\*Edge-of-table to edge-of-table*

GENERAL SESSION	
# of Chairs	Min. Width
0-14 chairs	12"
15-20 chairs	14"
21-25 chairs	15.5"
26-30 chairs	17"
31-35 chairs	18.5"
36-40 chairs	20"
41-45 chairs	21.5"
46-100 chairs	22"
General Session Dead-end	7 per row 12"*
General Session Dead-end	>7 per row 12"+0.6" each chair*

*\*Dead-end rows may not exceed 30 feet*

### Required Announcements for Assembly Occupants

City of Boston Fire Code requires individuals leading room seminars, general sessions and ballroom events make an audible announcement prior to the start of each program or performance, notifying occupants of the locations of the exits to

be used in case of a fire or other emergency. The MCCA Public Safety Department provides an information sheet to assist clients and presenters in complying with this regulation.

### Emergency Contact Information

To report an emergency, please call 617.954.2111. This telephone number is a direct line to the Hynes Public Safety Command Center (PSCC), which is staffed twenty-four hours a day, seven days per week and is the emergency communications hub for the Hynes. When reporting an emergency, please remain calm and give the following information:

- The location
- The nature of the emergency
- Number of persons involved
- Nature and extent of injuries, if any
- Any other pertinent information that may be helpful for responding emergency crews

Please call the Hynes Public Safety Command Center at 617.954.2111 to report all emergencies. The Command Center is in direct contact with all local emergency services and will call 911 on your behalf. If you choose to contact 911 on your own, please notify the Command Center immediately afterward so that they can assist with the first responders in locating where you are in the building. Failure to contact the Command Center may result in a significant delay in the response time of emergency personnel.

### Public Safety Coverage Requirements

The following are mandatory or recommended public safety staff coverage that will be needed to effectively address safety and security requirements for your event. Event Security coverage for the Hynes can be provided by the MCCA and its preferred vendor, or by an approved third-party security vendor that meets minimum entrance qualifications no later than 6 weeks prior to your first contracted date listed in your Event License Agreement. All security coverage plans must adhere to the minimum requirements as outlined, and are subject to the final approval of the MCCA Public Safety Department, regardless of which vendor is selected to provide event security. In the event that an adequate coverage plan is not provided, the MCCA reserves the right to impose a coverage plan on the event based

on the overall assessment of your event conducted by the MCCA Public Safety Department. All coverage plans must be submitted to the MCCA Public Safety Department thirty (30) calendar days in advance of the event move-in for review and final approval.

#### *Facility Access*

The MCCA Public Safety Department maintains control of all facility access locations including the loading docks and main entrance points for attendees, exhibitors, contractors, staff and will enforce all facility policies. Vendors are not permitted to work the specified access locations. The MCCA Public Safety Department will maintain full control of facility access and reserves the right to deny entry to visitors, guests, or employees who violate facility policy. Please remember that during the course of normal business and when the Hynes does not have an event, the perimeter and any access point into the facility remain secured. If access is needed to any of these secured areas, inform your assigned Public Safety Manager.

#### *Enhanced Security*

The safety and security of the conventions, meetings, and events hosted by the Massachusetts Convention Center Authority (MCCA) is always our top priority. As a result, the MCCA has recently changed its security screening practices at its venues to include mandatory perimeter security screening which includes, but is not limited to, the use of magnetometers, Evolv Express, bag searches, K-9, and other related security measures.

The MCCA utilizes Evolv Express, a new state-of-the-art scanning system, along with enhanced perimeter screening procedures. Perimeter screening for each event includes the following complimentary screening points of entry:

- Boylston Street and Prudential Entrance points on event days and when registration is open (at all times when attendees are authorized to access event space)
- One Evolv Express unit at each entry point

A minimum of two(2) public safety officers is required per each active perimeter screening location while the entrance is open, at the licensees' expense. The MCCA is committed to ensuring all our events are successful and safe and our team will work closely with you and your event to determine the right amount of security coverage. For more information on the enhanced security screening practices please reach out to your assigned MCCA Public Safety Manager for your event.

Additional security staff and/or Evolv Express units may be required based upon the anticipated guest volume and event schedule. The Evolv Express units and security screening layout

at each location is standard and can not be adjusted without the expressed written approval from the MCCA Public Safety Department. This may result in additional security charges.

#### **General Guidelines Based On Intended Use Of Facility**

##### *Exhibit Hall Access Doors*

Security coverage is mandatory only if the Licensee requires "Secured Access Control" of the exhibit hall space. If no Secured Access Control is required, show or event volunteers may work in place of security officers at exhibit hall doors for "way finding" and "customer service" purposes only.

##### *After-hours Coverage*

Officers are required in the exhibit halls as long as freight or show product remains on the show floor. One officer for each Hall is required to protect exhibitor property.

##### *Crowd Control*

At the sole discretion of the MCCA Public Safety Department, additional MCCA Public Safety officers, supervisors or police details may be required, at the Licensee's expense, for events where large crowds may cause overcrowding or flow issues in or around MCCA facilities; alcohol events; public events; and events with potential unrest due to labor actions, controversial issues, political rallies or guest speakers that may cause demonstration activity.

MCCA Public Safety Staff are responsible for moving crowds through the facility in a safe manner, to prevent accident or injury. The number of attendees and the specific events will determine when these increases are required.

#### **Mandatory Public Safety Staff Coverage For Events**

##### *Officer Coverage*

The security staffing requirement shall be one (1) officer for every 500 attendees, to assist with crowd flow and to act as an evacuation captain for the event in case of emergency.

Officer coverage begins from the first contracted move-in day, and remains in effect until the last hour of the last day of move-out.

There is a four (4) hour minimum for any public safety shift. In compliance with the law, Public Safety Officers must be provided with meal and break periods. The schedule requires a ratio of one (1) relief officer for every five (5) posted officers. Public Safety Officer and Supervisor coverage includes a required 1/2 hour briefing period and posting period. Event

Security staffing is billable to show management at the following rate categories:

- Advanced rate (staffing proposal approved at least 30 days in advance of first contracted day)
- Standard rate (staffing proposal approved within 30 days but before first contracted day)
- Premium on-site rate (staffing proposal approved on-site or staffing changes made during contracted times)

#### *Event Supervisors*

Additional Public Safety Event Supervisory coverage is required for any event that has ten (10) or more officers on-duty at any given time. Any event with over 500 hours of coverage may require additional event supervisory coverage based on the number of attendees, the geographical locations of the event within the facility, and particular use of each exhibit hall and meeting room.

#### *Event Exhibit Hall Officer*

During event exhibit hall hours, a single Officer is required, per hall, to observe and report; the public safety department will assist with crowd flow and act as a life safety officer utilizing the full time base building Public Safety team. Additional event exhibit hall officers may be required based upon the number of attendees, the geographical locations of the event within the facility, and particular use of each exhibit hall.

#### *Ballroom Officers*

The security staffing requirement shall be one (1) officer for every 500 attendees during times when the ballroom is occupied with event attendees. Attendance will be based on but not limited to client provided information, max seating shown on approved floor plan, and live monitoring on-site.

#### *VIP Processing Officers*

Any VIP movements that require escort services, back of house/service corridor movements and/or elevator operations must be coordinated through the MCCA Public Safety department, regardless which vendor is selected to provide event security.

#### *Boston Fire Department Details*

Whenever all or part of the facility's Fire Detection and/or Suppression system is turned off to facilitate show/event related activity (i.e., haze, smoke, confetti cannons, etc.), Boston Fire Department personnel in numbers deemed sufficient by the Boston Fire Department must be hired at show/event expense

to provide fire watch services.

#### *Boston Police Department Details*

The MCCA, through its Public Safety Department, reserves the right to mandate the hiring of police details in sufficient numbers to maintain public safety, address potential security concerns and to control crowds in the event that the consumption of alcohol at events and/or shows may become a public safety hazard. This decision will be made in the sole opinion of the MCCA and will be at a cost to the Licensee.

#### *Sheraton Hotel/Hynes Access Doors (Halls C and D) Officers*

When the Sheraton Hotel access door(s) is opened at any time and for any duration specified by the show/event, one (1) Officer per access way shall be required for enhanced security screening.

#### *Auditorium/Balcony Officers*

When the Auditorium is used as a general session meeting area, one (1) Officer per entrance / exit (second level) is required. If the Balcony is utilized for seating, one (1) Officer per entrance /exit door will be required.

#### *Loading Dock at Cambria Street Officer*

For the period specified by the Licensee for moving in and out materials, one (1) Officer will be present at the receiving door of the loading area located on Cambria Street.

#### *Loading Dock at Belvedere Street Officer*

Based on the total amount of POVs and event move-in/move-out Schedule, additional staff may be required, during specified hours at the Belvedere Street service entrance of the loading area at the Licensee's cost.

#### *Dalton Street Loading Zone Officer*

This loading zone, located in Exhibit Hall B, may be utilized with authorization from your Event Services Manager. This zone allows direct access at street level for movement of vehicles within the exhibit area. When in use, it is mandatory that one (1) Officer be scheduled to monitor access and one (1) Boston Police Detail Officer be present due to city street traffic. All arrangements for scheduling Boston Police must be handled through the Hynes Public Safety Manager.

#### *Boylston Street Pick-up/Drop-off Lane Officers*

The Boylston Street pick up/drop off lane is restricted for the use of emergency vehicles or shuttle bus services. When shuttle

bus service is used for an event, it is mandatory that one (1) Transportation Agent be scheduled to monitor access. At times of heavy traffic volume, additionally one (1) Public Safety Officer will be added to assist with traffic control. The Hynes Public Safety Manager retains the discretion of adding a Boston Police Detail when deemed necessary, at the Licensee's cost.

### **Recommended Public Safety Staff Coverage For Events**

#### *Officers – Ballroom(s) A, B, C*

During show/event hours, one (1) Officer is recommended per front entrance. During move-in/move-out hours or after hours, if equipment (exhibit materials or audio/visual equipment) is present, one (1) Officer is recommended. After-show/event hour periods, it is recommended to have Public Safety staff in the ballroom area as long as freight or product is on the floor. The security staffing requirement shall be one (1) officer for every 500 attendees during times when the ballroom is active. Attendance will be based on but not limited to client provided information, max seating shown on floor plan, and live monitoring on-site.

#### *Officers – Registration*

Beginning with the delivery and set-up of sensitive equipment, it is strongly recommended that one (1) Officer be present during non-activity periods in the registration areas.

#### *Officers – Meeting Rooms*

Public Safety Officer coverage for meeting rooms is optional but recommended when meeting rooms contain valuable equipment or sensitive materials.

#### *Officers – Public Areas*

When hallways or public areas of the Hynes are utilized as an exhibit area, Public Safety coverage will be required. If not used as stated, coverage is optional.

#### *Officer Coverage – Elevators*

If secure access control is required, an officer should be posted at each elevator in service that travels to/from the exhibit hall floor.

#### *Officer Coverage – Escalators*

MCCA Public Safety staff are responsible for moving crowds through the facility in a safe manner, to prevent accident or injury. The number of attendees and the specific events will determine when additional public safety staff may be needed at escalator locations for these purposes.

#### *Officer Coverage - VIPs and Asset Protection*

VIP or celebrity appearances such as booth appearances, keynote/general assembly speeches, book signings, etc. may need an assigned Public Safety Officer to provide escort/dignitary protection duties. An officer will also be recommended for events that may have silent auctions, memorabilia and valuables on display, for the purpose of asset protection.

### **Meeting Room Security**

Meeting room locks are hard key. The hard keys are provided at no charge to clients; however, the keys must be returned or a key fee will be assessed. Keys are issued per person at client's request, up to twenty (20) individuals. The Hynes offers the flexibility to control (restrict) access to one or more rooms through three levels of access:

- General Access - open each morning at a client designated time and secured each evening at a client designated time
- Limited Access - room remains secure however public safety can assist with access for a pre-approved list of contractor/service providers
- Restricted Access - room remains secure, continuously checked by public safety and the client will be responsible for access. Public safety will not access the room unless requested by the client or in an emergency.

### **Safes**

If you believe that you have valuables that require a safe on-site at the Hynes, we make the following recommendations:

Inform the Public Safety Manager and your Event Services Manager that a safe will be on site and for what purpose(s), and the date and time that the safe will arrive and depart the site location.

Do not store cash overnight on site. It is recommended that arrangements be made with a local bank for periodic cash pickups or with the hotel provider for overnight cash storage.

It is recommended that a dual action safe (both key and combination access) be used, and that a rental safe is re-keyed or the combination changed on site. Separate personnel should operate each function, and the combination should not be left unattended or compromised at any time.

### **Armed Security Services**

Armed security services are available at cost and coordinated through the MCCA Public Safety Department.

## Weapons Policy

Weapons of any type, functional or non-functional, such as firearms, swords, knives, throwing knives, crossbows, stars, bows, boomerangs, darts, tazers, etc. are strictly prohibited within MCCA facilities, and they may not be used or displayed at scheduled events. The MCCA strictly prohibits all persons from carrying a handgun, firearm, or prohibited weapon of any kind while on MCCA property or within a facility under MCCA control, regardless of whether the person is licensed to carry a handgun. This policy applies to all MCCA employees, contractors, temporary employees, clients, visitors and guests. Only on-duty law enforcement agents, who have been given prior authorization by the MCCA Director of Public Safety to carry a weapon on the property, will be permitted to carry firearms.

Replica weapons are allowed, but require express written authorization for the use and/or possession by the MCCA Director of Public Safety. Replica weapons must only be used as props or display, and will be allowed if the replica weapon is inspected, approved and peace bonded by the Director of Public Safety or their designee prior to entry into the facility. The MCCA reserves the right in its sole discretion to revoke the use of replica weapons within MCCA facilities at any time, without advance warning.

## TECHNOLOGY A/V STORAGE

No meeting rooms, exhibit halls, or service corridors are to be used for storage without written permission from your Event Services Manager.

In the event that no Exhibit Hall space is being used and A/V storage is required, please contact your Event Services Manager.

### A/V Storage Guidelines

A minimum 30 day notice is required.

A/V equipment may only be moved via freight elevators and service corridors. Under no circumstances should A/V equipment be moved via passenger elevators or pre-function areas.

### Internet/Network Services

The Hynes offers state-of-the-art networking capabilities and high-speed Internet access. Each IDF is provisioned with two 48-port 1Gbps switches and each switch collapses back to a pair of redundant distribution switches over two diverse 10Gbps fiber paths. Clients and Exhibitors are provided with unique VLANs and IP subnets, as part of the basic service offering. The MCCA is connected to the Internet at three diverse

locations and uses three separate Internet Service Providers for complete redundancy. The MCCA has a total bandwidth of 10Gbps to the Internet. Each meeting room, pre-function space, and exhibit hall utility floor port or column has Category 5 twisted pair and multi-mode fiber optic connections.

When network service is ordered, technicians will deliver a single Category 6 cable with a male RJ45 connector to the exhibitor's booth or meeting room. Hynes staff will provide end-to-end testing for in-house connections; and in the case of Internet services, the staff will confirm that routing and DNS is correctly functioning to external sites.

All MCCA Internet services include one initial line and are delivered DHCP. Public addresses are available upon request – all IP addresses are provided with each cable drop. A printed copy of the complete TCP/IP address information will be provided at the beginning of the show. The Licensee may bring their own switches and cables or purchase them through their Event Services Manager. In order for computers to correctly access the network, they must have a 10/100 Ethernet interface card and a standard TCP/IP stack installed.

IT Support Services staff are available for technical assistance during all event activity hours. Standard rates may apply for physical wiring and setup of computers.

### Paging

Paging is available throughout the facility. This service is free of charge during show hours and move-in/out periods that occur between 7:00 am and 5:00 pm, Monday – Friday. Overtime charges may apply during other periods.

## DIGITAL SIGNAGE NETWORK

### Digital Displays

Strategically positioned through the Hynes, the Digital Signage Network represents an opportunity to feature multimedia messaging via 21 high resolution LED digital screens.

### Content on the Displays

The Digital Signage Network operates 6am-11pm daily and features MCCA, event and local advertising content. The percentage of content dedicated to an event is dependent on the package type. MCCA content includes Boston videos, transportation information, promotion of Hynes courtesy services, and more.

### Opportunities for Events

The Hynes Digital Signage Network is designed to broadcast a variety of media: text, graphics, animation, and video.

Hynes events may purchase display time to feature custom content or programming to promote their brand, welcome guests, feature calls to action, acknowledge sponsors or speakers, and more. Events may choose to resell the display time to interested sponsors and exhibitors. A variety of display packages are available to suit your event needs. All packages include display time, as well as some level of programming and content creation support. **Your Media Sales Manager will contact you to further discuss marketing and revenue generating digital display opportunities.**

Upon signing a digital display agreement, event clients will work with the award-winning Digital Media Team on creative and production timelines designed to maximize your event success.

### Custom Content Guidelines

All Digital Display content must comply with the MCCA Advertising and Sponsorship Standards, and the Hynes Content Creation Guidelines. These documents are provided to clients during the digital displays sales process. All content must be provided to the MCCA, in final play-ready format, fifteen (15) business days or more prior to the first Event Day for reviewing and testing purposes. No content developed by the event shall appear on the Digital Displays unless the MCCA has approved the content in writing. The event shall abide by all schedules, standards, and technical protocols that may be required by the MCCA.

### Facility Restrictions

All Digital Displays will be operational at the discretion of the Convention Center. No event may turn off the displays. No soft banners or floor-supported structures may impede any sight lines for the Digital Signage Network. Please contact your Event Services Manager for details regarding these facility restrictions.

### Radio Frequency (RF) Interference

The MCCA public safety radio system is operated within the 806mhz to 868mhz spectrum. If MCCA determines that any equipment, including but not limited to wireless microphones, radio systems, or video distribution systems, is creating any RF interference within the MCCA's facilities to this frequency spectrum it must be shut down immediately.

### Recording

When using our in-house provider, a central recording room is available for use. All meeting areas, including the ballrooms, auditorium, and exhibit areas, can be recorded from this

location. Outputs are line-level on 1/4" jacks.

### Telephone Service

The MCCA offers Voice over IP with single-line and multi-line service. Complimentary handsets are provided for each service ordered; all equipment must be returned at the close of the show/event. A charge will be incurred for any unreturned equipment. Special services, such as call waiting, voice mail, and call forwarding are available at additional charges.

### Wi-Fi

The MCCA owns and operates 802.11 compliant Wi-Fi systems in the Boston Convention & Exhibition Center, The Hynes Veteran Memorial Convention Center and the MassMutual Center. The authority provides these systems to its customers (event clients, exhibitors, attendees) free of charge as an exclusive service. The MCCA may suspend service to any customer if it determines that such customer's devices are not 802.11 compliant or their devices are causing interference to MCCA's systems.

The MCCA is the sole provider of Wi-Fi Internet services within its facilities. Customers are not authorized or permitted to install and operate their own Wi-Fi systems without the specific prior written approval of the MCCA.

### Wireless Connectivity

The MCCA offers free wireless connectivity for your attendees within the facility using 802.11 A, B, G, N and AV protocols. Coverage in the facility is complete including exhibition halls, meeting rooms and all back of house areas. No additional equipment is required beyond the wireless access equipment installed in the client device.

It is important to note that this is an unmanaged service. Should an exhibitor require a higher level of connectivity a wired service should be purchased.

With the increased demand of wireless communications at the Hynes, the MCCA has developed a plan to stay ahead of the curve and bring a state of the art wireless system to the Hynes with an Aruba network. This new system is centrally located and with over 260 active access points throughout the facility, your attendees can connect anywhere in the building. along with real time troubleshooting, robust security, and policy enforcement. This new system will allow the MCCA to provide exhibitors and attendees the ability to use the latest technologies.

## RIGGING

The in-house rigging provider is the exclusive motorized rigging provider at the Hynes and the exclusive rigging provider in the Ballroom. In addition, the in-house rigging provider provides the following exclusive services: the operation and provision of lifts for theatrical purposes, all truss and motors, the operation of ground-supported crank-ups, hiring of all stagehand labor. All aerial rigging within the Hynes MUST be approved by the MCCA.

### Exhibit Halls

All motorized aerial rigging and ground-supported crank-ups within the exhibit halls will be the sole responsibility of the MCCA's exclusive in-house rigging service provider (ERSP). This includes, but is not limited to, any and all physical attachments to the facility structure; inspection and approvals of equipment, providing all labor to safely and efficiently rig within the exhibit hall. The exclusive in-house rigging service provider will provide and operate all aerial lifts for the purpose of providing this service.

Show management and exhibitors have a choice regarding non-motorized aerial rigging in the exhibit hall. Both General Service Contractors and the exclusive in-house rigging service provider can provide rigging in the exhibit halls.

Signage hung by the Licensee's general service contractor must fall within the Basic Rigging Package as defined in the Hynes Exhibitor Ordering Guide. Signs must be less than 15' in diameter for circular signs, less than 20' wide for banners, and less than 175 square feet for other shaped signs. Signs must require three or less points to the ceiling and weigh less than 150 lbs. Signage must be rigged with the appropriate wire rope (aircraft cable) rated with a working load of at least 400 lbs. All terminations and other hardware must also be rated at a working load of 400 lbs or above. Attachments may also not be made to any pipes, conduits, or ductwork or other portions of the building not rated for loading.

All non-motorized aerial rigging is subject to safety inspection and approval by the MCCA. If the MCCA deems any equipment unsafe, then such equipment will not be rigged until the safety issue is corrected.

### Ballroom

All aerial rigging within the ballroom will be the sole responsibility of the MCCA's exclusive in-house rigging service provider. This includes, but is not limited to, any and all physical attachments to the facility structure, truss and motor equipment, inspection and approval of any outside equipment, providing all labor to safely and efficiently rig within the ballroom.

The exclusive in-house rigging service provider (ERSP) will provide and operate all aerial lifts. The ERSP is the exclusive provider of all truss and motors. Exceptions may only be made for trusses or equipment that is customized and the ERSP does not have available. All equipment is subject to safety inspection and approval of the ERSP on behalf of the MCCA. If the ERSP deems any equipment unsafe, then such equipment will not be rigged until the safety issue is corrected.

### Lobbies and Pre-Function Areas

Aerial rigging is prohibited in lobbies, registration, and pre-function areas except for North Rotunda (requires pre-approval).

Under the direction of the MCCA, General Service Contractors may hang banners and signs in the North Rotunda. The MCCA exclusive in-house rigging service provider may also provide this service if the Licensee chooses to use them. If trusses and/or motors are required, then the exclusive in-house rigging service provider must provide the equipment and service to hang any and all items. The MCCA and/or the exclusive rigging service provider will inspect and approve all banners/signs before and after they are hung. Banners/signs incorrectly hung will be removed immediately at the owner's expense.

### Meeting Rooms

Aerial rigging is prohibited in the meeting rooms. The ERSP is the exclusive operator of ground-supported crank-ups.

### Exterior Rigging Policy

The MCCA has developed the following information for banner installation on the exterior of Hynes. Exterior banners will be permitted for event/show identification ONLY.

Banner locations must be approved by the MCCA. Any banner that is deemed unsafe by the MCCA must be removed immediately at the cost of the client. The approved locations are the Boylston Street entrance and Prudential Center entrance only. These locations may be subject to a fee for use and may be used during full building rentals only. Please provide your Event Services Manager with your banner plan for approval at least 45 days prior to the first scheduled move-in date.

### Hynes Exterior Banner Locations:

- Boylston St. Banner: 91' L x 23' W
- Prudential Entrance Triangle: Base: 15' x Mid Point of Sides 17'

## TRANSPORTATION SERVICES

The Transportation Department is responsible for working with your event to get your attendees in and out of the building as safely and efficiently as possible. The Transportation Department will contact you well in advance of your event to begin the transportation planning process, and will work closely with you and your Event Services Manager. In order to ensure a cohesive and successful plan, we recommend that transportation planning for your event begin at least six (6) months in advance of your event.

### *Transportation Management Services*

In addition to working with events on their transportation plans, the MCCA Transportation Department can also provide a full range of transportation management services. If you do not already have a transportation provider for your event, or if you would like to receive a competitive bid for transportation services, the MCCA can provide you with a full range of services, including hotel and special event shuttles, airport transfers, livery services and anything in between. Please email [MCCATransportationServices@signatureboston.com](mailto:MCCATransportationServices@signatureboston.com) to request a quote for services.

### *Shuttle Buses*

The MCCA Transportation Department's mission is to ensure the safe and efficient movement of event traffic and to minimize impact on the transportation infrastructure in the city of Boston while meeting the needs of our clients, their exhibitors and attendees. We accomplish this through extensive planning and coordination with our events, local city and state transportation agencies and police.

Shuttle bus operations will be managed by MCCA Transportation Department or a private transportation service provider that is hired by the Licensee.

Prior to being permitted to operate on MCCA property, the transportation service provider must sign a Certificate of Compliance form. By signing this form, the transportation service provider acknowledges that any transportation vendor they contract with to provide their equipment are in compliance with all federal, state and local laws and regulations, and have obtained and kept all required business licenses, certificates, permits and certifications. In addition, they certify that all transportation vendors they use to supply equipment are in compliance with the Massachusetts Department of Revenue requirements with respect to payment of required taxes including sales, excise and use, and are registered with the Department of Public Utilities and Massachusetts Secretary

of State's office where required by law.

All shuttle bus plans must be submitted to the MCCA Transportation Department for approval 30 days in advance of the event. The MCCA Transportation Department will work with the transportation service provider to determine appropriate access points in and out of the facility, as well as pick-up and drop-off locations.

### **Transportation Management Company (TMC) – Equipment, Operations And Management**

In order to fulfill a working partnership that benefits and guarantees the success of all involved, the MCCA's Transportation Department, in conjunction with each client's Transportation Management Company (TMC) will develop a Transportation Management Plan (TMP) that accounts for all of these critically important moving pieces. The TMP will be used as a tool to optimize traffic control and ensure that all modes of transportation utilize the facility's appropriate pickup/dropoff locations. It is the duty of the MCCA's Transportation Department to ensure that all TMPs comply with all MCCA regulations, will not pose any risks to the safety risk of our patrons, and will not adversely impact local and regional traffic. The MCCA reserves the right to alter and adjust all TMPs when necessary to alleviate safety or traffic issues that may arise. All TMCs and Transportation Service Providers must be approved by the MCCA. Please contact your Transportation Manager to obtain the approval process documentation.

### *Shuttle Bus Marshalling*

In an effort to be a good neighbor to our surrounding businesses and residents, all Transportation Management Companies (TMC)/ Transportation Service Providers (TSP) are reminded that shuttle buses are prohibited from illegally parking anywhere in the vicinity of the Hynes. It will be the responsibility of the TMC/TSP to inform any carrier contracted of this in writing prior to the event. Bus operators must also be made aware of this on the day of the event by the TMC staff.

### *Shuttle Bus Drop-Off Location*

The Boylston Street entrance is protected from the elements with a covered glass canopy. This canopy makes bus drop-offs quick and easy. Here, you're able to unload several buses at one time. The pre-arranged use of the bus drop-off area can be made by contacting the Transportation Department. Please note that the drop off area remains closed when not in use, and that arrangements must be made in advance to pick-up or drop-off in this location.

### *Charter Bus Services*

To the best extent possible, the Licensee must inform the MCCA Transportation Department of additional charter bus services expected for the event that may not be part of the regular shuttle operation. Examples of such services are buses hired by exhibitors or groups that have chartered buses for attendees. Due to security concerns, these buses will not be permitted onto the facility if they have not been pre-announced by the Licensee. Additionally, they will only be allowed on property if space allows.

### *Drop-Off/Pick-Up Requirements*

Shuttle bus activity may need to be coordinated with other events occurring in the facility at any given time. The MCCA Transportation Department will be responsible for coordinating shuttle bus service activities to and from the Hynes. Taxis, private car services and rideshare vehicles are not permitted to pick up or drop off in the lane.

### *Truck Operations*

For additional information on truck operations, please see the section of the Event Planning Guide titled “Loading Dock Policies.” Maps and directions to the Loading Dock are available on the Hynes transportation webpage. No overnight parking is allowed on Hynes property.

### *Public Transportation*

We strongly encourage you to promote public transportation as an option for your attendees and exhibitors. Public transportation in the Boston area is provided by the Massachusetts Bay Transportation Authority (MBTA). A number of excellent public transportation options are available for service to and from the Hynes. Additional information about public transportation in Boston can be found on the MBTA’s website: [www.mbta.com](http://www.mbta.com).

### *Taxi Information*

Taxis can be found outside of the Boylston Street entrance of the Hynes.

## **DIRECTIONS**

Directions are subject to change. Please refer to the MCCA’s web site ([www.signatureboston.com](http://www.signatureboston.com)) for up-to-date directions.

### **Directions to Cambria Street Loading Dock**

#### *Driving:*

1. From the Mass Pike, take the Prudential Exit. Follow the signs to the Prudential, when you come off the exit, stay to your right and follow street to Dalton Street (Sheraton will be on your right, Westin on your left). When you come to the top of Dalton Street (Fire Department straight ahead), you will take a left at the lights and then another left when you see the Cambria Street Ramp.
2. From Massachusetts Avenue, you will come onto Boylston Street. Cambria Street will be your first immediate right. Cambria Street goes down the ramp to our loading dock.

#### *Walking:*

1. From 900 Boylston Street (Front Entrance), walk down 2 blocks towards Massachusetts Avenue and go down the ramp on Cambria Street.
2. From the Sheraton Entrance (Dalton Street), walk up Dalton Street and take a left onto Boylston Street, walk down 1 block and down the Cambria Street Ramp.

## **PARKING**

The following is a list of parking facilities around the Hynes. The below garages total over 4,400 spaces within a three-block walk of the Hynes. There is also metered parking available around the Hynes and adjacent streets on a first-come, first-serve basis. Please note that except for the Boston Common Garage, the MCCA does not own, operate, or endorse any of the garages listed below, they are provided here only to assist in your search for close parking locations.

### **Prudential Center Parking Garage**

800 Boylston Street  
Telephone: 617.236.3100  
[www.prudentialcenter.com](http://www.prudentialcenter.com)

*Directions:* The back entrance is off of Huntington Avenue in a service road/side lane behind the Prudential Tower, which intersects Belvidere and Dalton Streets. For more detailed directions please refer to their web site.

### **Sheraton Boston Hotel Parking Garage**

39 Dalton Street  
Telephone: 617.236.2000  
[www.starwoodhotels.com](http://www.starwoodhotels.com)

*Directions:* Take a right onto Dalton Street, off of Boylston Street, immediately before the Convention Center; the Sheraton will be on the left. Off of Huntington Avenue going out of the city, take a right onto Belvidere Street (right after the Prudential Center), take next right onto Dalton Street; the Sheraton will be on the right. Off of Huntington going into the city, take a left onto Belvidere Street, right before the Prudential Center.

**Copley Place Mall Parking Garage**

100 Huntington Avenue (Corner of Huntington Avenue & Dartmouth Street)

Telephone: 617.369.5000

www.simon.com

*Directions:* Go straight down Boylston Street past the Convention Center, take a right onto Exeter Street at light; garage will be directly across the street in front of you.

**Boston Marriott Hotel Copley Place**

110 Huntington Avenue

Telephone: 617.236.5800

www.marriott.com

*Directions:* Go straight down Boylston Street past the Convention Center, take a right onto Ring Road (right before Lord & Taylor), at light bare left and immediately take a right into the garage.

**Westin Copley Place Parking Garage**

10 Huntington Avenue

Telephone: 617.262.9600

www.starwoodhotels.com

*Directions:* Go straight down Boylston Street past the Convention Center; take a right onto Dartmouth Street, then a right onto Huntington Avenue. The entrance will be on your right.

**Colonnade Hotel Parking Garage**

120 Huntington Avenue

Telephone: 617.424.7000

www.colonnadehotel.com

*Directions:* Go straight down Boylston Street past the Convention Center, take a right onto Ring Road (right before Lord & Taylor), and at light take a right onto Huntington Avenue. Colonnade will be on the left. Please refer to their website for a map of the area.

**Boston Common Garage**

Charles Street (directly across from the Public Gardens)

Telephone: 617.954.2098

*Directions:* The garage is conveniently located approximately eight (8) blocks from the Hynes.

**Back Bay Hilton Hotel Parking Garage**

40 Dalton Street

*Directions:* Take a right onto Dalton Street off of Boylston Street (immediately before the Convention Center); the Hilton will be on the right. Off of Huntington Avenue going out of the city, take a right onto Belvidere Street (right after the Prudential Center), take next right onto Dalton Street; the Hilton will be on the left. Off of Huntington going into the city, take a left onto Belvidere Street right before the Prudential Center.

**Hynes Auditorium Parking Garage**

50 Dalton Street

Telephone: 617.723.1488

www.pilgrimparking.com

*Directions:* Take a right onto Dalton Street off of Boylston Street (immediately before the Convention Center); the garage will be on the right. Off of Huntington Avenue going out of the city, take a right onto Belvidere Street (right after the Prudential Center), take next right onto Dalton Street, the garage will be after the movie theater on the left. Off of Huntington going into the city, take a left onto Belvidere Street (right before the Prudential Center).

**Building Regulations****ADVERTISING/SPONSORSHIP SIGNAGE/  
PROMOTIONAL EVENTS**

Advertising should clearly state admission charges, if any apply. The "Signature Boston" logo should be included in all printed promotional materials. Approvals or rejections will be made in writing to the Licensee. Before being distributed, all advertising must be approved, in writing, by the MCCA.

The MCCA recognizes the need to promote your event outside of the contracted space in order to direct or draw attendance. The MCCA maintains the exclusive right to charge the Licensee a fee for Sponsorship & Advertising signage in common spaces and lobbies. Sponsorship & Advertising signs or banners are those from a commercial or exhibiting company or corporation, for the purpose of advertising a product or service. All requests for promotional and directional signage outside of the contracted space must be submitted at least 45 days prior to the first scheduled move-in date. Your Media Sales Manager will contact you to further discuss these opportunities.

Decorations may change from time to time at the MCCA's sole discretion.

**AFFIXING TO THE FACILITY STRUCTURE**

The MCCA does not allow any licensee, exhibitors, contractors/ vendors or other participants to affix to facility structure or have permanent coverings applied.

**ANIMALS/PETS**

The MCCA requires written permission and proper controls and precautions prior to admission of any type of animal into

the Hynes.

### **BALLOONS**

The MCCA allows the Licensee to bring helium balloons into the Ballroom and meeting rooms. At no time are balloons permitted inside the exhibit halls. Helium tanks cannot be brought into the Hynes. All air and gases must be ordered through the MCCA.

### **BELL PERSONS/COURIERS**

Neither bell persons from surrounding hotels nor couriers are allowed in the building or on the show floor. Deliveries must arrive at the loading dock area, to be moved by contracted laborer or received by contracted laborer at the doors.

### **CABLING**

No cables (telephone, Internet, electrical, audio, video, etc.) should be run in front of any doorways at any time. If cables must cross a doorway, cables must be flown — cable trays are not an acceptable substitute.

### **CAUTION TAPE**

Use of 'Caution Tape' is prohibited. Yellow or red plastic tape with black stripes, or printed with 'Caution', 'Do Not Enter' or other warning messages may only be placed by the MCCA to warn individuals of a hazardous condition. The MCCA prohibits the use of yellow or red plastic tape to restrict access to an event or exhibit display. Rope and stanchion may be available from the General Service Contractor.

### **CBD AND CANNABIS**

Please be advised that the MCCA has implemented strict guidelines for all CBD and other cannabis related events that take place at any of our venues as detailed below:

- No CBD products and seeds containing cannabis or a THC content above .3% may be distributed or sold at the venues of the Authority, including the provision of free samples.
- Hemp-based CBD products may be displayed, promoted, and sold so long as the products:
  - are not food, beverage or dietary supplement products;
  - the THC content is below .3%;
  - the hemp is grown by a licensed grower;
  - to the extent any therapeutic claim is made, it must have been approved by the FDA;
  - comply with all other state and federal regulations.

Any exhibitor, vendor or event producer displaying CBD products shall be solely responsible for ensuring their conduct is compliant with all laws and may not rely on this guidance as a basis for any violation.

Pursuant to the above, any attempt to sell any CBD products containing cannabis or a THC content above .3%, would be in violation of MCCA policy as well as the Massachusetts Cannabis regulations, which prohibit the sale of any cannabis products, unless licensed by the Commonwealth of Massachusetts.

### **DAMAGES**

Any damage to any MCCA property or equipment should be reported immediately to the MCCA Public Safety department. If the facility is not in the same condition as it was received, the MCCA will clean and make the necessary repairs and include the costs for such cleaning and repairs in the Licensee's settlement. All damage, except for normal facility wear and tear, is the responsibility of the Licensee.

No hand-trucks, carts, or other devices to move equipment or freight will be allowed in the meeting rooms or on ballroom carpet, without the use of plywood, Masonite®, or Visqueen®. Motorized vehicles, forklifts, gas or electric carts may not be operated in lobbies. Heat tape and double-face tape may not be used on carpeted or marbled floors. Any floor coverings over permanent carpet must be approved in advance by the MCCA.

Licensee agrees not to exceed the published load limits of any floor areas, ceiling tracks and rigging points.

### **DELIVERIES**

The Hynes does not accept any deliveries prior to the commencement of the contract term. Licensee, exhibitor shipments and any shipments to be handled by the general service contractor should be shipped to their attention, with the show name and booth or room number clearly written on the label.

The MCCA does not employ labor to accept or move any items within the Hynes for exhibitors. Any deliveries that arrive before the contract date will be refused. The shipper will be responsible for all associated costs.

Articles, exhibits, fixtures, displays, and property of any kind and description shall be brought into and taken out of the Hynes only at and through approved loading areas. The Boylston Street and Prudential entrances are not approved loading areas. Exhibitors using loading docks must unload their materials onto booth areas using designated elevators and entrances only.

## DISTRIBUTION OF FLYERS

The distribution of flyers is prohibited in all MCCA public areas. Additionally, adhesive-backed decals may not be given away or utilized. Any costs incurred by the Hynes for the removal of these items will be charged to the Licensee.

## EXCLUSIVE SERVICES

The MCCA is the exclusive provider of the following services: food & beverage, business center, electrical, telephone, Internet, plumbing and the supply of compressed airs and gases, the use of the house sound system, rigging, all truss and motor equipment, the operation of ground-supported crank-ups, assembly and installation of ground-supported trusses, and the operation and provision of lifts for theatrical purposes.

## FOOD & BEVERAGE SERVICES

The MCCA prohibits any food or beverages from being brought into the building, except by Levy Restaurants, the exclusive F&B service provider. The distribution of food and beverages, regardless of type and/or quantity, is the sole responsibility of Levy Restaurants.

Levy Restaurants is the official caterer for all food and beverage services within the Hynes. All arrangements for the service of food and/or beverages must be made through the catering office. Food and beverage sampling in conjunction with specific exhibits may be permitted, but only to the extent approved in writing.

In order to obtain authorization from Levy Restaurants to distribute food and beverage items, the following condition must exist:

- The party interested in distributing food and/or beverage must be the manufacturer, processor, or distributor of said product. The interested party must only distribute sample sizes (max 2 ounce portion or pre-packaged food items or 4 max ounces of non-alcoholic beverages) of his/her product, and cannot participate in cash sales of said product during the show.

If a party brings unauthorized food and/or beverage items into the Hynes and does not subsequently meet one of the conditions listed above, the party must immediately remove the unauthorized item(s) from their exhibit or meeting space.

*Sampling Authorization Form* – This form outlines policies and procedures pertaining to F&B sampling at the Hynes. The document contains specific information regarding allowable sample sizes, eligibility of sampling, method of distribution, etc. This form is required by Levy Restaurants in order to obtain

permission to sample and to obtain a Temporary Food Service Permit.

*Temporary Food Service Permit Application* – The City of Boston Inspectional Services Division requires a temporary food service permit for any F&B served at the Hynes that is not sourced through Levy Restaurants. Permit fees begin at \$100 up to 14 days prior to start of convention; \$200 within 13 days of start of convention. All forms to be provided by Levy Restaurants Catering Sales Manager, and submitted back to said manager.

## GLITTER, CONFETTI, POPCORN AND OTHER MATERIALS

The use of glitter, confetti, sand, or simulated snow types of material is not permitted. Popcorn is not permitted without prior written approval from the MCCA. Additional cleaning charges may apply.

## GRATUITIES POLICY

It is against MCCA policy for any employee, agent, contractor or subcontractor, while working for the MCCA, to accept gratuities or gifts from the Licensee and/or any exhibitors. Offering of tips and gratuities to any MCCA employee, agent, contractor or subcontractor is not necessary and strictly prohibited. In the event the Licensee is approached or solicited by any MCCA or affiliated employee, please report this violation to the Public Safety Manager on duty at 617.954.2111.

## HAND-CARRY POLICY

The MCCA reserves the right to restrict all freight and package deliveries to the loading dock. MCCA Public Safety personnel will be on site to direct and assist exhibitors during move-in and move-out.

For the convenience and safety of exhibitors and patrons, all freight and material handling must enter and exit the facility through the loading dock. The Licensee and its exhibitors will be allowed to hand-carry one item, one time, in or out of the facility without having to access the loading dock. (Hand-carried freight is defined as one item that can be easily carried by an individual, without the need for dollies or other mechanized equipment.)

The General Service Contractor must provide the approved Hand-Carry Policy signs and post them at all entrances to the exhibit halls during the exhibitor move-in, and no less than two (2) hours before the exhibit hall closes on the last exhibit hall date until move-out ends.

No parking is allowed at the entrance of the facility; and the use

of passenger elevators for movement of freight is not allowed. All packages are subject to inspection by facility personnel.

This policy is strictly enforced at all facility access points, including the Prudential Mall entrance.

### HANGING DEVICES

Rigging of cable and other hanging devices on or near ceiling electrical buss ducts and conduits, on sprinkler pipes, or on ventilation equipment is strictly prohibited.

### HAZER/FOGGER EQUIPMENT

The MCCA must approve the use of a hazer/fogger or similar equipment. Use is limited to event-related activities. Authorized areas are the ballroom(s), and exhibit hall(s) utilized for general sessions and special events. The use of hazer/fogger equipment by an individual within the exhibit hall display area or meeting rooms is prohibited.

The use of hazer/fogger equipment requires a permit from the Boston Fire Department. A fire fighter detail is required for rehearsal time as well as the event wherever the hazer/fogger equipment is utilized. The number of fire fighters on detail is determined by the MCCA Public Safety Department in conjunction with the Boston Fire Department. It is the responsibility of the Licensee to obtain the necessary permits through the fire marshal's office at the Boston Fire Department.

Approved use of hazer/fogger equipment will incur a charge from the MCCA to turn on/off fire detection systems.

### IDENTIFICATION BADGES/CREDENTIALS

MCCA requires all personnel to display identification badges/credentials. Exhibitors must be supplied with badges by show management, prior to being admitted to the exhibit area. Show management will supply the MCCA with a sample set of identification badges/credentials, together with a full, written description of restrictions associated with them.

### MATERIAL HANDLING

The Licensee is allowed to perform its own material handling, providing all of the following criteria are met:

- Personnel performing the work must be bona fide, full-time employees ("authorized personnel") of said company.
- The Licensee may choose to off-load from a company-owned truck or rental vehicle, or from a car, van or truck owned by personnel of the company, provided the vehicle is co-owned.

Rental vehicles must be less than 24 feet in length.

- The Licensee may use only hand-operated equipment, which they have provided; two-wheeled hand trucks and four-wheeled flat trucks are permitted as well.
- At no time can vendors (A/V, furniture design firm, etc.) unload their items. Labor through an approved General Service Contractor (GSC) or the exclusive rigging service provider must be hired by the Licensee to unload/re-load and push in all vendors.

### MEETING ROOM SERVICES

Set-ups for meeting rooms other than standard sets (theater, classroom, banquet, u-shape, hollow square, and conference) may be subject to additional charges. Final room set-up specifications are requested from the Licensee 72 hours in advance of initial contracted date, any changes to specifications within this window may be subject to additional charges if rooms have already been set. Room turns from the initial room set are subject to additional fees as outlined in the Client Ordering Guide. Please note that linens are provided free of charge only for the following sets: food & beverage function, registration tables, hollow square, u-shape, conference, and if requested, the first row of a classroom set.

### NOISE LEVELS

The MCCA reserves the right to require any group whose noise levels disturb another group within the facility to reduce their sound to a reasonable level that does not disturb any other group. Please inform the MCCA if your event will have high noise levels. The MCCA is not responsible for any losses or damages associated with sound-level requirements.

### PRE-FUNCTION SPACE

Pre-function furniture cannot be moved. No move-in or tear-down is permitted in public spaces while other events are in the facility. The MCCA will coordinate move-in and move-out schedules in these areas.

### PYROTECHNICS

The MCCA prohibits the use of pyrotechnics.

### TAPE

Double-faced tape used for installation of aisle or exhibitor carpet must be approved by the MCCA. Removal of tape and/or residue is the responsibility of the Licensee. A pre and post event inspection of space will be performed by MCCA

Staff along with the Licensee and/or the Approved Cleaning Contractor to ensure areas are left with a clean, broom swept finish. Any costs incurred by the MCCA for the inadequate turnover of space or handling of these items will be charged to the Licensee at prevailing rates.

### TAXES, LICENSES, CERTIFICATES AND PERMITS

All entities conducting business with the MCCA must obtain and keep business licenses, certificates, permits, and certifications as may be required by Federal, State, or local laws or regulations, and shall pay all taxes required including sales, excise, and use tax. In addition, all entities conducting business with the MCCA must register with the Secretary of State's Office where required by law.

### USE OF SPACE

Licensees may not use the premises or permit any part of the Hynes to be used for any purpose other than the event described in the Event License Agreement.

- The Licensee may not occupy their contracted space anytime before or after the time stipulated in the Event License Agreement. This includes time for set-up, audio/visual set-up and breakdown, GSC move-in and move-out, or storage of materials. Please ensure that your space is contracted to allow you and your GSC/contractors/vendors sufficient time for move-in and move-out. The Licensee is responsible for ensuring that the subcontractors have sufficient move-in time and are out by the end of the contracted term. Any hours in excess of this agreement are subject to additional fees.
  - Lobbies, pre-function areas and the food facilities are considered common areas and not under Licensee control. All activities using common areas, such as registration, special exhibits or displays, must be approved by the MCCA. By law, clear access (minimum 4 feet) must be maintained to all restaurants, cafeterias, lounges, permanent food service facilities, restrooms, telephones, escalators and elevators, as well as to all exit and entrance doors.
  - Use of space outside of the meeting rooms directly named within the Event License Agreement is limited to the area immediately outside the space, and these areas may be used for registration purposes only. Use of this space may not in any way disturb or obstruct other occupants.
  - Meeting rooms may not be used for storage.
  - Meeting rooms cannot be used for exhibits. No pipe and drape or booths are allowed. Only tabletop exhibits can be placed in meeting rooms.
- Pre-function space cannot be used for exhibits, including tabletop exhibits.

### SHUTTLE BUS DROP-OFF LOCATION

The Boylston Street entrance is protected from the elements with a covered glass canopy. This canopy makes bus drop-offs quick and easy. Here, you're able to unload several buses at one time. The pre-arranged use of the bus drop-off area must be made, by contacting your Event Services Manager. Please note that a Transportation Agent and/or Public Safety detail is mandatory for vehicular traffic.

### VEHICLES AND OTHER MOTORIZED EQUIPMENT

Vehicles that are to be brought into the facility must be pre-approved by the MCCA, and all requirements made under that agreement must be followed. In some cases, vehicles will not be allowed in the building, and there are restricted areas that vehicles cannot enter. Special permission by MCCA is required to place vehicles in public and common areas inside the facility. Keys to start the vehicle, as well as any deactivation codes for security features, must be left with the MCCA Public Safety department.

Motorized vehicles are defined as any vehicle propelled by an internal combustion engine, such as, but not limited to: automobiles, trucks, buses, farm equipment, construction equipment, motorcycles, snowmobiles, aircraft, watercraft and lawnmowers.

Electric vehicles and equipment (such as but not limited to cars, trucks, scooters, e-bikes, hoverboards, etc.) are NOT authorized inside the Hynes without the express written approval from the MCCA Public Safety Department. If approval is granted, all requirements made under that agreement must be followed. In addition to complying with the regulations listed under "Vehicles and Other Motorized Equipment", the following also applies to all electric vehicles and equipment:

- 1) Absolutely NO charging of vehicle and/or equipment battery while inside facility
- 2) If the battery cables used to start and operate the vehicle and/or equipment cannot be disconnected, the battery should be removed from the vehicle and/or equipment and stored outside of the facility.
- 3) If the battery is required to demo or display specific functions of the vehicle and/or equipment, a specific safety plan on the monitoring and usage will be required by the MCCA Public Safety Department for review.

The MCCA Public Safety Department reserves the right to require the lessee or exhibitor to hire public safety staff to monitor electric

vehicles and/or equipment.

**MOTORIZED VEHICLES SHALL:**

1. Be equipped with a locking (or taped) gas cap to prevent the escape of vapors. Fuel tanks shall not have more than three (3) gallons of fuel, or 1/8 tank, whichever is less.
  - a. Exceptions:
    - i. Recreational vehicles (RVs) may have up to 1/4 tank of fuel
    - ii. Aircraft that is on standby status and is required to have a minimal fuel level as determined by the Federal Aviation Administration (FAA), such as MedFlight ®
2. Have at least one (1) battery cable used to start the engine, disconnected and the end of the disconnected battery cable, taped. It is preferred that the positive or “hot” cable be disconnected.
3. Not be moved during exhibit hours. Vehicles may not be started or operated within the exhibit hall for the first 15 minutes after the exhibit hall closes to the public for the day or final closing of the event. No vehicle may be operated on the exhibit hall without a lead person walking in front of the vehicle warning people of vehicle movement.
4. Fueling or defueling of vehicles is prohibited.

# Section C

## CLIENT GUIDELINES, INFORMATION & REGULATIONS GATE SHOWS

*Please note: All of the rules and regulations in the previous Client Guidelines and Regulations section apply to Gate shows as well. What follows are additional guidelines for all gate shows.*

### Gate Shows

A gate show or public show is an event that serves specific industries or interests, is held for a particular duration of time (1–10 days), and is open to the general public. Examples of gated shows include home shows, car shows, sportsman shows, RV and boat shows, computer and technology shows, craft shows and many others, large and small.

### TICKET COLLECTION REQUIREMENTS FOR GATE SHOWS

#### Point of Entry

Each gate show is required to designate one central point of entry through which all paid attendees will enter the exhibit hall. Paid attendees are defined as the bearer of any revenue-generating ticket sold by the Licensee or its designee.

#### Re-entry/Exhibitor Entrance

A separate point of entry is required for paid attendees and non-paying attendees to re-enter the exhibit hall each show day. The same entrance is also designated for daily exhibitor entry. All re-entering attendees and exhibitors should not pass

through a turnstile. Re-entering attendees should be identified by a hand stamp; exhibitors should be identified by a badge.

#### Signage

The Licensee is responsible for providing signage at each attendee and exhibitor point of entry. Signage should clearly direct attendees and exhibitors to the correct entrance. Three separate signs are required to identify points of entry: one for Attendees, one for Exhibitors and one for Attendee Re-Entry.

#### Ticket Collection/Attendee Count Services

The MCCA will prepare an event-specific ticket collector/hand stamper proposal based on show hours and attendance. Each entry is staffed by an MCCA ticket collector who collects the ticket from the attendee, and an MCCA hand stamper who administers a hand stamp. The Licensee must provide the MCCA with examples of each ticket produced for use during the event. Sample ticket information must be received at least three business days prior to the opening show day. The MCCA ticket collector collects a ticket from each attendee at each entry and at the designated handicap entrance. The MCCA provides an optional Ticket Count Service, for an additional fee.

## TRANSPORTATION

MCCA Transportation Department facility Rules and Procedures for gate shows are the same as MCCA facility rules and procedures for convention and trade shows, with the following exceptions:

1. Boston Police detail officers will be hired in sufficient numbers so as to ensure that vehicular traffic generated by public shows on surrounding city streets does not gridlock, and to work in conjunction with State Police to ensure that the highway system operates safely with as little disruption as possible. Key intersections will be identified solely by the MCCA Transportation Department.
2. Massachusetts State Police detail officers will be hired in sufficient numbers so as to ensure that vehicular traffic generated by public shows on state-owned highways and streets does not gridlock, and to ensure that the regional highway system operates safely, and with as little disruption as possible. Key intersections, highway on/off ramps and other key state roadways will be identified solely by the MCCA Transportation Department.
3. The MCCA Transportation Department will assess and determine the appropriate number of Portable Variable Message Signs (PVMS) needed for the safe and efficient movement of traffic and vehicles during the event.
4. Detail officers will also be deployed around city-owned streets that comprise the perimeter of MCCA facilities, in order to assist at pedestrian crossings, to direct traffic, and to prevent gridlock at key intersections as determined solely by the MCCA Transportation Department.
5. Clients pay for police details for gate shows if they exceed the normal need for police details, or if they are requested for locations that we don't normally use. Client also pays for PVMS sign rental if the need for signs goes above the amount of signs currently owned by the MCCA

## PUBLIC SAFETY

The MCCA Public Safety Department facility Rules and Procedures for gate shows are the same as MCCA facility rules and procedures for convention and trade shows, with the following exceptions:

1. Boston Police detail officers will be hired in sufficient numbers, at the Licensee's expense, so as to ensure that public shows are conducted in a safe and orderly environment. Detail officers will be deployed inside MCCA facilities at strategic posts as determined jointly by the MCCA Public Safety Department and show management. Examples of such posts include, but are not limited to, ticket booth areas, cash rooms, liquor distribution areas, etc.
2. Boston Fire Department detail officers may be required in sufficient numbers, at the Licensee's expense, so as to ensure the safety of MCCA facility occupants and the facilities themselves, at the sole discretion of the MCCA Public Safety Department.
3. The Licensee will arrange to hire security officers in sufficient numbers to ensure that public shows are conducted in a safe and orderly environment. Security officers are deployed inside MCCA facilities at strategic posts as determined jointly by the MCCA Public Safety Department and show management. Examples of such posts include, but are not limited to, ticket sale areas, cash rooms, liquor distribution areas, hall entry points, loading docks, etc.
4. Show management will hire medical personnel in sufficient numbers to ensure that, in addition to a City of Boston Emergency Medical Services response, on-site medical services are available in a timely manner should they become needed during an event at MCCA facilities. The required coverage time for events is from thirty minutes before the doors open, continuing until thirty minutes after the conclusion of the event/show or until the building is cleared. The MCCA recommends that medical personnel be on site during the dates and times exhibitors move in and move out, due to the type of work being conducted and heavy equipment being used. Boston Emergency Medical Services can be coordinated through your Public Safety Manager, at the Licensee's expense.
5. A Security Officer will be hired when cash registration is set on site, to control access and provide asset protection to these specific areas. This officer will be required beginning one hour before registration and ending when the cash has been secured at the conclusion of each particular day.
6. An Officer will be required to patrol each exhibit hall being used for gate shows. This officer will provide crowd control, emergency response and assist entrance staff with access control during high-volume periods. This coverage will be required from one hour before the event begins, concluding one hour after closing time each day.



# Section D

## EXHIBITOR GUIDELINES, INFORMATION AND REGULATIONS EXHIBITOR PARTICIPATION REGULATIONS

### ACCESS CONTROL AND CREDENTIALING

Exhibitors accessing the Hynes – including exhibitors traveling to the Hynes, unloading exhibitor-related cargo, and parking at the Hynes – must be credentialed by the MCCA Public Safety Department before entering the facility. Issued Exhibitor Credentials must be worn on the outermost garment (or on the right wrist if an ID band is issued) of the exhibitor (employees and contractors) at all times while inside the facility.

Exhibitors should check in at the Hynes employee entrance. Upon request and as a requirement to be issued a MCCA ID, all employees and contractors working within an MCCA facility must identify themselves with a current and valid, government-issued photo identification (preferably a valid state-issued motor vehicle operator's license). Once positively identified by MCCA Public Safety, the exhibitor will be referred to the Licensee in order to register and receive event credentials.

ESCA identification badges are required for all General Service Contractors (GSC). Temporary MCCA credentials will not be issued to GSC employees and they will be turned away.

Lost/missing credentials must be reported to, and recorded by, MCCA Public Safety. The MCCA, in its sole discretion, reserves the right to revoke credentials for violations of law, facility

policies and procedures, and/or injuries against persons or property, and/or when the revocation of those credentials is in the best interests of the MCCA.

### AFFIXING TO THE FACILITY STRUCTURE

The MCCA does not allow exhibitors to:

- Rig cable/hanging devices or affix any materials to the ceiling, electrical bus ducts and conduits, sprinkler pipes, ventilation equipment, windows, columns or any other physical structure at the Hynes
- Cause or permit any nails, staples, hooks, tacks, screws, or the like to be driven into the facility structure (including, but not limited to, any wall, ceiling, column, stone, window, drape, painted, carpeted or concrete surfaces of the premises)
- Erect any decorations or use adhesive materials, including tape that can deface the walls, ceilings, floors, facilities and equipment contained on the premises
- Paint or permanently cover walls, floors, ceilings, or other areas of the facility or its furnishings or fixtures

## BOOTH SET-UP AND DISMANTLE

The unpacking, assembling, dismantling and packing of displays and equipment may be done by full-time employees of an exhibiting company. Exhibitors are allowed to set-up and/or dismantle their own booths, provided that they use their own bona fide, full-time employees. It is acceptable for exhibitors to safely use power tools to set-up and/or dismantle their own booths.

No one under the age of 18 is permitted on the loading docks, in truck bays or in the loading dock yard. Additionally, no one under the age of 18 is permitted in the exhibit halls during move-in or move-out operations. The Licensee will determine age restrictions, if any, for hours when the exhibit hall is open for attendees.

## BOOTH STAGING

1. In addition to equipment and furniture placed within a booth space, subject to show management limitations, exhibitors are allowed to stage the following items:
  - a. Boxed or loose product, materials or literature
  - b. Fiber cases used to ship pop-up displays
  - c. Personal items such as luggage, purses, briefcases or coats
2. The following restrictions must be observed when staging these additional items:
  - a. The amount of product, materials or literature that may be staged within a booth space must not exceed a one-day supply.
  - b. Items may be placed either in a display case, on a counter, on a shelving unit, in a closet, on a table, under a table or stacked neatly within the booth space.
  - c. Items that are stacked must not create a tripping hazard or hamper easy movement within the booth space.
  - d. Items may not be placed on or within six inches of floor ports, electrical wiring or cabling.
  - e. Pallets, empty crates, cartons and boxes may not be stored in the booth space.
  - f. Staging will not be allowed behind the back wall of the booth and behind the drape within the booth or exhibit area.

## CABLING

No cables (telephone, Internet, electrical, audio, video, etc.) should be run in front of any doorways at any time. If cables must cross a doorway, cables must be flown — cable trays are not an acceptable substitute.

## CANDLES

Candles are prohibited.

## CAUTION TAPE

Use of 'Caution Tape' is prohibited. Yellow or red plastic tape with black stripes, or printed with 'Caution,' 'Do Not Enter' or other warning messages may only be placed by the MCCA to warn individuals of a hazardous condition. The MCCA prohibits the use of yellow or red plastic tape to restrict access to an event or exhibit display. Rope and stanchion may be available from the General Service Contractor.

## COOKING DEMONSTRATIONS

If cooking or heating appliances will be used, the MCCA prefers they are powered by electricity, use UL listed/approved equipment and be adequately ventilated.

The exhibitor must be approved by Levy Restaurants in order to host a cooking demonstration. They also must obtain a health permit through Levy.

An exhibitor may use butane for cooking purposes with prior approval of the MCCA Public Safety Department. Quantity inside the facility is limited to: two (2) 1-pound UL listed/approved non-refillable canisters per cooking device; one canister attached to the cooking device; and one spare canister. To prevent excessive amounts of butane within the facility, exhibitors may only use butane canisters purchased directly through the MCCA's exclusive food provider, Levy Restaurants.

Single-well cooking equipment (deep fryer type device) using combustible oils and solids shall:

1. Have lids available for immediate use
2. Be limited to 288 sq. in. (.19 sq. m) of cooking surface
3. Be placed in noncombustible surface materials
4. Be separated from each other by a minimum horizontal distance of 2 ft. (61 cm); multiple single-well cooking units may be placed together if the aggregate cooking surface does not exceed 288 sq. in. (.19 sq. m)

5. Be kept a minimum horizontal distance of 2 ft. (61 cm) from any combustible material

Exhibitor must provide a UL listed/approved fire extinguisher no less than 30 feet (9.15 meters) from the cooking device.

Exhibitor shall provide a 6 liter, Class K fire extinguisher for hazards where there is a potential for fires involving combustible cooking media (vegetable oils, animal oils or fats in cooking appliances) for each device.

Fire extinguishers must be mounted in a visible location and accessible at all times. All extinguishers shall be currently inspected and tagged by a licensed fire extinguisher company.

Open flames, cooking or other sources of heat are prohibited under any tent, canopy or tarp.

### EXCLUSIVE SERVICES

The MCCA will be the exclusive provider of the following services: food & beverage, electrical, business center, telephone, Internet, rigging, all truss and motor equipment, the operation of ground-supported crank-ups, assembly and installation of ground-supported trusses, and the operation and provision of lifts for theatrical purposes, plumbing, the use of the house sound system, and the supply of compressed airs and gases.

The MCCA is the preferred provider of security booth coverage for exhibitors. If your event designates another security vendor for booth coverage, you may choose to order through the event's preferred provider as detailed in your exhibitor kit.

### EXHIBITOR PRODUCT

Exhibitors are prohibited from offering or selling any product(s) to any employee, agent, contractor or subcontractor working at the MCCA.

At the conclusion of the event, all products must be either:

- Removed from MCCA facilities by the exhibitor;
- Properly disposed of;
- Donated to a previously identified nonprofit organization; or
- Sold to an established business, with sales receipts supplied and produced on demand.

Any MCCA employee, agent, contractor or subcontractor working in MCCA facilities who is determined to be removing and/or accepting event-related product(s) is subject to immediate termination of employment or prohibition from

working at all MCCA facilities.

*All persons, vehicles, bags, containers, etc. are subject to search.*

### FIRE SAFETY REGULATIONS

Exhibits and decorative materials must meet the requirements of the Code of Massachusetts Regulations – 780 CMR EIGHT EDITION (Building Code). The Massachusetts Department of Public Safety (DPS) has jurisdiction over all safety matters of the MCCA. The DPS, in conjunction with the City of Boston Fire Department (BFD), provide guidance to the MCCA for a safe venue for all guests and employees at our facilities.

Prior to the show opening or at any time during the event, the MCCA Public Safety Department or other agency may inspect booths and other assembly areas to ensure these requirements are met. If they are not, adjustments can be costly – if a display is determined to be a hazard it may be ordered removed from the facility at the exhibitor's expense.

These requirements shall apply whether the event is open or closed to the public. The below topics are the minimum fire safety requirements for all events and are designed to provide an overview; the MCCA Public Safety Department reserves the right to make any final decision for life safety issues. Our sole effort is to ensure the success of your event and safeguard the safety and experience of all our visitors.

### FIRE SAFETY LIMITATIONS

The following limitations apply to all exhibits located in the exhibition halls in the Hynes:

1. The following items are fire hazards and are prohibited for use in the Hynes:
  - a. Compressed flammable gases. Exception: Butane for cooking purposes with prior approval of the MCCA Public Safety Department (see Cooking Demonstrations)
  - b. Pyrotechnics, flammable/combustible liquids, hazardous chemicals/materials, blasting agents and explosives
  - c. Cut Christmas trees, cut evergreens or similar trees
  - d. Fireplace logs, charcoal and similar materials
  - e. Untreated mulch and Spanish moss or similar vegetation
  - f. Untreated hay or straw
2. Any interior finish, either permanent or temporary, will

be required to meet the requirements of the Code of Massachusetts Regulations – 780 CMR EIGHT EDITION (Building Code).

3. The following rules apply regarding flame-retardant treatments:
  - a. All curtains, drapes, banners, decorations and acoustical material (including but not limited to cotton, hay, paper, straw, moss, split bamboo and wood chips) must be flame-retardant treated to the satisfaction of the Massachusetts Department of Public Safety. Material that cannot be treated for flame retardancy shall not be used. The GSC or individual exhibitor must have on-site a copy of the Certificate of Flame Resistance for all floor covering, curtains and rigged signage. The use of carpet on walls, ceilings, seating products or as decorative material is prohibited.
  - b. Combustible materials, an inch or more in thickness, glass or asbestos cloth may be used without flame-retardant treatment.
  - c. The use of oilcloth, tarpaper, sisal paper, nylon, Orlon®, and certain other plastic materials that are not flame-retardant is prohibited.
4. Open flame devices may be permitted when they are a necessary part of the exhibit, with prior approval of the MCCA Public Safety Department. Devices must be isolated from attendees by either four (4) feet or a barrier; be placed on a non-combustible surface; be separated from other devices by five (5) horizontal feet; and have a 10 lb. ABC fire extinguisher present within the exhibit. Fire extinguishers must be mounted in a visible location and be accessible at all times. All extinguishers shall be currently inspected and tagged by a licensed fire extinguisher company.
5. The hanging or rigging of signs, displays or banners, etc. shall not interfere with the building fire sprinkler system.
6. Exhibitors are prohibited from covering displays with drop cloths, sheets, table cloths or other non-flame resistant material.
7. Storage of combustible materials in meeting rooms, ballrooms or service corridors is prohibited.
8. Exhibitors shall move, remove or arrange with the General Service Contractor to remove wooden pallets, shipping crates, cardboard boxes and other packing materials from the exhibit hall area as soon as possible. These items are not permitted in the exhibit halls during events. See Booth Staging.

### EXHIBIT HALL LIFE SAFETY EQUIPMENT

Fire extinguishers are located on each of the support columns in the exhibit hall area and on the perimeter walls. All brackets are 40 inches (102 cm) from the floor. Support column fire extinguishers are primarily mounted on the northwest quadrant. Fire extinguishers on the support columns along the north end of Hall A, and those on the south side of the air walls, are mounted on the southwest quadrant. General Service Contractors (GSC) and exhibitors are required to maintain a minimum unobstructed path of no less than 48 inches (122 cm), 24 inches (61 cm) on center for fire extinguishers.

Fire extinguishers shall not be removed or temporarily relocated by any exhibitor, the Licensee or the GSC. The GSC is responsible for ensuring that egress paths, emergency exits, fire extinguishers, fire pull stations, fire department value boxes, fire alarm flashers and AEDs are not obstructed or obscured from view at any time in the facility. Anyone found responsible for moving, removing or blocking fire safety equipment is subject to a fine.

### FLAME-RETARDANT TREATED MATERIALS

The following rules apply regarding flame-retardant treatments:

1. All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth, and similar decorative materials shall be flame-retardant to the satisfaction of the Boston Fire Department and State Fire Marshal.
2. Combustible materials, inch or more in thickness, glass or asbestos cloth may be used without flame-retardant treatment.
3. The use of oilcloth, tarpaper, sisal paper, nylon, Orlon®, and certain other plastic materials that are not flame-retardant, is prohibited.
4. Table coverings used in exhibit halls must be flame-retardant treated, unless they lie flat, and have an overhang of no more than six (6) inches.
5. All materials must be certified by the Boston Fire Department within six (6) months of the event. The Boston Fire Department does not accept certificates from other jurisdictions. Materials may be sent directly to the Boston Fire Department for testing.
6. The City of Boston Fire Code prohibits the use of:
  - Fabric attached to a ceiling or used to cover any portion of an exhibit
  - Carpet on ceilings, walls, seating products, or as decorative material

## LASERS

The use of lasers for exhibit demonstrations or visual effects for entertainment must be approved by the Licensee and the MCCA Public Safety Department. All lasers must comply with Code of Massachusetts Regulations 105 CMR 120.000, and be registered and approved by the Massachusetts Department of Public Health. Regulations and applications are available from the Massachusetts Department of Public Health.

## FOOD & BEVERAGE SAMPLES

The MCCA prohibits any food or beverages from being brought into the building, except by Levy Restaurants, the exclusive food & beverage service provider. The distribution of food and beverages, regardless of type and/or quantity, is the sole responsibility of Levy Restaurants.

Levy Restaurants is the official caterer for all food and beverage services within the Hynes. All arrangements for the service of food and/or beverages must be made through the catering office. Food and beverage sampling in conjunction with specific exhibits may be permitted, but only to the extent approved in writing, in advance, by a Levy Restaurants Catering Sales Manager.

In order to obtain authorization from your Catering Sales Manager to distribute food and beverage items, the following condition must exist:

- The party interested in distributing food and/or beverage must be the manufacturer, processor, or distributor of said product. The interested party must only distribute sample sizes (max 2 ounce portion or pre-packaged food items or max 4 ounces of non-alcoholic beverages) of his/her product, and cannot participate in cash sales of said product during the show.

If a party brings unauthorized food and/or beverage items into the Hynes and does not subsequently meet one of the conditions listed above, the party must immediately remove the unauthorized item(s) from their exhibit or meeting space.

## Temporary Food Service Permit Application

The City of Boston Inspectional Services Division requires a temporary food service permit for any food & beverage served at the Hynes that is not sourced through Levy Restaurants. Permit fees begin at \$100 up to 14 days prior to start of convention; \$200 within 13 days of start of convention. All forms are to be provided by Levy Restaurants Catering Sales Manager and submitted back to said manager.

## GLITTER, CONFETTI, POPCORN AND OTHER MATERIALS

The use of glitter, confetti, sand, popcorn or simulated snow types of material is not permitted in the Hynes. Additionally, adhesive-backed decals may not be given away or utilized.

## GRATUITIES POLICY

It is against the MCCA's policy for any employee or service contractor to accept gratuities or gifts from the Licensee and/or any exhibitors. Offering of tips and gratuities to personnel employed by the MCCA, or its contractors, agents or suppliers, is not necessary and strictly prohibited. If you are approached or solicited by any MCCA or service contractor personnel for gratuities, please report this violation to the Chief of Public Safety at 617.954.2111.

## GUARDRAILS AND STAIRS

Any platforms exceeding 30" in height will require a Massachusetts-State-building-code-compliant guardrail system. The guardrail shall be 42" in height, with balusters or solid material such that a sphere with a four-inch (4") diameter cannot pass through any opening.

The guardrails shall not have an ornamental pattern that would provide a ladder effect. This includes a guardrail on stairs.

The guardrail system shall be capable of withstanding a load of 200 pounds (minimum).

Stair construction shall meet Massachusetts State building code for riser height of 7" maximum and a tread depth of 11" minimum. These stairs shall have a handrail that shall be continuous, without interruption by newel posts, other structure elements or obstructions. Handrails shall not be less than 34" or more than 38". The handrail ends shall be returned to a wall or post. All stairway handrails shall have a circular cross section with an outside diameter of at least 1-1/4" and not greater than 2".

Stair width shall be a minimum of 36". Many multi-level displays are designed without risers, which is not permitted by the Massachusetts State building code as the stairway is part of a means of egress. The easiest way to address this issue with minimal cost is to secure a fitted piece of fire-rated plywood or sheet rock between the stringers against the back of the treads.

## HAND-CARRY POLICY

The MCCA reserves the right to restrict all freight and package deliveries to the loading dock. MCCA Public Safety personnel

will be on site to direct and assist exhibitors during move-in and move-out.

For the convenience and safety of exhibitors and patrons, all freight and material handling must enter and exit the facility through the loading dock. The Licensee and its exhibitors will be allowed to hand carry one item, one time, in or out of the facility without having to access the loading dock. (Hand-carried freight is defined as one item that can be easily carried by an individual, without the need for dollies or other mechanized equipment.)

No parking is allowed at the Boylston Street entrance of the facility, and the use of passenger elevators for movement of freight is not allowed. All packages are subject to inspection by facility personnel.

### LIGHTS

Only Underwriters Laboratories (UL) approved, clamp-on types of portable spotlights are allowed. All display lights must be turned off when the exhibitor leaves for the day. Only UL approved extension cords 12 gauge or greater, rated for 20 amp, are allowed. Note: Household extension cords are not permitted. These are generally 14 or 16 gauge and only rated at 15 amp.

### MEANS OF EGRESS

The travel distance within an exhibit booth or exhibit enclosure (including temporary office/meeting spaces) to an exit access aisle shall not exceed 50 feet (15 meters). There should be a minimum of two (2) separate exits from any point in the hall or room where the occupant load is less than 500 persons. Where occupant loads are between 500 and 999 persons, there shall be a minimum of three (3) separate exit doors. Where occupant loads are 1,000 persons or greater, there shall be a

## MATERIAL HANDLING

**Exhibitors are allowed to perform their own material handling, providing all of the following criteria are met:**

- Exhibit personnel performing the work must be bona fide, full-time employees ("authorized personnel") of said company.
- Exhibitors may choose to off-load from a company-owned truck or rental vehicle, or from a car, van or truck owned by personnel of the company provided the vehicle is co-owned or rental vehicles must be less than 24 feet in length.
- Exhibitors may use only hand-operated equipment, which they have provided; two-wheeled hand trucks and four-wheeled flat trucks are permitted as well.
- At no time can vendors (A/V, furniture design firm, etc.) unload their items. An approved General Service Contractor (GSC) or the Exclusive Rigging Service Provider (ERSP) must be hired by the Licensee to unload/re-load and push in all vendors.

minimum of four (4) separate exit doors.

Exits must be so located and exit access arranged so that exits are readily accessible at all times. Where more than one exit is required, exits must be remotely located from each other and arranged and constructed to minimize any possibility that more than one may be blocked by a fire or other emergency condition.

Where exits are not immediately accessible from an open floor area, safe and continuous unobstructed passageways, aisles or corridors leading directly to every exit must be maintained and arranged, to provide access for each occupant to at least two exits by separate ways of travel. At no time should an exit door or exit access door be locked, blocked or obstructed in a manner that will confuse or slow the movement of any people within the area. This requirement will also be in effect during the "move in" and "move out" of events.

During certain events, the total occupancy of larger meeting rooms and the ballrooms meeting room(s) being used may not require all the exit capacity provided for that area. In these cases, a special review will be done on the request to close some of the exit doors. An explanation, along with detailed drawings showing these doors, must be submitted for approval. If approved, the doors and exit signs must be covered to prevent any confusion to the occupants.

## MOVE-IN PROCEDURES

All exhibitor move-in is restricted to the Hynes loading areas. No exhibitor will be allowed access with his or her move-in materials via any other entrance to the facility. Please note the hand carry rule within the Exhibitor Participation Rules/General Conditions Section of the Event Guide.

### MULTI-LEVEL BOOTHS AND CEILINGS/CANOPIES

#### Guidelines for Covered Exhibits With Less Than Three Hundred (300) Covered Square Feet

All materials used in the construction of covered exhibits and all decorative materials within the exhibit must be non-combustible or limited combustible (flame-retardant) materials. Certification of flame retardant treatment, along with samples of said materials, must be submitted, if requested by the MCCA Public Safety Department or the Massachusetts Department of Public Safety. It is strongly recommended that certifications of flame retardant treatments be available at show site to avoid on-site testing of materials.

Fabric must pass the NFPA-701 Code for flame spread and smoke development – Class A, Flame Spread less than or equal to 25, Smoke Developed less than or equal to 450. Canopies and tarps must be fire resistant and meet CPAI 84 (Canvas Products Association International) specifications. The original flame retardant compliance tag must be attached to tent, canopy or tarp.

The use of tents inside the Convention Center requires a special permit from the Massachusetts Department of Public Safety. Please contact the MCCA Public Safety Department at 617-954-2222 for assistance.

Exhibitor must install a single station and battery operated smoke detector on the interior of each covered exhibit or structure, including enclosed storage closets, regardless of the square footage. The detector must sound an audible alarm and be installed per the manufacturer's instructions.

Exhibitor must provide at least one (1) 10 lb. ABC, dry chemical fire extinguisher. Fire extinguishers must be mounted in a visible location and accessible at all times. All extinguishers shall be currently inspected and tagged by a licensed fire extinguisher company.

A single exhibit or group of exhibits with ceilings that do not require sprinklers shall be separated by a distance of not less than 10 feet (3050 mm) where the aggregate ceiling exceeds 300 square feet (28 square meters).

Open flame, cooking or other sources of heat are prohibited under any tent, canopy or tarp.

## AUTOMATIC FIRE EXTINGUISHING SYSTEM

1. The following shall be protected by an automatic extinguishing system:
  - a. Any home or house constructed within the exhibit hall; and it must also include smoke/fire alarms and a 10 lb. ABC fire extinguisher on each level

### MULTI-LEVEL BOOTHS AND CEILINGS/CANOPIES

#### Guidelines for Multi-level Exhibits (regardless of the size) and Covered Exhibits With Larger Than Three Hundred (300) Covered Square Feet

Requests for construction of multi-level exhibits (regardless of the size) must be authorized by show management before being reviewed by the MCCA Engineering and Maintenance Division and the MCCA Public Safety Department. To ensure the success of your exhibit, please read and comply with the following guidelines:

1. Plans should be submitted a minimum of 90 days before the move-in date of the event and must adhere to the following:
  - a. They must be scaled, signed and dated by a registered architect or professional engineer.
  - b. They must include the show name and dates.
  - c. They must include exhibitor's name and assigned booth number.
  - d. They must include directional information (i.e. indicate neighboring aisles and/or booth numbers).
  - e. They must indicate maximum exhibit height, within the booth. Height guidelines are established, per event, by show management.
  - f. They must include connection details for the elevated floor and stairs, and permitted loading for furnishings, storage units, work surfaces or occupants who will be permitted access to the upper level.
  - g. They must include a floor loading schedule that identifies the maximum safe floor loading, fixture loads (dead loads) and occupant loading (live loads), establishing what shall be the effective limits.
2. All materials used in the construction of multi-level and/or covered exhibits and all decorative materials within the exhibit must be non-combustible or limited combustible (flame-retardant) materials. If requested, certification of flame-retardant treatment, along with samples of said materials, must be submitted to the Massachusetts Department of Public Safety for testing. It is recommended that certifications of flame retardant treatments be available at show site.

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**MULTI-LEVEL BOOTHS AND CEILINGS/CANOPIES****Guidelines for Multi-level Exhibits (regardless of the size) and Covered Exhibits With Larger Than Three Hundred (300) Covered Square Feet**

3. Exhibits with an enclosed room or occupied second story must post notice at the bottom of the stairway, indicating maximum permitted occupancy (or total permitted weight load of the second level).
  4. If second level is to be occupied and greater than three hundred (300) square feet, or is designed to hold 10 or more persons, two (2) stairways are required, remote from each other. If second level is to be occupied and less than three hundred (300) square feet, one (1) set of stairs is permitted.
    - a. Stair construction shall meet Massachusetts State building code for riser height of 7" maximum and a tread depth of 11" minimum.
    - b. These stairs shall have a handrail that shall be continuous, without interruption by newel posts, other structure elements or obstructions.
    - c. Handrails shall not be less than 34" or more than 38". The handrail ends shall be returned to a wall or post. All stairway handrails shall have a circular cross-section with an outside diameter of at least 1-1/4" and not greater than 2".
    - d. Stair width shall be a minimum of 36". Many multi-level displays are designed without risers, which is not permitted by the Massachusetts State building code as the stairway is part of a means of egress.
  5. Individual areas of upper decks or covered areas must be limited to dimensions that do not exceed one thousand (1,000) square feet.
  6. Exhibitor must install a single station and battery-operated smoke detector on the interior of each covered exhibit or structure, regardless of the square footage. The detector must sound an audible alarm and be installed per the manufacturer's instructions.
  7. Exhibitor must provide a portable, dry chemical fire extinguisher for each level or each covered exhibit or structure. At least one (1) 10 lb. ABC portable type fire extinguisher must be provided for each three hundred (300) square feet. Fire extinguishers must be mounted in a visible location and accessible at all times. All extinguishers shall be currently inspected and tagged by a licensed fire extinguisher company.
- b. The lowest level of a multi-level exhibit, regardless of size, and/or a single-story covered exhibit where the covered area exceeds 300 sq. ft. (27.9 sq. m), and/or any covering over a multi-level exhibit exceeding 300 sq. ft. (27.9 sq. m)
  - c. Exception: Exhibitors installing these approved flame retardant materials as coverings may avoid the need to install a fire extinguishing system:
    - A flame retardant material with fusible seams that under low temperatures (176° F / 80° C) will split and open the canopy to allow smoke to rise, activate sprinklers and allow water through the opening
    - A flame retardant open mesh material with a minimum 70% opening
    - Ceilings that are constructed of open grate design or listed dropout ceilings in accordance with NFPA 13, Standard for the Installation of Sprinkler Systems, shall not be considered ceilings within the context of this section
    - Vehicles, boats and similar exhibited products having over 100 sq. ft. (9.3 sq. m) of roofed area shall be provided with smoke detectors (Single station and battery operated or portable smoke detectors meeting the requirements for Household Fire Warning Devices in NFPA 74 are acceptable.)
2. A temporary sprinkler system must be connected to the Convention Center's domestic water system. The MCCA maintains a list of approved, state-licensed fire sprinkler companies authorized to install temporary fire sprinkler systems. The vendor must submit a sprinkler coverage plan to the MCCA Engineering & Maintenance Department for approval.
  3. To order a plumbing connection for the sprinkler system before you arrive, click on the "Exhibitor Online Ordering" link from the main MCCA Webpage ([www.signatureboston.com](http://www.signatureboston.com)).
  4. Exhibitor must install at least one (1) single station and battery operated smoke detector on the interior of each covered exhibit or structure regardless the square footage. The detector must have an audible alarm and be installed per the manufacturer's instructions.
  5. Exhibitor must provide a portable, dry chemical fire extinguisher for each level or each covered exhibit or

structure. At least one (1) 10 lb. ABC portable type fire extinguisher must be provided for each three hundred (300) square feet. Fire extinguishers must be mounted in a visible location, and be accessible at all times. All extinguishers shall be currently inspected and tagged by a licensed fire extinguisher company.

The Massachusetts Department of Public Safety does not permit the use of a fire watch ordered in lieu of a temporary fire sprinkler system as an alternative method for fire safety compliance.

### **CREDENTIALING/POSITIVE ID REQUIRED**

All employees and contractors are required to wear MCCA or Exhibitor Services Contractor Association (ESCA) issued identification badge on their outermost garment at all times while working at an MCCA facility. Upon request and as a requirement to be issued a MCCA ID, all employees and contractors working within an MCCA facility must carry on their persons a current and valid government issued photo identification (i.e. driver's license) at all times.

ESCA identification badges are required for all General Service Contractors (GSC). Temporary MCCA credentials will not be issued to GSC employees and they will be turned away.

Exhibitor staff arriving at the facility must identify themselves with a photo ID (preferably a valid state issued motor vehicle operator's license) at the Southwest Loading Dock Exhibitor Entrance. Once positively identified by MCCA Public Safety, the Exhibitor will be referred to the Licensee in order to register and receive event credentials.

Lost/missing credentials shall be reported to, and recorded by, MCCA Public Safety. The MCCA, in its sole discretion, reserves the right to revoke credentials for violations of law, facility policies and procedures, and/or injuries against persons or property, and/or when the revocation of those credentials.

### **PROTECT YOUR EXHIBIT AND MATERIALS**

The MCCA is not liable for, nor does the MCCA carry any insurance on, exhibitor property or fixtures. Please bear in mind that all of your exhibit material and displays are your property. Therefore, it is important that you take every precaution to protect this material. Below are some suggestions toward this end:

1. Ship your materials with a qualified carrier and be sure to lock trunks/crates.
2. If cartons are used, be sure that they are securely taped or banded and under no circumstances marked with the name

or type of articles contained therein.

3. Be sure to furnish your shipping company with an accurate account and complete bill of lading.
4. Do not leave your booth unattended during the set-up period.
5. Do not leave exhibit material under tables or displays.
6. Do not include exhibit material in containers to be stored with empties.
7. At the close of the exhibit, be sure to pack as quickly as possible and under no circumstances leave your space unattended during this period.
8. If at all possible, have one of your staff remain in your space with your shipment, until it is actually picked up by the drayage contractor's personnel.
9. Promptly report any missing items or suspicious person(s) to Public Safety.

### **SERVICE ORDER CANCELLATIONS**

All service order cancellations must be communicated in writing to the Signature Boston Exhibitor and Client Services team at least 7 days prior to the first day of move-in for a refund to be issued. Credit will not be given for services installed and not used. Refunds are issued in the same way payment was received. \*Rigging and lighting cancellations subject to alternate time frame due to delivery of equipment, contact service provider directly.

### **SMOKING**

The Hynes is a non-smoking facility. Smoking of any tobacco product or electronic cigarette ("e-cigarettes") is NOT allowed in the building at any time. Designated smoking areas are located outside the building.

### **SOLICITATIONS**

No solicitations or collections are permitted in the Hynes.

### **VEHICLES AND OTHER MOTORIZED EQUIPMENT**

Vehicles that are to be brought into the Hynes must be pre-approved. In some cases, vehicles will not be allowed in the building, and there are restricted areas that vehicles cannot enter. Keys to start the vehicle, as well as any deactivation codes for security features, must be left with the Public Safety Department.

Motorized vehicles are defined as any vehicle that is propelled by an internal combustion engine, such as, but not limited to: automobiles, trucks, buses, farm equipment, construction equipment, motorcycles, snow mobiles, aircraft, watercraft and lawnmowers.

*Motorized vehicles shall:*

1. Be equipped with a locking (or taped) gas cap to prevent the escape of vapors. Fuel tanks shall not have more than three (3) gallons of fuel, or 1/8 tank, whichever is less.
  - a. Exceptions:
    - i. Recreational vehicles (RVs) may have up to 1/4 tank of fuel
    - ii. Aircraft that is on standby status and is required to have a minimal fuel level as determined by the Federal Aviation Administration (FAA) such as MedFlight®
2. Have at least one (1) battery cable used to start the engine, disconnected and the end of the disconnected battery cable, taped. It is preferred that the positive or “hot” cable be disconnected.
3. Not be moved during exhibit hours. Vehicles may not be started or operated within the exhibit hall for the first 15 minutes after the exhibit hall closes to the public for the day or final closing of the event. No vehicle may be operated on the exhibit hall without a lead person walking in front of the vehicle warning people of vehicle movement.
4. Fueling or defueling of vehicles is prohibited.

### **MCCA Services**

The MCCA is the exclusive provider of the following services: food & beverage, business center, electrical, telephone, Internet, plumbing and the supply of compressed airs and gases, the use of the house sound system, rigging, all truss and motor equipment, the operation of ground-supported crank-ups, assembly and installation of ground-supported trusses, and the operation and provision of lifts for theatrical purposes. Most of these services are available directly to exhibitors and can be ordered through your the Exhibitor Services Center. These exclusive services are subject to prices and conditions on appropriate order forms. Discounts may apply to some services by meeting the advance payment deadlines and conditions noted on the forms.

The MCCA is the preferred provider of security booth coverage for exhibitors. If your event designates another security vendor for booth coverage, your exhibitor may choose to order through the event’s preferred provider as detailed in your

Exhibitor Kit.

### **ATMS**

Guests will find an ATM on the lower level inside the Boylston Street Entrance and inside the Prudential Center.

### **AUDIO/VISUAL SERVICES**

The Hynes offers in-house A/V services on a preferred basis, with a preferred audio/visual provider to help provide comprehensive event support and services. All types of audio and visual display devices, screens and computer interfaces are available, along with skilled operators. The Hynes features a digital audio system and extensive use of fiber optic cabling to distribute signals throughout the facility. The Hynes has a clear line of sight to all satellites and dedicated truck parking spaces, complete with power and signal distribution. The preferred audio/visual provider is the exclusive provider for the use of the in-house sound systems. All other A/V companies must bring in a stand-alone speaker system.

### **BOOTH PACKAGES**

Services cannot be resold or bundled as a package without prior written approval.

### **BUSINESS CENTER**

The MCCA in-house vendor is the exclusive service provider of the Business Center. From simple documents to complex projects and on-going programs, the MCCA business center will provide document management solutions to meet your needs. The document solutions capabilities include: copying and digital printing, document production, supplies, computer services, electronic file submission, signage, custom printing services, document distribution, notary public services, pack and ship options, express and ground service, fax service with delivery of incoming messages, and desktop/word processing.

### **SATELLITE SERVICES**

The Hynes has a clear line of sight to all satellites and convenient parking spots for uplink and downlink trucks. Power and signal distribution is available at all truck locations.

### **Transportation**

#### **PUBLIC TRANSPORTATION**

We strongly encourage you to promote public transportation as an efficient option for your attendees and exhibitors. Public transportation in the Boston area is provided by the

Massachusetts Bay Transportation Authority (MBTA or “The T”). A number of excellent public transportation options are available for service to and from the Hynes.

#### **TAXI INFORMATION**

MCCA staff will coordinate with the individual taxicab companies and the Boston Hackney Division for the needs of each event. Assigned staff will manage taxi service logistics. There is a taxi stand outside the Boylston Street entrance for taxicab drop-off and pick-up.

For a complete list of taxi companies and their contact information, please visit the Hynes transportation website.

#### **PARKING**

There are several local parking garages/lots in the vicinity of the Hynes. The facility does not have on-site parking available. For additional information please see page 15 of this guide.

#### **PARKING ON LOADING DOCK**

Exhibitor staff members parking on the loading dock and displaying their loading dock parking pass on the dashboard of the motor vehicle for the purpose of unloading cargo have a limit of 20 minutes in order to do so. Exhibitor staff remaining in the loading dock area beyond the 20-minute limit, and/or who do not properly display a valid loading dock parking pass, subject themselves to towing at the vehicle owner/operator’s risk and expense.

# Section E

## GENERAL SERVICE CONTRACTOR GUIDELINES, INFORMATION & REGULATIONS

### Introduction

This section reflects the policies and regulations developed and applied by the MCCA to the Hynes, and the Allston/Brighton Marshalling Yard. Any rules and regulations imposed by show management for specific events are in addition to those stated in this document. The MCCA rules and regulations are applicable, but not limited, to all General Service Contractors, Service Providers and Vendors as defined below. The MCCA reserves the right to change, modify, or add to these rules and regulations without prior notice.

### Definitions

Massachusetts Convention Center Authority (MCCA) Facility Consists of The John B. Hynes Veterans Memorial Convention Center (Hynes).

### SHOW MANAGEMENT

The organization or individual contracting for the use of the Facility by means of a fully executed Event License Agreement (herein referred to as "Licensee").

### GENERAL SERVICE CONTRACTORS/DECORATOR (GSC)

The primary Contractor designated to provide overall freight, drayage, decorating, signage, production, theatrical and other

event related services by the Licensee as defined in Sections A and B.

- A.** General Service Contractor shall mean entities which perform any one, or combination, of the following tasks/duties or responsibilities:
1. Advanced Receipt of Exhibitor or Show Management Freight at an outside storage facility,
  2. Trucking to and unloading of such freight at the convention center facility,
  3. The charging and collection of drayage fees associated with freight which is shipped, unloaded and/or received,
  4. The fabrication or erection of exhibit booths or display stands in an exhibit hall including the placement of carpet for the purposes of a tradeshow/exhibit booth event only,
  5. The rental and set up of pipe and drape in an exhibit hall for the purposes of a tradeshow/exhibit booth event only,
  6. The receipt and delivery of exhibitor freight and delivery of empty cases to exhibitors in an exhibit hall for the purposes of a tradeshow/exhibit booth event only, or
  7. The creation and layout design of exhibit hall floors for the purpose of positioning exhibit booths or other element of a tradeshow/exhibit booth event.

**B.** In addition to those activities permitted in the MCCA Exhibitors Participation Rules, entities other than General Service Contractor may perform activities, including but not limited to, the following:

1. The unloading of trucks and pushing freight to any space such as ballroom, meeting room, or exhibit hall, for non-tradeshow events or non-tradeshow portions of events (ie. general sessions, concerts).
2. The setting and dismantling of pipe and drape in any space for any purpose not associated with an exhibit booth event in exhibit hall space.
3. The building and/or setting or arranging of set pieces, (such as décor items or other ground supported elements, either on a stage or as part of a room/area design) stage, platform, or furniture, or the entire set of area for any event, including carpet outside those areas described in A(4).
4. Specialty set-ups on the exhibition hall floor including but not limited to skating rinks, general sessions, concerts, volleyball courts and other similar set ups.

### **SERVICE PROVIDER(S)**

Any company, business entity or individual providing event related services directly to exhibitors or show management in addition to those provided by the General Service Contractor.

### **CONTRACTOR(S)**

Consolidation of terms referring to all General Service Contractors/Decorator (GSC), Service Providers and Vendors authorized to use the facility.

## **Building Regulations**

### **TRADE SHOW MANAGEMENT**

Trade Shows are required to hire an approved GSC to perform drayage, decorating, loading dock control, and the loading and unloading of freight. The tradespeople that perform these functions are employees of the GSC. Exhibitors and company-employees may participate in the off-loading and setup of their booth under certain parameters (see Exhibitor Participation Rules). Exhibit floor deliveries to the GSC require that the GSC load/off-load all equipment and display material from commercial carriers/common carriers or van lines. Further, all vehicles received by the GSC over 24 feet require GSC labor to off-load or load. The GSC for the event will have skilled

craftsmen to assist exhibitors who wish to hire personnel to perform the above services. Arrangements for all temporary labor should be made through the GSC.

### **FACILITY CONTACT**

The facility is organized so that an Event Services Manager is assigned to every event. The Event Services Manager is the primary contact for Contractors and Licensees. All communication must take place between the Contractors and the Event Services Manager relative to activities taking place on site.

### **MCCA CODE OF CONDUCT**

MCCA Code of Conduct provides general guidelines regarding the MCCA's expectations of contractor employee conduct while working on MCCA property. It is not intended to address every situation or behavior that may occur. The MCCA reserves the right to impose appropriate remedial action for any inappropriate conduct not specifically covered in this code. The MCCA is the final authority on the interpretation of this Code of Conduct and on decisions relating to violations of the Code. This Code of Conduct is designed to help ensure that ALL contractor employees working in MCCA facilities conduct themselves in a friendly, courteous and respectful manner at all times and applies to all contractors working on all MCCA Property. Any violation of any rules contained herein, as determined by the MCCA, may result in violators being immediately removed, trespassed and/or face possible criminal prosecution.

1. **MCCA Identification:** All employees and contractors are required to wear MCCA or Exhibitor Services Contractor Association (ESCA) issued identification badge on their outermost garment at all times while working at an MCCA facility. Upon request and as a requirement to be issued a MCCA ID, all employees and contractors working with an MCCA facility must carry on their persons a current and valid government issued photo identification (i.e. driver's license) at all times.
2. **Access to Work Areas:** The appropriate route to and from the work area is through the loading dock corridor or service corridors of MCCA facilities.
3. **Inspections:** ALL persons, bags, briefcases, backpacks, coolers, Authority lockers, vehicles, and other containers are subject to inspection at any time.
4. **Unauthorized Vehicles:** Unauthorized vehicles are prohibited from parking anywhere on MCCA property. Specifically in the loading dock area.

5. **Motorized Equipment Operation:** Operation of all motorized equipment on MCCA property must be done so in a safe manner in accordance with the appropriate license for each specific piece of equipment. All motorized equipment license must be present with the operator at all times while working at an MCCA facility and available upon request.
6. **Violence:** Fighting, physical violence, attempted physical violence, intimidation, creating a disturbance, horseplay, disorderly conduct or the use of abusive language toward any employee or visitor is strictly prohibited. No threats, pressure or coercion may be used by any person where the object is to influence any of the Authority's customers, users, licensees, exhibitors, clients, contractors, suppliers or attendees to use any particular vendors, products, services or goods.
7. **Harassment:** The MCCA is committed to providing a work environment that is free from harassment in any form, including sexual harassment. All forms of harassment against any employee or visitor, or by the MCCA's customers, users, licensees, exhibitors, clients, contractors, sub-contractors, suppliers or attendees who conduct business with the MCCA is strictly prohibited. Individuals must immediately report any harassment or sexual harassment which they experience or observe to the Public Safety Department, or to her or his employer's supervisor/manager. All reports of harassment will be taken seriously, and will be investigated and dealt with appropriately. The MCCA does not tolerate retaliation against those who report suspected violations. Retaliation must be reported immediately to the Public Safety Department so that the MCCA can investigate promptly and take appropriate actions.
8. **Weapons:** The possession of firearms, knives, explosives or weapons of any kind is strictly prohibited.
9. **Theft:** Theft, attempted theft, misappropriation of property or the aiding/abetting of such acts is strictly prohibited.
10. **Drug & Alcohol Free Workplace Policy:** The consumption, possession or being under the influence of alcohol, and/or being under the influence of tested-for-substances, illegal drugs, prescribed or over-the-counter drugs is prohibited while performing MCCA business, in a vehicle or other motorized equipment, or working in the MCCA's facilities, is strictly prohibited in accordance with the MCCA's Drug & Alcohol Workforce Policy and such individuals who violate this policy are subject to testing per said policy.
11. **Solicitation of Tips, etc.:** Solicitation or accepting of tips, gratuities or property is strictly prohibited.
12. **Access to Events:** No one may use their identification badge, uniform or position as a means of admission into any event at MCCA facilities, unless that person is assigned to work in that area.
13. **Client & Exhibitor Work Interference:** No contractor employees may approach or interfere with the work of the clients of the MCCA or exhibitors for the purposes of mandating specific labor work requirements. Any issues or complaints regarding specific labor work rules must be directed to the Local's Business Agent, general service contractor, and/or MCCA. Continued violations of this provision will result in trespass from MCCA facilities, for contractors and employees.
14. **Signs, Banners and Handouts:** The posting or placement of any notices, signs, placards, banners, announcements or distribution of any material or periodicals is prohibited.
15. **No Smoking:** By State Law, MCCA facilities are smoke free facilities.
16. **Reports to the Authority's Public Safety Department:** Every individual working on MCCA Property is required to report to the Public Safety Department the following: damage to any property or equipment immediately after occurrence; theft or unauthorized possession of any property or equipment; any unsafe condition or activity; and, any emergency, such as fire or medical emergency, any and all accidents involving physical damage to individuals, property or equipment.
17. **Violations:** Those contractor employees trespassed/ejected from MCCA facilities cannot regain access until such time that the contract employer has contacted the MCCA's Public Safety Department and the MCCA has subsequently approved the employer's personnel actions, including disciplinary action taken.

#### **CONTRACTOR CHECK-IN/CHECK-OUT PROCEDURES**

- **Entry:** All contractors, event related contractors, General Service Contractors (GSC), Installation and Dismantling Contractors (I&D) and Exhibitor Appointed Contractors (EAC), collectively referred below as "Contractor," are required to enter the Hynes through the Dalton Street entrance for credential processing.
- **Labor Lists:** The Contractor Company Supervisor is responsible for emailing labor lists to the Public Safety Manager (HynesLaborList@signatureboston.com) as soon

as possible, but no later than 5:00 p.m. of the day before the labor call. In the case of weekend/Monday labor calls, Saturday, Sunday and Monday labor lists must be received no later than 5:00 p.m. on Friday. These labor lists must be submitted in a spreadsheet format include the date(s), time(s) and event name that the list applies to, and must be sorted in alphabetical order, last name, first name, middle initial. Boston-area Contractors must include the employee's unique Exhibition Services & Contractors Association (ESCA) identification number. Supervisory and shop steward personnel must be identified as such on all labor lists, in addition to the names of all laborers expected to be working.

A supervisor or manager from each contractor must remain at the labor entrance for the first hour of each labor call.

- *Photo IDs:* Once officially assigned work within the Hynes by the Contractor Company Supervisor, the Contractor's employee will approach the Public Safety Officer and present a current and valid ESCA photo identification card issued to the Contractor's employee seeking access to the Hynes. The assigned Public Safety Officer shall examine the presented photo ID to ensure that the person presenting the ID is the actual person requesting access to the facility. Once identification of the contractor's employee requesting access is verified, and the contractor's employee appears on a current and valid labor list, the assigned Officer will record the employee as entering the facility.

Photo IDs shall be worn on the outermost garment at all times by the contractor's employee while he/she is in the facility. This entry and credentialing process shall be repeated for all contractors entering the facility each day, at all labor calls.

The ESCA identification badge is required for all contractor employees regularly working at the Hynes. Individuals presenting an expired ESCA badge, or do not have their current and valid ESCA badge on their person will not be allowed access into the Hynes.

Contractors not regularly working at the Hynes will be issued a daily printed pass upon presentation of a current and valid government issued photo identification (driver license, passport, military ID).

In the event that contractor personnel appear at the entrances to Hynes seeking access without the required current and valid ESCA photo ID in their possession; or the presented photo ID does not match the person presenting the ID; or the person does not appear on an official labor

list, the name and organization of the person seeking such access shall be recorded by the assigned Public Safety Officer and entry shall be denied (no exceptions, and no one can "vouch" for someone not in possession of a photo ID). Assigned officers have no discretion in applying this rule. It is absolute.

### **CREDENTIALING/POSITIVE ID REQUIRED**

All employees and contractors are required to wear an MCCA or Exhibitor Services Contractor Association (ESCA) issued identification badge on their outermost garment at all times while working at an MCCA facility. Upon request and as a requirement to be issued a MCCA ID, all employees and contractors working within an MCCA facility must carry on their persons a current and valid government issued photo identification (i.e. driver's license) at all times.

ESCA identification badges are required for all General Service Contractors (GSC). Temporary MCCA credentials will not be issued to GSC employees and they will be turned away.

Exhibitor staff arriving at the facility must identify themselves with a photo ID (preferably a valid state issued motor vehicle operator's license). Once positively identified by MCCA Public Safety, the exhibitor will be referred to the Licensee in order to register and receive event credentials.

Lost/missing credentials shall be reported to, and recorded by, MCCA Public Safety. The MCCA, in its sole discretion, reserves the right to revoke credentials for violations of law, facility policies and procedures, and/or injuries against persons or property, and/or when the revocation of those credentials is in the best interests of the MCCA.

### **INSPECTIONS**

All persons, vehicles, bags, briefcases, backpacks, coolers, containers, etc. are subject to search and inspection. No unauthorized personal vehicles will be allowed to park in the Loading Dock or Exhibit Hall areas at any time. There are no exceptions.

### **DAMAGES**

If the MCCA determines that the Contractor/ Licensee is responsible for causing damage of any kind, the party agrees to reimburse the MCCA for the total cost of repair or replacement upon submission of invoice. This includes any residual items left in the Hynes including, but not limited to tape, adhesives, paints or other materials. Failure to promptly pay for damages will result in suspension or cancellation of the Contractor's

permit to work in the Hynes until all outstanding balances have been paid.

### **GRATUITIES POLICY**

It is against MCCA policy for any employee, agent, contractor or subcontractor, while working for the MCCA, to accept gratuities or gifts from the Licensee and/or any exhibitors. Offering of tips and gratuities to any MCCA employee, agent, contractor or subcontractor is not necessary and strictly prohibited. In the event the Licensee is approached or solicited by any MCCA or affiliated employee, please report this violation to the Public Safety Manager on duty at 617.954.2111.

### **EXHIBITOR PRODUCT**

Exhibitors are prohibited from offering or selling any product(s) to any employee, agent, contractor or subcontractor working at the Hynes.

At the conclusion of the event all products must be either:

- Removed from MCCA facilities by the exhibitor;
- Properly disposed of;
- Donated to a previously identified non-profit charity; or
- Sold to an established business with sales receipts supplied and produced on demand.

Any MCCA employee, agent, contractor or subcontractor working in MCCA facilities who is determined to be removing and/or accepting event-related product(s) is subject to immediate termination of employment or prohibition from working at all MCCA facilities.

### **WORK-IN-HARMONY AGREEMENT**

The Contractor agrees that its employees can at all times work in harmony with other elements of labor engaged at the Hynes.

### **CONTRACTOR EMPLOYEE BREAK AREAS**

Contractor personnel, regardless of jurisdiction, affiliation or employer, may not take breaks or lunch in public areas (pre-function spaces, meeting rooms, front of house hallways and corridors, exhibit halls after move in is completed, etc.) of the Hynes. It is the responsibility of the contractor to monitor their personnel in this regard. If satisfactory compliance is not evidenced immediately upon receipt of these policies, additional staff will be scheduled to monitor activities in these areas at the contractor's expense.

## **ELEVATORS AND ESCALATORS**

The MCCA reserves the right to assign elevator operators as it deems necessary at either facility, at the GSC's cost. Contractor employees are not permitted to transport equipment or material on escalators at any time. When possible, all deliveries should be made using the service elevators. Light loads are permitted on passenger elevators only to those areas not serviced by freight elevators. Failure to adhere to these regulations will result in the disabling of the passenger elevators and escalators.

### **Freight Elevators**

The MCCA reserves the right to assign elevator operators as it deems necessary. It is understood that when MCCA designated personnel are not assigned to operate freight elevators, contractor personnel will be designated to operate them and will do so in a manner consistent with posted operating procedures and accepted safety practices. It is also understood that the MCCA retains authority over scheduling and priority for use of freight elevators unless such authority is delegated in writing to the GSC in advance of such use. The MCCA reserves the right to establish, and when necessary, revise all policies and procedures governing the use of freight elevators. Contractors shall be held responsible for any damage to the freight elevators as a result of negligent operation, including over-loading and improper procedures.

## **EMERGENCY PROCEDURES**

In the event of an emergency, all work will cease until further notice. Please listen for instructions via the public address system or from MCCA Public Safety Department staff.

### **To report an emergency in the Hynes:**

Call the Public Safety Command Center at 617.954.2111, reporting the nature of the emergency and your location.

### **Building Evacuation:**

If it is necessary to evacuate the facility:

- Listen for directions via the public address system;
- Direct individuals to the closest exit; and
- Prevent individuals from re-entry until "All Clear."

## FACILITY EQUIPMENT

Contractors may not use, move, rearrange, or compress Hynes equipment, including but not limited to the following: public safety/life safety equipment, such as fire extinguishers, AEDs, tables, chairs, brooms, risers, staging, ladders, podiums, trash receptacles and tilt trucks, without express written permission from the MCCA. All MCCA equipment used without permission will be confiscated or charged for at MCCA standard rental rates. Anyone found responsible for moving, removing or blocking fire safety equipment is subject to a fine.

## FREIGHT AND LOADING DOCK POLICY

The MCCA has established the following procedures for the safe and efficient operation of the Hynes loading docks. All Contractors must adhere to the following policies and procedures. Articles, exhibits, fixtures, displays, and property of any kind and description shall be brought into and taken out only at and through such approved loading areas as the MCCA may designate from time to time.

When two or more events require loading dock access, the MCCA will work with the Licensee and/or drayage schedule. The MCCA Director of Building Services is responsible for the overall operation of the loading dock.

The General Service Contractor must provide the approved Hand-Carry Policy signs and post at all entrances to the exhibit halls during the exhibitor move-in, and no less than two (2) hours before the exhibit hall closes on the last exhibit hall date, until move-out ends.

## STORAGE/SPECIAL REQUESTS

The Hynes does not provide or reserve permanent storage areas for Contractors. The MCCA reserves the right to approve all proposed layover areas. The storage of materials and equipment shall never impede general operating space, workshops, offices, electrical or telephone closets, storage rooms, stairwells, security cameras, exit doors and dock levers. Storage of containers in loading dock areas (docks, bays, platforms) is permitted once the GSC has formally submitted its Hynes Truck Marshalling and Loading Dock Storage Plan three (3) months in advance of move-in. Storage in meeting rooms is strictly forbidden.

Bone yards are allowed in the Hynes with advance approval. The proposed location(s) must be identified on the Hynes Truck Marshalling – Loading Dock graphic and on all applicable floor plans submitted by the GSC for Public Safety/Transportation review. The proposed bone yard location(s) cannot block any

ingress or egress of the exhibit hall floor and cannot block/hide AEDs and fire extinguishers. Emergency exit signs must be visible. These areas are to be kept clean, well-organized and maintained by the GSC on a daily basis. Hynes proposed bone yard locations include the South Wall, the four corners of the Exhibit Hall, and underneath the pedestrian skybridge separating Halls A/B1. All locations must have at least a 16' pipe/drape that covers the entire area and is not visible from Level 1.

## Storage of Propane Tanks

During move-in, event and move-out days, propane tanks shall be stored safely (cages), and removed on a daily basis if empty, in accordance with MCCA rules and regulations. Propane tanks will not be stored within Hynes property under any circumstances. Propane tanks must be removed from MCCA property after each event.

Contractors are not allowed to store propane tanks inside of the Hynes or loading dock area. Propane tanks must be disconnected from the forklifts and/or other machine and removed from the property before the loading dock is vacated. It is the responsibility of the contractors to have these tanks removed on a daily basis.

## Use of Electrical Forklifts

Please refer to the MCCA electrical forklift policy. Any questions may be referred to your Event Services Manager.

## HAZARDOUS MATERIALS

Each GSC/Service Provider will have in place a written plan and materials on-site to contain any liquid spills occurring on MCCA property due to equipment failure (forklifts, carts, GSC vehicles, etc.), or the transporting of event/show materials. Spills include, but are not limited to, hydraulic fluid, fuel, battery acids and other corrosives. The plans must include a method to prevent spills, containment and a procedure for the proper disposal of materials. All spills must be reported to the Public Safety Department at the time they occur.

## CLEANLINESS OF LOADING DOCKS

Time must be set aside by the GSC/Service Providers to perform a daily clean up of the loading dock area. All debris must be disposed of, and decorating materials and forklifts, as well as other equipment, must at all times be arranged in an orderly fashion, in order to maintain a safe and clean loading dock area (dock, bays, platforms). At the completion of an event, convention or tradeshow, the loading dock area must be left in a clean and orderly manner that satisfies

MCCA standards.

### **PALLET REMOVAL AND SHIPPING CRATES**

The GSC shall remove wooden pallets and shipping crates from the exhibit hall floor as soon as possible. Wooden pallets and shipping crates are not permitted in the exhibit halls during events.

### **MATERIAL HANDLING EQUIPMENT**

Contractors will at all times observe and abide by posted MCCA operation and safety rules/signs. All forklifts that operate within the Hynes must be equipped with the proper, functional safety devices (seat belts, horn, lights, strobe warning lights for visual moving of equipment, and a backup tone). All equipment operators must, at all times, drive with caution and reduced speed. It is the responsibility of the GSC/Service Provider to ensure that all equipment operators are fully licensed or certified with applicable state and any other applicable regulatory agencies. Mechanized equipment is not allowed in any carpeted areas.

## **General Service Contractors/ Decorating Guidelines**

### **FLOOR PLANS**

Ten (10) months prior to the event, the GSC must forward six (6) full-scale copies of working floor plans to the Event Services Manager for initial Public Safety review. This must also include usage of a bone yard. Six (6) copies of accurately scaled floor plans of the event, convention or tradeshow must be submitted to the MCCA Event Services Manager, no later than sixty (60) days prior to move-in, for final approval. Floor plans should include the size and location of all aisles, service aisles (minimum 10-foot), AEDs, all pipe and drape lines including perimeter lines and baffles, mandatory east/west emergency egress aisles for multi-hall events at the Hynes, utility floor ports, fire extinguishers and hoses, exits, entrance units, exhibits, General Service Contractor booths, food stands or bars, registration areas, information tables and other displays, and anticipated bone yards. Plans must be at least 1/32" scale and have the name and date of the show or event written on each sheet. Under no circumstances will a GSC be allowed to move-in without an approved Floor Plan.

The Show Manager is required to construct, operate and maintain the event according to approved floor plans. Any changes required by the MCCA must be made and re-submitted to the MCCA prior to move-in. The GSC or Show Manager

will be responsible for covering any costs incurred through problems with the floor plans.

### **FLOORINGS**

Forklifts, electric carts, motorized equipment and other vehicles are not permitted on carpeted, tiled, or stone floor areas throughout the Hynes. Vehicles that are approved for use in exhibition or display areas must be protected by Visqueen®, Masonite®, Homasote®, tarpaulin, plywood, or comparable protective material to prevent damage from tires, leaks, oil, etc. It is the GSC/Service Provider's responsibility to clean, repair and/or report any stains, cracks or other damages that may occur despite precautionary measures being taken. It is the GSC/Service Provider's responsibility to assure that any stains, cracks or other damages are reported to the MCCA and repaired in the event that these damages occur despite such precautionary measures.

### **FLOOR MARKINGS**

The GSC must use the standard stick or ball-type chalk in marking exhibit floors. Liquid chalk, water paint or liquids of any other nature are not allowed. Costs of removing liquid chalk, paint or other marking methods will be the responsibility of the Licensee. Shoe polish is also not permitted.

### **MATERIAL HANDLING EQUIPMENT – LOBBY AREAS, MEETING ROOMS, CARPETED AREAS**

Mechanized equipment is not allowed in any lobbies, meeting rooms or carpeted areas. Only rubber wheeled carts may be used to transport items across tiled or stone flooring. Published load limits of any floor areas and ceiling tracks will not be exceeded. No hand-trucks, carts, or other devices to move equipment or freight will be allowed in meeting rooms or carpeted areas, without the use of plywood, Masonite®, Homasote® or Visqueen®. Heat tape and double-face tape may not be used on carpeted or terrazzo floors. Any floor coverings over permanent carpet must be approved in advance by the Event Services Manager.

### **FLOOR PROTECTION FOR MEETING ROOMS, BALLROOM, CARPETED LOBBY, PRE-FUNCTION, REGISTRATION AREAS AND TERRAZZO/ MARBLE FLOORING**

Responsibility for protecting all carpeted areas and walls and the terrazzo/marble flooring rests solely with the Contractor performing the work in these locations. This applies to areas receiving crates, pallets, freight, boxes, road cases, or other

large/heavy materials likely to cause carpet/wall/floor damage. No cutting of carpet, foam core or other materials is permitted at the Hynes without proper floor protection. Placement of registration counters or any decorative elements that could damage the terrazzo/marble flooring will require carpet to be laid under counters and/or decorative elements.

All areas (except the exhibit hall floor) that require double-sided tape must utilize Bron Tapes (call 800-782-8807; specify the following product: Low Tack Double-Face, product #BT 100 DX).

The following rules will be strictly enforced:

- All contractor equipment is subject to inspection and approval by the MCCA.
- Battery-powered equipment is prohibited from use in the meeting rooms and ballrooms.
- All forklifts are prohibited from use in the meeting rooms and ballrooms.
- Flat trucks with polyurethane and polyolefin wheels with a diameter of not less than five inches are approved for use in the meeting rooms and ballrooms without floor protection.
- Homasote® or Masonite® is required with approved flat trucks, furniture dollies, forklifts, pallet jacks and all other equipment and crating. This type of equipment is not allowed off the Homasote® or Masonite® at any time.
- Aerial lifts and scissor lifts on carpeted surfaces must be equipped with wheel covers and diapers for battery and hydraulic mechanisms.
- Wheeled fiberglass cases with clean wheels are allowed on carpeted areas without protection.
- If any carpeted area is to be covered with contractor carpet, a ¼" tempered Masonite® with seams taped must be laid over Visqueen® before the contractor carpet is installed.
- Only polycoated cloth tape, coated with high quality and high shear adhesive that will not deposit residue upon removal, will be allowed.
- Electric vehicles may not be parked on carpeted surfaces for charging.
- Motor vehicles used for display must be pushed to their designated locations. A drop cloth large enough to cover the entire undercarriage of the vehicle must be used during display. Vehicles may not be started or moved under power for any reason while on carpeted surfaces.
- Any items that are likely to snag carpet fibers or leave a

residue may not be used on carpeted areas without 100% protection. This includes paint, adhesives, soil, grass, flowers, chalk, water, non-permitted tape, screws, nails, Velcro, rough lumber, metal, lass or other similar items.

### **CARPET DAMAGE AND REPAIR**

The cost to repair damage to carpeted areas will be billed to the appropriate party. Failure to promptly pay for damage will result in suspension or cancellation of the Contractors' permit, and permission to enter or work in the Hynes will be withdrawn until outstanding balances have been paid. Initial enforcement will be provided through the use of MCCA staff. If satisfactory compliance is not evidenced immediately upon receipt of these policies, additional staff will be scheduled to monitor activities in these areas at the Contractors' sole expense.

### **PUBLIC AISLES**

Public aisles must be a minimum of ten feet (10') wide. Requests for an aisle less than ten feet (10') must be approved in writing by the MCCA Public Safety Department. Service aisles (double-back drape) must be adjacent to any booth receiving any utility, must be placed so that a utility box is inside of the aisle, and must be masked by double-back drape. No exhibitor materials can be stored in this service aisle. Additional charges will be incurred by the Licensee for any booth needing a utility that is not adjacent to a service aisle.

### **BACK OF THE HOUSE SERVICE CORRIDORS**

The storage of event freight or equipment in the meeting room or ballroom service corridors is strictly forbidden. Eating or loitering in the service corridors is strictly forbidden. The stored or affixed equipment in the service corridors is for the exclusive use of the MCCA or its vendors.

### **EXTERIOR/INTERIOR SIGNAGE PLAN**

Graphics may not be placed anywhere externally/internally at the Hynes without submitting a written plan to the Event Services Manager forty-five (45) days prior to move-in for review and approval. The written plan should include the following: Graphic use (identify locations for show branding, directional signage, sponsorship and advertising signage), installation schedule and removal schedule. The type of material(s) and application method(s) is required in writing. All clings, wall and floor graphics must be tested and approved by the MCCA 30 days prior to the first contracted move-in day before being installed. Preferred materials to be used for clings, wall and floor graphics are Photo Tex (low tac) and 3M products. Materials should be water-based or static (no adhesives). Vinyl is

the preferred material for banners. Please see Banner Hanging Guidelines on page 47 for more details. If any clean-up is required, the MCCA will provide such service and bill all charges to the Contractor. Graphics and tape are not allowed on mirrors at any time without prior written approval.

### RECYCLING PROGRAM

The MCCA has a robust trash removal and recycling program to help divert waste from the landfill by utilizing the recycling streams currently set up within the building. All Contractors will comply with the Facility Recycling Program, which is designed to achieve operating goals established by the MCCA. For more information please review the Cleaning Services and Trash Removal Guidelines section.

The MCCA also operates Conventions C.A.R.E., a donation program that encourages event planners to leave unused materials at designated locations at the conclusion of an event.

### MOTORIZED EQUIPMENT/FORKLIFTS

#### Identification and Inspection

Forklift operators are required to conduct and document daily inspections of equipment at the beginning of each day or change in shift. The GSC will maintain an approved inspection sheet on-site and available for inspection by the Public Safety Department. The GSC shall maintain the original inspection sheet on file for a minimum of 180 days after the last day of the event.

The Contractor, with approval from the MCCA, will develop an identification program for forklifts and those personnel that are operating the forklift, lifts or motorized equipment.

The Contractor must have its forklift, lifts and motorized equipment supplier inspect and paint said equipment on an annual basis. The MCCA reserves the right to remove all equipment that is not in compliance with this regulation.

#### Operation

Only individuals possessing a current and valid hoisting license under 520 CMR 6.0 and M.G.L. Chapter 146 §§ 53-55 and §§ 64-67 may operate forklifts, mobile elevating work platforms or articulated lifts. The operator is required to have the appropriate class license in their possession and available for inspections.

Registered, insured and marked vehicles owned by the GSC/ Service Provider may be used on MCCA roadways, while conducting official business only. No forklifts, lifts, carts or motorized equipment are allowed on unprotected carpeted,

tilled or stone surfaces.

Forklifts/motorized equipment may not use emergency exits or exit doors — all freight must travel through portals reserved for freight access. Forklifts and other motorized equipment are also forbidden in all MCCA Parking Areas. All GSC forklifts and motorized equipment are prohibited from entering and/or operating within any and all MCCA parking facilities, whether public or private.

All forklifts and motorized equipment (including rental equipment) must be removed from the Hynes within 24 hours after an event, convention or tradeshow.

Mechanized equipment may not be started or operated within the exhibit hall for the first fifteen (15) minutes after the exhibit hall closes to the public for the day or final closing of the event. Motor vehicles, farm, yard and recreational equipment are also included in this regulation.

#### Use of Electrical Forklifts

Please refer to the MCCA electrical forklift policy. Any questions may be referred to your Event Services Manager.

#### Safety

Forklifts/motorized equipment operated on MCCA property must have fully functional and proper safety equipment including seat belts, horn, strobe warning light, backup tone, headlight and taillights.

Forklifts/motorized equipment must pass all emissions and safety standards as required by OSHA and the Hynes, including reverse indicators and seatbelts.

Contractors must enforce safe speed limits for all equipment operating in the Hynes including but not limited to trucks, forklifts, electric carts, delivery vehicles, etc. Electric carts may not be used in any public areas. The GSC must post safety-related signage at all high traffic intersections.

All Contractors are responsible for the proper operation of all motorized equipment and proper licensing/permitting of their employees. It is the responsibility of the employer to provide training in proper operation of all motorized equipment. Failure to abide by these rules may result in the suspension or cancellation of the Contractors' permit to operate within the Hynes.

The MCCA reserves the right to remove, at the expense of the Contractor, all equipment or personnel not complying with these regulations.

## TAXES, LICENSES, CERTIFICATES AND PERMITS

Contractors must obtain and keep current all applicable business licenses, certificates, permits and certifications as may be required by Federal, State, or local laws or regulations, and shall pay all taxes required, including sales, excise and use tax. In addition, all entities conducting business with the MCCA must register with the Secretary of State's Office where required by law. All Contractors working on-site may, at the discretion of the MCCA, be required to display a permit issued by the MCCA showing compliance with the Facility rules, regulation and permit requirements.

## INSURANCE AND IDENTIFICATION

The Contractor shall indemnify and save harmless the MCCA from all suits, actions, claims, demands, damages or losses, expenses, and costs of every kind and description to which the MCCA may be subjected to or put by reason of injury (including death) to persons or property resulting from, in connection with, or growing out of any act of commission or omission of the Contractor, its agents, servants, employees, visitors, guests, contractors, subcontractors, or any and all other persons or corporations dealing with the Contractor in any way in the occupancy and use of the Hynes. At the request of the MCCA, the Contractor shall initiate and complete all activities, including any legal proceedings, necessary to effect resolution of any such suits, actions, claims or demands, except as set forth herein.

The Contractor shall also maintain, in a company or companies authorized to do such business in the Commonwealth of Massachusetts and which are satisfactory to the MCCA in the exercise of the MCCA's reasonable judgment, commercial general liability insurance on an occurrence basis. Such insurance shall cover claims by any person for bodily or personal injury, death or property damage occurring in connection with or arising out of the Licensed Event, with combined single limit coverage per occurrence of not less than \$1,000,000 (\$2,000,000 general aggregate), and which coverage shall name the MCCA as an additional insured. The Licensee shall also maintain workers' compensation insurance as required by law, including employer's liability coverage in the amount of \$100,000 by accident and \$100,000/\$500,000 by disease.

The Contractor shall also maintain admitted insurance satisfactory to the MCCA under compulsory insurance laws of Massachusetts for vehicles licensed herein. For all other vehicles, the Contractor shall maintain Comprehensive Business Automobile Liability insurance naming the MCCA

as an additional insured, insuring any owned, non-owned and hired vehicles to be used in and out of the Facility, such policy to insure loading or unloading hazards with limits of liability of at least a combined single limit of \$1,000,000, subject to umbrella excess requirements.

The Contractor shall also provide and maintain occurrence forms of concurrent umbrella excess liability insurance with a minimum occurrence limit of \$10,000,000.

The Contractor uses the Hynes at its own risk, and the MCCA shall not be liable to the Contractor or to any person on the premises or at the Hynes under arrangements made with the Contractor for any damage, injury or claim, including without limitation such matters resulting from the acts or omissions of third parties, excepting solely any damage or injury attributable to the negligence, gross negligence or willful misconduct of the MCCA or any other liability imposed on the MCCA by law.

The Contractor shall hold the MCCA harmless and indemnify the MCCA and release the MCCA from any claims, losses or damage to any property removed from the Hynes by the Contractor, its agents, servants, employees, visitors, guests, contractors, subcontractors, or any and all other persons or corporations dealing with the Contractor in any way in the occupancy and use of the Hynes.

## GSC MANAGER PARKING

The MCCA will provide one parking space for GSC managers from move-in through move-out, for each event. The GSC must request parking two (2) weeks before the event, identifying the manager and the vehicle used. All vehicles must properly display the issued dashboard permit, and parking is restricted to designated spaces. Failure to follow parking guidelines will result in loss of parking and/or towing of vehicles at the owner's risk and expense.

## Truck Marshalling Yard Use

The MCCA currently operates marshalling yards in Allston/Brighton. The MCCA in its sole discretion may make marshalling yard assignments to Hynes events.

Requests for access and use of MCCA Marshalling Yard resources must be made and scheduled through the MCCA Event Services Manager by completing the Hynes Loading Dock, Truck Marshalling and Dock Use Plan, indicating specific needs as detailed below.

## GENERAL RULES, MCCA TRUCK MARSHALLING YARD

The Authorized Contractor will inspect the marshalling yards daily. Safety problems will be promptly reported to the Hynes Loading Dock Manager for the Allston/Brighton Yard.

Rules governing the use of the marshalling yards are as follows:

*All GSCs will be required to use the MCCA truck marshalling locations.*

1. Such use of the Marshalling Area must be coordinated through the MCCA Event Services Manager. Requests should be made and scheduling accomplished through the MCCA Truck Marshalling and Loading Dock Plan. In the event of multiple requests over the same time period, the MCCA will determine yard assignments.
2. Contractors shall only utilize those areas and delineated parking spaces for truck marshalling to and from events at the Hynes.
3. The Contractor shall indemnify and save harmless the MCCA from all suits, actions, claims, demands, damages or losses, expenses, and cost of every kind and description to which the MCCA may be subjected to or put by reason of injury (including death) to persons or property resulting from, in connection with, or growing out of any act of commission or omission of the Contractor, its agents, servants, employees, visitors, guests, contractors, subcontractors, or any and all other persons or corporations dealing with the Contractor in any way in the occupancy and use of the Marshalling Area. At the request of the MCCA, the Contractor shall initiate and complete all activities, including any legal proceedings, necessary to affect the resolution of any such suits, actions, claims, or demands, except as set forth herein.
4. The Contractor agrees to maintain the Marshalling Area in a clean, safe and orderly manner. No accumulation of litter, trash, debris or other disposable material will be permitted on the premises. The Contractor shall not commit or suffer waste or impairment of the Marshalling property.
5. The Contractor agrees that it will not occupy or use the Marshalling Area, nor allow it to be occupied or used for any purposes other than those for which it is customarily used, nor in any way to occupy or use the property, nor allow it to be occupied or used in other than a proper or fitting manner, nor in a manner contrary to any law of the Commonwealth or to any ordinance or by-law of the City of Boston.

6. The Contractor will immediately inform the MCCA of any hazardous condition that exists at the Marshalling Area.
7. Vehicles shall not stay in the Marshalling Area beyond the assigned dates of the Licensed Event.
8. The MCCA does not take responsibility for the safety or security of any individual or vehicles using the Marshalling Area.
9. The MCCA has sole discretion as to the use and occupancy of the Marshalling Area.
10. No parking of any private vehicles of any kind by the Contractor, agent, employees, contractors and subcontractors or others, unrelated to deliveries and pick-ups of the Hynes, shall be permitted in the Marshalling Area at any time. Further, the Contractor acknowledges that no parking spaces have been reserved for its exclusive use at the MCCA Marshalling Yard.
11. All posted restrictions and regulations must be adhered to.
12. If dock space is required for marshalling activity, this must be coordinated with the Loading Dock Supervisor.

Overnight parking on MCCA property is prohibited. There is no overnight parking of either privately owned motor vehicles or trucks, tractors and/or trailers allowed on MCCA property unless expressly allowed.

## Loading Dock, Truck Marshalling & Dock Storage Plans

Loading Dock, Truck Marshalling and Dock Storage Plans are required to be filed by the GSC company electronically with the MCCA.

## MARSHALLING TEAM

The following positions are part of the GSC marshalling team and are responsible for the respective duties listed below.

### GSC Dock Manager (General Contractor Responsibility)

- To ensure all freight drivers are licensed and insured to drive trucks onto MCCA property to unload and load freight.
- Remain in constant communication with the marshalling yard to ensure that the appropriate number of vehicles is deployed to the Hynes when space permits.
- Coordinate with GSC and freight hauler staff at the top of Cambria Street to ensure that vehicles are being allowed

dock access in the order they arrive to the facility, or in the order necessary to fulfill event requirements.

- Efficiently manage the inbound and outbound activity and correct any issues that arise involving Contractor activity.
- Ensure that all vehicle drivers are dropping trailers and removing unnecessary equipment from the loading dock to prevent gaps in activity periods due to overcrowding.
- Remain in contact with the MCCA Loading Dock Manager.
- Accountable for the overall production of Contractor activity during all move-in/move-out periods.
- Respond to all requests made by MCCA personnel in a timely and effective manner.

#### **Marshalling Yard Attendant**

- Manage and ensure that the staging of vehicles in the yard(s) is maintained to the standards set by the MCCA.
- Deploy the appropriate number of vehicles to the facility as requested by the GSC Dock Manager/Marshalling Team.
- Remain in constant contact with other team members to ensure success during move-in/move-out periods.

#### **Cambria Street Attendant**

- Remain at the top of Cambria Street.
- Direct all drivers that will be loading/unloading to the marshalling yard to be staged appropriately.
- Allow access to vehicles only when requested by the GSC Dock Manager/Marshalling Team.
- Prevent building deliveries for the facility from being delayed. All such deliveries should be coordinated with the GSC Dock Manager/Marshalling Team and the MCCA's Dock Manager to ensure access to the next available dock bay.
- Direct all POVs to the bottom of Cambria Street as they arrive at Cambria Street.
- Manage Cambria Street efficiently and report any problems to the GSC Dock Manager/Marshalling Team, and or the MCCA Loading Dock Manager.
- Ensure clear and unobstructed passage for all monthly Pilgrim parkers who are entering the garage at the bottom of Cambria Street.

- Manage staging on Cambria Street. The only vehicles that should be stage are those deployed by the marshalling yard and are pulling into the loading dock. At no time should a vehicle be staged on Cambria Street in excess of 30 minutes.
- Remain in constant contact with other team member to ensure success during move-in/move-out periods.

#### **Additional Considerations**

- Based on the size/volume of freight for each event, two additional GSC employees may be required to assist with traffic concerns both inside and on the exterior perimeter of the loading dock. This requirement will be determined by the MCCA upon review of the truck marshalling plan for each event, and the Contractor will be notified.
- It is the responsibility of the Contractor to adhere to the policies and procedures set forth by the MCCA while on MCCA property.
- Staffing these positions is critical to the functionality of the loading dock area — building access could be delayed significantly if these guidelines are not followed.
- The MCCA Loading Dock Manager will oversee the loading dock operation and will guide the Contractor so that the use of the loading dock can be maximized at all times.
- This plan in no way limits the GSC to only the positions stated. If in the opinion of the GSC, other GSC personnel are needed to conduct an efficient, safe and orderly dock operation, the GSC must take action to staff such positions.
- Any such use of the MCCA marshalling yards must be coordinated through the MCCA. In the event of multiple concurrent requests, the MCCA shall determine yard assignments for Contractors.
- Unauthorized use and unscheduled use of the marshalling yards will not be permitted and may result in loss of said privilege. If satisfactory compliance is not evidenced immediately upon receipt of these policies, additional MCCA staff will be scheduled to monitor activities in these areas at the Contractors' expense.

# Section F

## RIGGING RULES & REGULATIONS

### MCCA Rigging Rules And Regulations

The Massachusetts Convention Center Authority (MCCA) maintains the following rules and regulations that apply to the Hynes that should be read thoroughly before Licensee signs an Event License Agreement with the MCCA. Licensee should supply a copy of these rules and regulations (or appropriate portions thereof) to exhibitors, contractors and other employees in conjunction with the event, to ensure that all parties are in full compliance.

#### PROVISION OF RIGGING SERVICES

The MCCA has contracted with an exclusive rigging service provider (ERSP) to provide exclusive rigging services at the Facilities, subject to the jurisdiction described in these Rigging Rules and Regulations; this jurisdiction supersedes any existing contracts the Licensee may have with other parties. Among other responsibilities, the ERSP approves the design and equipment for all rigging systems to be used within the Hynes; is the exclusive source for the installation and dismantle of all rigging points (defined below); and in most cases maintains the exclusive right to make necessary attachments to those rigging points.

Specifically, the following rigging designations apply in the Hynes:

### HYNES RIGGING

The hanging or rigging of signs, displays or banners shall not interfere with the building fire sprinkler system. Rigged items shall not exceed 300 square feet in surface area in a horizontal plane, nor be more than a 15 degree angle from a vertical plan relative to the exhibit hall floor.

#### Tents, Canopies and Tarps

All tents, canopies and tarps must be fire resistant and meet CPAI 84 (Canvas Products Association International) specifications. The original flame-retardant compliance tag must be attached to the tent, canopy or tarp. Additionally, exhibitors must have the manufacturer documentation available for on-site inspection. Open flame, cooking or other sources of heat are prohibited under any tent, canopy or tarp. The exhibitor is required to have a 10lb. ABC fire extinguisher readily accessible within the exhibit. Individual exhibitor tents, canopies or tarps exceeding 300 square feet (28 square meters) shall be protected by automatic extinguishing systems. A single exhibit or group of exhibits covered by a tent, canopy or tarp that do not require sprinklers shall be separated by a distance not less than 10 feet (3,050 mm) where the aggregate ceiling exceeds 300 square feet (28 square meters). Tents exceeding 400 square feet (37 square meters) require a tent permit from the Boston Fire Department.

### Exhibit Halls and Auditorium (when an exhibit space)

The MCCA's in-house ERSP is the exclusive provider of all aerial rigging, flown and ground-supported, truss, motors, and operation of ground-supported crank-ups within the Hynes exhibit halls. This includes, but is not limited to, any and all physical attachments to the facility structure; inspection and approval of outside equipment, providing all labor to safely and efficiently rig within the exhibit hall. The in-house ERSP will provide and operate all aerial lifts for the purpose of providing this service. Show management and exhibitors have a choice regarding non-motorized aerial rigging in the exhibit hall. Both General Service Contractors and the in-house ERSP can provide rigging in the exhibit halls. The in-house ERSP is the exclusive provider of rigging services larger than provided for in the Basic Rigging Package to exhibitors in the exhibit halls, including hanging of signs, banners, overhead lighting or electrical rigging, and the assembly and attachment of any trusses, including ground-supported trusses in the booth space. All equipment must be assembled and attached by the in-house ERSP, on the ground and/or in the air. The in-house ERSP is exclusive for providing all truss and motors. Any prefabricated truss systems, specific to an event, must receive approval from the ERSP prior to use.

Signage hung by the Licensee's general service contractor must fall within the Basic Rigging Package as defined in the Hynes Exhibitor Ordering Guide. Signs must be less than 15' in diameter for circular signs, less than 20' wide for banners, and less than 175 square feet for other shaped signs. Signs must require three or less points to the ceiling and weigh less than 150 lbs. Signage must be rigged with the appropriate wire rope (aircraft cable) rated with a working load of at least 400 lbs. All terminations and other hardware must also be rated at a working load of 400 lbs or above. Attachments may also not be made to any pipes, conduits, or ductwork or other portions of the building not rated for loading. **All non-motorized aerial rigging is subject to safety inspection and approval by the MCCA. If the MCCA deems any equipment unsafe, then such equipment will not be rigged until the safety issue is corrected.**

### Auditorium (as general session) and Ballrooms

The ERSP is the exclusive provider of all truss and motors, aerial rigging including ground-supported and flown truss, and operation of ground-supported crank-ups, without exception. This includes, without limitation, all physical attachments (truss, motors, etc.) to the facility structure; attachment of any overhead items, including but not limited to lighting,

a/v equipment, etc.; the assembly and installation of trusses, including ground-supported trusses; safety inspection and approvals of equipment; and provision of rigging labor for these tasks. The ERSP will provide and operate all aerial lifts for the purpose of providing this service. All equipment must be assembled and attached by the ERSP, on the ground and in the air. **All equipment is subject to safety inspection and approval of the ERSP on behalf of the MCCA. If the ERSP deems any equipment unsafe, then such equipment will not be rigged until the safety issue is corrected.**

### Lobbies, Registration and Pre-Function Areas

Aerial rigging is prohibited in lobbies, registration, and pre-function areas except for North Rotunda (requires pre-approval).

Under the direction of the MCCA, General Service Contractors may hang banners and signs in the North Rotunda. The MCCA exclusive in-house rigging provider may also provide this service if the Licensee chooses to use them. If trusses and/or motors are required, then the exclusive in-house rigging provider must provide the equipment and service to hang any and all items. The MCCA and/or the exclusive rigging provider will inspect and approve all banners/signs before and after they are hung. Banners/signs incorrectly hung will be removed immediately at the owner's expense.

### Meeting Rooms

Aerial rigging is prohibited in meeting rooms. The ERSP is the exclusive operator of ground-supported crank-ups and truss.

### Exterior Rigging

The GSC may hang external banners and signs only at specified facility rigging points. Locations must be pre-approved by your Event Services Manager prior to rigging. The ERSP is required to hang banners weighing greater than 150 lbs. The ERSP is also required to hang any trusses, motors, and/or electrical rigging in these areas. GSC installation is subject to inspection by the MCCA and must be deemed safe.

### Cabling

No cables (telephone, Internet, electrical, audio, video, etc.) should be run in front of any doorway at any time. If cables must cross a doorway, cables must be flown—cable trays are not an acceptable substitute.

## DRAYAGE

The general service contractor is responsible for providing all drayage (e.g. unloading, loading and delivery of equipment) associated with your event. In the event that there is no general service contractor, or if Licensees or exhibitors wish to make other drayage arrangements, the ERSP may assist with these arrangements.

## BANNER HANGING GUIDELINES

All banners, whether they are required to be hung by the ERSP, or are approved to be hung by the general service contractor (where allowed), must adhere to the requirements below. All materials associated with the banner must possess a Boston Fire Department (BFD) flame-rating certificate, and said certificate should be submitted to the ERSP. Delays, additional equipment, and labor charges may be incurred by not having the appropriate materials to hang your banner effectively and safely. All exhibitor sign hanging may be ordered through the MCCA's Exhibitor Services Department. Orders can be placed online and should follow the instructions and guidelines listed in the Exhibitor Ordering Guide, which is accessible online at [www.signatureboston.com](http://www.signatureboston.com).

Banners in excess of 6 feet linear should come with a rigid support for best results when hanging. For banners in excess of 20 feet linear, truss and/or motors will be necessary to allow the banner to hang safely and correctly. The ERSP will notify the owner/hanging party whether truss is required and whether any additional charges may apply.

All banners must include grommets and pole pockets on the top and bottom.

All Licensee banner-hanging orders should be placed through the ERSP directly at least 21 days prior to the event move-in date. An order will be considered placed and pricing confirmed when the ERSP issues a Rigging Order Acceptance Sheet. A diagram showing banner dimensions and placement will need to accompany all orders.

Banner hanging placement must be approved by the MCCA. Please contact your Event Services Manager directly.

Hynes exterior banners must meet the following guidelines:

- If a banner is made exclusively of vinyl, wind pockets must be built into the banners in order to allow wind to flow through easily.
- All edges of banners should have flat-felled seams, i.e., the edges should be folded over, glued, and doubled-stitched.
- Mesh banners must be reinforced with webbing in the in the folds before the grommets are affixed.
- All corners must be reinforced with webbing before the grommets are affixed, as the corners handle most of the stress.
- Banners must be made of lightweight, water-resistant material.
- In the event of a severe weather notice, banners may have to be removed, or install delayed.

## EXHIBIT HALL RIGGING SERVICES – DELIVERY OF SERVICE & OVERTIME

The service list below will assist you in ordering rigging services within the Facility. For Licensee, please place your orders for sign-hanging at least 21 days prior to event move-in in order to receive a 50% discount off of the Standard Package rigging solution; otherwise, standard rates apply. For General/Plenary Session labor requests, please contact the ESRP directly to order. Please work directly with your Event Services Manager and the ERSP for all order requests. For exhibitors, the MCCA's standard exhibitor ordering policy applies. Exhibitors must place rigging orders through the Exhibitor Service Department at least twenty-one (21) days prior to event move-in, in order to receive the discount price; otherwise, standard rates apply.

Pre-planning is the key to the smooth, efficient and cost-effective delivery of rigging and lighting services. Diagrams and booth layouts are essential for planning rigging and lighting services. In order to ensure efficient delivery of required services, please submit rigging plots, drawing, blueprints, and/or engineers' certification with your orders. Diagrams must include the location, dimensions and weight, and the height from the floor to the top of the suspended object. Diagrams must also show booth outline with aisles or neighboring booths marked for reference and orientation.

Exhibitors may request rigging service on Saturdays, Sundays, holidays or outside the package service hours (Monday-Friday 7 a.m. – 12 a.m.). In this case, a Team Overtime Hour must be ordered for each rigging package ordered.

## PACKAGE RIGGING SOLUTIONS

The MCCA offers package rigging solutions for exhibitors with basic and straightforward sign hanging needs. To qualify for the packages, exhibitors should be flexible about days and times of load-in and load-out. Orders for exhibitor package rigging solutions may also be placed online at

www.signatureboston.com.

### Basic Rigging Package

This package includes all lifts, labor and rigging equipment (cables, pipes, and hardware) necessary to install and take down one sign/banner weighing less than 150 lbs. and measuring less than 20' in length or less than 175 square feet. (Signs 20' or more in length, or 175 square feet or more in size, may require additional equipment. See "Custom Rigging and Lighting Solutions," below.) The package service is provided during standard service hours, Monday-Friday 7:00 a.m. – 5:00 p.m., except holidays. If service is required outside these times, overtime charges will be added in addition to the package.

### Electrical Rigging Package

This package includes the Basic Rigging Package plus labor to connect electrical service to an exhibitor sign/banner. Overhead electrical service for rotator, motor or lighted sign must be ordered separately. Please refer to the "Client Ordering Guide" or the "Exhibitor Ordering Guide" for electrical details.

### Overtime Hours

Exhibitors may request rigging service on Saturdays, Sundays, holidays or outside the package service hours (Monday-Friday 7 a.m. – 5 p.m.). In this case, an overtime charge must be ordered for each rigging package ordered.

## CUSTOM RIGGING AND LIGHTING SOLUTIONS

The MCCA, through the ERSP and its preferred in-house audio/visual provider, also offers customized rigging and lighting solutions for exhibitors with more complex or unique requirements. This option is best suited for exhibitors with larger signs, multiple signs and/or overhead lighting needs. Custom rigging and lighting solutions still require flexibility in load-in and load-out time. If you require a specific load-in or load-out day and/or time, hourly rates may apply (see "Terms and Conditions — Rigging" in the Exhibitor Ordering Guide). Custom rigging and lighting solutions may only be ordered with a pre-arranged quote; the Exhibitor Service Department is available to facilitate this process with exhibitors. The ERSP will issue quotes in an easy-to-order, easy-to-understand format that will typically include a Rigging Package for labor charges and any additional rigging equipment necessary to achieve the custom solution.

## RIGGING EQUIPMENT

### Truss

A truss is an aluminum structure used to create a lower "ceiling" to hang lighting or other suspended items. It is available in 5', 8', or 10' sections that can be attached to create desired lengths or height. These sections are available in a variety of box sizes.

### Corner Block

A corner block is an aluminum piece that attaches to truss to create a right angle.

- Silver 12" x 12" Box
- Black 12" x 12" Box
- Silver 20.5" x 20.5" Box

### Base Plate

A base plate is used as a stand for ground-supported truss or poles.

### Rotator

A rotator is a motor used to rotate a hanging sign.

### Motor

A motor is a motorized pulley that is rigged to the ceiling and attached to truss to achieve a desired height. Motors are also used to suspend safely those heavier objects that cannot be supported by cables alone. Motors are available in ¼ ton, ½ ton and 1 ton capacities.

### Lighting Fixtures

A variety of lighting options are available to brighten exhibit space. While lights cannot be attached directly to the Facility's ceiling, lighting can be suspended above exhibit space by utilizing truss and motors.

- Source 4 Par (575 watt, 750 watt)

This fixture is best used to create a wash effect or cover a larger area with light. It is available in 575 watt or 750 watt. Lenses are available in Very Narrow (VNSP), Narrow (NSP), Medium (MFL) or Wide (WFL).

- Source 4 Leko (575, 750 watt)

This fixture is best used to create a spotlight or to highlight specific spaces or objects. It is available in 575 watt or 750 watt. Lenses come in 19, 26, 36 or 50 degrees to achieve the desired

illumination from the light.

### Lighting Kits

Lighting kits include a combination of Lekos and Source 4 Pars based on layout and design requirements. Price includes fixtures, fixture accessories and all necessary cables. Dimmer/control and labor are not included and must be ordered separately. Special Orders for larger kits are available upon request.

- Small Lighting Kit (4-6 lights)
- Medium Lighting Kit (7-11 lights)
- Large Lighting Kit (12-15 lights)
- X-Large Lighting Kit (16-20 lights)

### Dimmer Racks and Lighting Controls

These items are optional with individual fixtures or small lighting kits, but mandatory with larger lighting kits. The dimmer rack is a large “outlet” that all lights plug into to create a central control location. A dimmer rack, depending upon size, can be placed in a booth or attached to the truss and kept in the air. The lighting console/control plugs into the dimmer rack to dim or control individual lights, groups of lights, or all lights at once. Electrical service is not included and must be ordered separately.

- Dimmer Control 1.2 x 4
- Dimmer Control 2.4 x 12
- Dimmer Control 2.4 x 24

### Rigging Labor and Rental

If an exhibitor requires specific load-in/load-out dates and/or times, then a Basic Rigging Package may not be applicable. In this case, a special quote for required crew and lift equipment will be prepared.

All rigging must conform to the rules, regulations and facility limitations of the MCCA and any show management regulations. Failure by an exhibitor to submit accurate diagrams prior to load-in may delay set-up, which could result in additional costs to the exhibitor.

### GENERAL PROVISIONS – RIGGING

- A.** The Licensee of the Facility is ultimately responsible for any damage, injury, etc. occurring out of or because of the hanging or attachment to the Facility by any exhibitor,

contractor, subcontractor, representative, agent, etc. during the Licensee Period.

- B.** At no time will any item be attached to the ceiling grid, ceiling tile or a false ceiling of the Facilities.
- C.** All beam structures or other painted structures are to be covered with a protective material before wire, cable, etc. is attached, to ensure no damage occurs to painted surfaces.
- D.** At no time will electrical lighting conduits, utility pipes or sprinkler systems be used as supports or as a source for attachment.
- E.** Whatever goes up must come down. No wires, ropes, etc. should be left behind. All items must be completely removed before the end of the final event move-out day.
- F.** The MCCA, or its designee the ERSP, may refuse permission to hang, stop, terminate or delay the hanging/attachment process if it is concerned about safety or damage to the Facilities. The MCCA's decision will be final in all cases. The Authority has the ultimate right to assign an on-site supervisor provided by the ERSP, at published rates, at time of rigging to approve any and all rigging.
- G.** The use of any type of tape/adhesive for attaching signs, banners or decorations to the building walls or decorative surfaces is not permitted.
- H.** All assembly of equipment, signs and products necessary prior to hanging will be the responsibility of the exhibitor.
- I.** All equipment, signs, products, etc. must be designed to suspend safely. Care must be taken to use only rated rigging hardware when designing, constructing or purchasing such items. The MCCA, or its designee the ERSP, may substitute or deny hanging any equipment, signs or objects it deems to be unsafe for overhead suspension.

### FREQUENTLY ASKED QUESTIONS – RIGGING

#### How do I know if I qualify for the Basic Rigging Package Rate?

Find out the dimensions and weight of your sign. If your sign weighs less than 150 lbs., is less than 20' in length, or less than 175 square feet, and does not require electrical rigging, truss or motors, you will qualify for the Basic Rigging Package. If your sign is motorized or needs electrical rigging (for example a rotating sign or a sign with lights), you qualify for the Electrical Rigging Package.

**Can I order lighting to be suspended from the ceiling?**

The ERSP can design a custom lighting solution for you to brighten up your booth or illuminate specific objects. While lights cannot be attached to and hung from the Facility's ceilings, using truss and motors we can create a lower "ceiling" for your area from which we can then hang lights. The ERSP will require a diagram showing your booth layout and exactly what you want illuminated in order to provide you with a detailed quote.

**Do I ship my sign to you to put it together?**

No. Although the ERSP provides labor to hang the sign, your General Service Contractor (GSC) handles all shipments. You may build your sign or hire the GSC to put it together for you. When the sign has arrived at the Hynes and has been assembled, the ERSP will hang it for you. Be sure to bear this in mind when making your time and day requests for sign hanging.

**Can I request load-in and load-out times?**

Yes, the Rigging Order Form has a space for you to indicate your preferred up and down times. Please note that your preferred timing is not guaranteed; however, the ERSP will do their best to cater to your requests. If you absolutely need a specific install or load-out time, additional charges will apply. If you do not provide a diagram or layout prior to load-in, then you may experience set-up delays and additional cost.

**What type of diagrams should I send?**

The most useful diagrams are on a proportioned grid to show the dimensions of the booth, the exact desired placement of hanging items, and orientation of the other booths around yours. As a general rule, pictures from previous shows and pictures of the sign only are not as helpful as current diagrams of the entire booth space with the placement, height, and weight of the sign(s) or hanging item(s).

**As show management, who should I contact to initiate the planning and delivery of rigging services?**

The MCCA strives to provide a "one stop shopping" environment at the Hynes. Every event, large or small, is assigned an Event Services Manager, who is your dedicated planning professional. Your Event Services Manager is always your first point of contact; s/he will ensure, among other

things, the smooth, efficient and cost-effective delivery of services associated with your event. To initiate the planning and delivery of rigging services, please contact your Event Services Manager directly.

# Section G

## AUDIO/VIDEO CONTRACTOR/VENDOR GUIDE

### Acoustics Properties & Characteristics

The Hynes features a state-of-the-art audio control system, allowing paging from anywhere in the building and extensive patching and distribution capabilities. Each meeting area has multiple inputs for microphones and music playback, and audio recording is available either in the room or in our central recording area. Video distribution can be achieved through coax cabling or fiber optic cable. Several twisted pair copper lines are in each meeting area as well, allowing complete networking capabilities. The heart of the system is the BSS London series of digital signal processors. They are coupled with Crown amplifiers to provide clean, even coverage in all areas. The system allows complete control of audio routing, combining and distribution.

### AUDITORIUM

The Auditorium has over 25,760 square feet of floor space, and can be used for general sessions, exhibit space or special events. Theater-style seating for over 3,000 can be accommodated, and moveable air walls allow the space to be combined with Exhibit Hall C for additional seating. A balcony around three sides of the room provides additional seating for 1200.

The walls in the Auditorium balcony have perforated steel acoustic surfacing, which provides a modest amount of acoustic

treatment. Ceiling height is 43', and under the balcony it is 20'. Multiple rigging points are available.

Access to audio, video, data, CATV, telephone and power is available through utility floor boxes, located on 30 foot x 30 foot centers and along the walls.

### EXHIBITION HALLS

The Exhibit Halls combined are 176,910 square feet of space situated on two levels. Level One is 75,670 gross square feet in two combined or independent halls. Level Two is 101,240 gross square feet in three combined or three independent halls. Hall D can be used for general sessions as well as exhibit space. The ceiling height is 43', with a 20' high ceiling around the perimeter of the room.

Access to audio, video, data, CATV, telephone and power is available through utility floor boxes, located on 30 foot x 30 foot centers and along the columns and walls.

### BALLROOM

Our unique Ballroom offers a state-of-the-art sound system and a spectacular triple vaulted ceiling, in an elegant setting. The Ballroom can be opened to a 25,347 square foot space or divided into three (3) separate Ballrooms. Mic, line, and video

jacks are available on all walls and in floor boxes throughout the room. Network connectivity is also available throughout the room.

Rigging points are conveniently located in the ceiling. Load in is via a 9x19 foot freight elevator just behind the ballrooms.

### MEETING ROOMS

Meeting Rooms are available on each level of the facility. These rooms offer the meeting planner a wide range of flexibility in room size. There are a total of (35) rooms available. Rooms 302, 304, and 306 on Level 3 can be combined to form a mini-ballroom.

Electrical, phone and Internet are available in each room. A built-in sound system is available (except in rooms 301, 303, 305 and 307) if you choose to work with the in-house preferred vendor, who has the exclusive contract on the use of the house sound system.

Storage is not permitted in any meeting room.

### PRE-FUNCTION AREAS

Pre-function spaces are available for event registration, information booths, receptions, cocktail parties and other event activities. All Pre-function, Lobby and Registration areas are centrally located, with direct flow into the exhibit halls and meeting rooms. Electric, telephone and Internet access is available in all registration areas.

### THE SHERATON BOSTON HOTEL

The Sheraton Boston Hotel can be linked to events at the Hynes, and vice-versa. The Sheraton is connected to the Hynes through multimode fiber and CAT5 cabling.

### GENERAL SESSION — MINIMUM EQUIPMENT REQUIREMENTS

Below is an example of the minimum equipment and soft goods required to provide audio and room treatment for a speech only general session in our Auditorium. Sessions in Hall D or our Ballrooms will be similar, depending on the room set-up. These are guidelines only, based on approved equipment stored on-site by the MCCA's preferred in-house audio/visual provider and Exclusive Rigging Service Provider (ERSP). This set-up is Available as a practical turnkey solution at a package price. If you are planning on hosting concert acts in addition to or in place of a general session, then additional treatment and equipment will be required.

Failure to meet minimum requirements as determined by the A/V Engineer will result in notification being sent to the client to inform them in detail of our concerns.

All drapes or soft goods not supplied by the ERSP must be fireproof with current, Boston Fire Department (BFD)-issued fire certificates for each event said drapes or soft goods are utilized within the MCCA Facilities.

*The ERSP is the exclusive provider of all truss and motor equipment, the operation of ground-supported crank-ups, assembly and installation of ground-supported trusses, and the operation and provision of lifts for theatrical purposes. All rigging equipment not supplied by the ERSP is subject to safety inspection and approval by the ERSP and/or the MCCA. If any equipment is deemed unsafe, then such equipment will not be rigged until the safety issue is corrected. In pre-determined circumstances the preferred, in-house Audio Visual provider may install ground-supported trusses.*

ROOM TREATMENT	
Treatment	Qty.
Clearstories, 10 foot Blacks	640 feet
240 foot Sound Baffle, 40 foot Drape	260 feet
Motors	9
Truss	240 feet
180' Sound Baffle, 40 foot Drape	200 feet
Motors	7
Truss	180 feet
Optional Blackout/Large Windows, 60 foot Blacks	340 feet
16 foot Perimeter Pipe and Drape, 10 feet x 16 feet	1600 feet (+/-)
Fabric Tabs behind Speakers	As Needed

### Typical Audio Requirements – Speech-only General Session

- Nexo GEO S Speakers Main: 4 Clusters of 8 speakers
- Nexo GEO S Speakers Delay: 4 Clusters of 6 speakers
- Nexo Hypercardioid Subwoofer: 8
- Digital Mixing Console: 1
- Processing: As required
- Amplification: As required

- Cabling: As required
- Truss and Motors: As required

### Recommended Solutions

Aisles should be carpeted to reduce reflected sound off the polished concrete floor.

Properly aimed and configured line array speaker systems are also important. Careful control of the coverage pattern is essential when designing a system for this space. The hypercardioid rear dispersion of a line array can be attenuated with the use of fabric tabs flown behind the array.

## Operational Guidelines

### RIGGING POLICIES

All aerial rigging within the Hynes must be approved by the MCCA.

Please review the Hynes Rigging Rules and Regulations for complete information and pricing.

A/V vendors must order rigging services directly through the ERSP. Please contact your Event Services Manager for ERSP contact information.

### AUDIO/VISUAL AND HOUSE SOUND SERVICES

The MCCA has contracted a preferred in-house audio/visual provider to make each event as simple and cost-effective as possible. The preferred in-house audio/visual provider maintains a full-time staff and fully stocked office with the latest audio/visual technology available. In addition to the basic audio/visual break-out room equipment, the preferred in-house audio/visual provider provides the following services: full general session production, exhibitor rentals, computer rentals, simultaneous interpretation support, audience response systems, staging, webcast services, and networked, speaker-ready room to all break-out sessions.

Your Event Services Manager will be happy to provide you with the contact information for our preferred in-house audio visual provider.

### STORAGE OF EQUIPMENT, DEAD CASES, FREIGHT CONTAINERS AND CRATES

Storage of equipment cases will be the sole responsibility of the A/V vendor. Bone yards are not permitted on the exhibition hall floor without written permission.

The storage of materials and equipment shall never impede general operating space, workshops, offices, electrical or telephone closets, storage rooms, stairwells, security cameras, exit doors, dock levers, AEDs and fire extinguishers. Storage of freight containers will be the sole responsibility of the General Service Contractor, and with MCCA approval the loading docks may be used.

### FACILITY EQUIPMENT

Contractors may not use, move, rearrange, or compress MCCA Facility equipment including, but not limited to the following: public safety/life safety equipment, such as fire extinguishers and AEDs; and tables, chairs, brooms, risers, staging, ladders, podiums, trash receptacles, and tilt trucks without express written permission from the MCCA. All Facility equipment used without permission will be confiscated or charged for at MCCA standard rental rates.

### ON-SITE EQUIPMENT RENTAL

If a vendor cannot meet equipment requirements, they may rent equipment from the on-site preferred vendor.

### CABLING

No cables (telephone, Internet, electrical, audio, video, etc.) should be run in front of any doorway at any time. If cables must cross a doorway, cables must be flown—cable trays are not an acceptable substitute.

### A/V MOVE-IN AND MOVE-OUT PROCEDURES

The Licensee's General Service Contractor (GSC) must work in harmony with the Licensee's designated A/V company. GSCs are authorized to unload A/V equipment from the loading dock to an A/V designated central location. From there, the A/V company employees are solely responsible to distribute A/V equipment from said central location, to anywhere within the MCCA facilities (Hynes). At the end of the event, the A/V company will then return A/V equipment to the designated central location, and it will be the responsibility of the GSC to load out all A/V equipment from said location.

### Elevators and Escalators

Contractor employees are not permitted to transport equipment or material on escalators at any time. All deliveries should be made using the service elevators located in the service corridors on Levels 1, 2 and 3. Failure to adhere to these regulations will result in the disabling of the passenger elevators and escalators.

## Freight Elevators

The MCCA reserves the right to assign elevator operators as it deems necessary. It is understood that when MCCA designated personnel are not assigned to operate freight elevators, contractor personnel will be designated to operate them and will do so in a manner consistent with posted operating procedures and accepted safety practices. It is also understood that the MCCA retains authority over scheduling and priority for use of freight elevators unless such authority is delegated in writing to the General Service Contractor in advance of such use. The MCCA reserves the right to establish and, when necessary, revise all policies and procedures governing the use of freight elevators. Contractors shall be held responsible for any damage to the freight elevators as a result of negligent operation, including overloading and improper procedures.

# Section H

## OTHER RESOURCES

### Exclusive Service Providers

#### Food & Beverage

##### **LEVY RESTAURANTS, INC.**

415 Summer Street  
Boston, MA 02210  
Telephone: 617.954.2382  
[www.levyrestaurants.com](http://www.levyrestaurants.com)

#### Business Service & Shipping

##### **FEDEX OFFICE**

415 Summer Street  
Boston, MA 02210  
Telephone: 617.954.2203  
Fax: 617.954.2204  
E-mail: [usa1323@fedex.com](mailto:usa1323@fedex.com)

#### Rigging

##### **JCALPRO, INC.**

One Design Center Place, Suite 718  
Boston, MA 02210  
Telephone: 617.954.2345  
[www.jcalpro.com](http://www.jcalpro.com)

#### Shoe Shine

##### **CLASSIC SHOESHINE CORP.**

18 Prairie Street  
Boston, MA 02126  
Telephone: 617.980.9185

### In-house Preferred Vendors

#### Audio/Visual

##### **PROJECTION PRESENTATION TECHNOLOGY**

415 Summer Street  
Boston, MA 02210  
Telephone: 617.954.3333  
[www.projection.com](http://www.projection.com)

#### Cleaning Services

##### **AMERICAN BUILDING MAINTENANCE**

59 Innerbelt Road  
Somerville, MA 02143  
Telephone: 617.591.6600

## Levy Restaurants Standardized Guidelines and Procedures

### LEVY

#### Inspired/Ingenuity Evolution

As a city bursting with potential and the effervescent energy of innovation, Boston's role as a hub of intellectual stimulation provides the perfect backdrop for bringing bold, new ideas to life. As such, at the Hynes, the culinary approach is built on the commitment to progress and evolution via incomparable ingenuity and innovation. You will find flashes of the foundations of this city's food scene tucked in every bite, but never will you find an uninspired take on New England classics thanks to our thoroughly modern approach to what makes Boston truly world class.

#### EXCLUSIVITY

Levy Restaurants is the exclusive provider of all food and beverage for the Boston Convention & Exhibition Center and the John B. Hynes Veterans Memorial Convention Center.

#### CONFIRMATION OF ORDERS

All menu selections must be made at least forty-five (45) days prior to event. Upon receipt of all written food and beverage specifications, your Levy Restaurants Catering Sales Manager will provide you with written confirmation of the services you ordered. Signed event orders with guaranteed number of people attending the event are to be received by Levy Restaurants no less than fourteen (14) days prior to the start of the first scheduled event. Guests booking short-term events (within 30 days of the start date) are to review, sign and return event orders upon their receipt.

#### FLOOR PLANS FOR CATERING FUNCTIONS

Your Catering Sales Manager will assist in your event logistics to ensure the best possible guest experience. This includes food staging and distribution areas, safety concerns and service delivery.

#### PAYMENT POLICIES AND PROCEDURES

Levy Restaurants requires a signed Catering Agreement (Contract) and an advance deposit of seventy-five percent (75%) of the estimated total charges, sixty (60) days prior to the start date of the first event. The final balance is required seven (7) full calendar days prior to the start date. Levy Restaurants reserves

the right to request payment in full prior to the first scheduled event based on credit history.

#### ACCEPTED FORMS OF PAYMENT

Levy Restaurants accepts company checks, American Express, MasterCard, Visa, Diner's Club and wire fund transfers as payment for products and services. Any wire transfer fees incurred are the responsibility of the Guest. Certified funds, credit cards or wire transfers are the only acceptable forms of payment less than ten (10) business days prior to the event. Please contact your Catering Sales Manager for a credit card authorization form to facilitate on-site orders.

#### GUARANTEES

In order to provide the highest quality and service, a guaranteed number of attendees/quantities of food is required. This minimum guarantee must be submitted no less than fourteen (14) full calendar days prior to the event (excluding holidays).

If the guarantee is not received, Levy Restaurants will assume the number of persons/quantities specified on the original contracted event order is the maximum guarantee. Attendance or consumption higher than the maximum guarantee will be charged as the actual event attendance/consumption. Levy Restaurants will prepare the Event for five percent (5%) over the guarantee, but not to exceed 30 persons, which overage shall be at client's cost and expense if client pre-sets or utilizes any of this 5% overage.

#### TAXES AND FEES

All pricing is per person, unless otherwise noted. Prices are exclusive of a gratuity, taxable administrative fee and applicable sales tax. The gratuity is distributed to banquet employees; no other fees or charges (including administrative charges) are tips, gratuities or service charges for employees.

Labor/Bartender fees are subject to applicable sales tax.

Please note: (++) indicates the service or product is subject to Gratuity, Administrative Fee and applicable sales tax. (+) indicates sales tax only.

#### CANCELLATION POLICY

In the event of a cancellation, please notify your Levy Restaurants Catering Sales Manager directly. Cancellations are to be delivered in writing and are subject to the fee schedule outlined in the Contract.

## GENERAL FOOD & BEVERAGE GUIDELINES

For the health and safety of your guests, “leftovers” may not be removed from the facility at the conclusion of the event or service.

Also for the safety of your guests, a Certified Levy Restaurants Bartender is required for all events serving alcohol.

## CHINA SERVICE

China service is a Levy Restaurants standard for all Meeting Rooms and Ballrooms, unless our high-grade and/or compostable disposable ware is requested.

All food and beverage events located in the Exhibit Halls or pre-function space (except for plated meals), are accompanied by high-grade and/or compostable disposable ware.

## DELAYED OR EXTENDED SERVICE

On the day of your Event, if the agreed-upon beginning or ending service time changes by 30 minutes or more, an additional labor charge will apply.

## LINEN SERVICE/DÉCOR

Linens are included for most food and beverage events. For additional décor, we are pleased to assist you with centerpieces or arrangements. Additional fees will apply for any specialty items.

Your Catering Sales Manager will be happy to offer suggestions on the appropriate style and colors for your event.

## SPECIALTY EQUIPMENT

Specialty equipment, such as water coolers or coffee kits, is available. Please contact your Catering Sales Manager for additional information.

## RESTAURANTS & CAFES

Your Catering Sales Manager will assist you in contacting the appropriate Retail Food Service Manager for any food service needs. This includes hours of operation, menu selections, locations and schedule planning. Levy Restaurants will partner with you to effectively adjust Retail Food Service schedules based on your event.

## TAX INFORMATION

The following tax information, taken from “Important Tax Information for Exhibitors/Vendors,” from the Massachusetts Department of Revenue, is for any event making retail sales. The Licensee must collect all taxes and forms from vendors to submit to the Massachusetts Department of Revenue (DOR).

The Massachusetts Department of Revenue encourages your enterprising activities and likewise encourages your responsible tax payments on behalf of such business sales. Whether you are an out-of-state or an in-state vendor, you are required to be properly registered with the Massachusetts Department of Revenue. You must, therefore, secure from the show promoter a tax registration form or contact the Massachusetts Department of Revenue for your proper tax forms.

Your tax registration certificate, or copy thereof, showing your tax certificate number, must be displayed on site.

A tax return of your gross sales, accompanied by your tax payment, must be forwarded to the Massachusetts Department of Revenue, by the 20th of the following month of your show participation. The Commonwealth of Massachusetts can demand, at its discretion, your tax due payment at the close of any show, if the Commissioner feels that the collection of any tax due will be jeopardized by the delay. Your failure to collect and pay taxes due and keep records can initiate a criminal action.

For more information, registration certificate and forms, please contact the Massachusetts Department of Revenue, at the following address:

### The Commonwealth of Massachusetts

Department of Revenue  
Data Services Bureau  
100 Cambridge Street  
Boston, MA 02204  
Telephone: 617.887.MDOR or  
Toll-Free: 800.392.6089

-OR-

Visit [www.mass.gov/dor](http://www.mass.gov/dor)

-OR-

You may also contact the Revenue Enforcement Bureau with any of your tax questions, at 617.621.5769

### Registration Application

A Promoter's Registration Application must be filled out and submitted to the Department of Revenue, Special Enforcement Unit, at least ten (10) days before the show's opening date. A Registration Certificate will be sent five (5) calendar days before the activity dates indicated in the Registration Application. A Registration Application must be filed for each location and a Promoter's Return must be filed for every calendar month of operation.

For forms and more information, please contact The Commonwealth of Massachusetts Department of Revenue, Special Enforcement Unit, 200 Arlington Street, Chelsea, MA 02150, or visit their website: [www.mass.gov/dor](http://www.mass.gov/dor) and click on WebFile for Business.

### Frequently Asked Questions about Massachusetts Taxes

The Massachusetts Department of Revenue has put together a guide with frequently asked questions, from which we've taken the following information, for your convenience.

#### Q: What is the sales tax?

A: The Massachusetts sales tax is 6.25 percent of the sales price or rental charge of tangible personal property or certain telecommunications services sold or rented in the Commonwealth. The sales tax generally is paid to the vendor as an addition to the purchase price. The buyer pays the sales tax to the vendor at the time of purchase; the vendor then remits the tax to the Commonwealth.

#### Q: What is the use tax?

A: The Massachusetts use tax is 6.25 percent of the sales price or rental charge on tangible personal property (including mail order items or items purchased over the Internet) on which no sales tax, or a sales tax rate less than 6.25 percent Massachusetts rate, was paid and which are to be used, stored or consumed in the Commonwealth. The use tax, unlike the sales tax, generally is paid directly to the Commonwealth by the purchaser.

#### Q: Who is a sales/use tax vendor?

A: A sales/use tax vendor is a retailer or any other person who regularly sells, rents or leases tangible personal property or telecommunications services that are subject to the Massachusetts sales tax. A vendor is anyone who:

- Sells, rents or leases in Massachusetts generally;
- Purchases tangible personal property or telecommunications services for resale in Massachusetts;
- Acquires parts to manufacture goods for sale or resale in Massachusetts;

- Has a business location in Massachusetts;
- Has representatives soliciting orders for tangible personal property or telecommunications services within Massachusetts; or
- Sells to Massachusetts residents or businesses and delivers, repair or installs goods or telecommunications services within the Commonwealth.

*Please note: Tax-exempt organizations that sell tangible personal property or telecommunications services in the regular course of business are considered vendors and are required to collect sales/use tax.*

#### Q: What are the responsibilities of a sales/use tax vendor?

A: Massachusetts sales/use tax vendors are responsible for:

- Registering with DOR to collect sales/use tax;
- Collecting the 6.25 percent sales/use tax on taxable sales or rentals of tangible personal property or telecommunications services. Please note: The tax must be separately stated and separately charged on all invoices, bills, displays or contracts; and
- Remitting all sales/use tax to DOR with the appropriate Massachusetts sales/use tax return on time.

*Please note: Tax-exempt organizations that sell tangible personal property or telecommunications services in the regular course of business are considered vendors and are required to collect sales/use tax.*

#### Q: Are out-of-state vendors' responsibilities the same as in-state vendors' responsibilities?

A: Yes. Out-of-state vendors who meet any of the vendor definitions listed [above] have the same responsibilities as Massachusetts vendors.

#### Q: How does a vendor register to collect sales/use tax?

A: Vendors can register to collect Massachusetts sales/use tax online through DOR's WebFile for Business application, which is available on the DOR website at: [www.mass.gov/dor](http://www.mass.gov/dor).

After processing an application for registration, DOR will issue the vendor a Sales and Use Tax Registration Certificate (Form ST-1) for each business location. Form ST-1 must be displayed in a conspicuous location on the business premises.

As a convenience to customers, those out-of-state retailers and mail order firms that are not required by law to register as Massachusetts vendors can register voluntarily to collect use tax.

**Q: Must an individual or business register to pay sales/use tax on occasional out-of-state purchases?**

A: No. People who are not registered to collect sales/use tax in Massachusetts, and who make an occasional out-of-state purchase for business or personal use, do not need to register. They instead must pay their use taxes by filing either a Business Use Tax Return (Form ST-10) or an Individual Use Tax Return (Form ST-11).

**Q: What types of sales are exempt from the sales/use tax?**

A: Massachusetts law exempts a number of items from the sales/use tax. The following categories of sales or types of transactions generally are exempted from the sales/use tax. If you have questions about whether or not certain items fit into these exempt categories, please call DOR's Customer Service Bureau at 617.887.MDOR.

- Sales of food and clothing
- Sales of periodicals
- Admission sales
- Sales of utilities and heating fuel to residential users, small businesses and certain industrial users
- Sales of telephone services to residential users
- Charges for personal or professional services
- Sales of transportation
- Casual and isolated sales
- Resales
- Sales for out-of-state delivery
- Sales to exempt organization
- Sales to government agencies
- Sales to certain contractors and subcontractors
- Sales to manufacturers

**Q: How do I submit returns and payments electronically?**

A: Available on the DOR website at [www.mass.gov/dor](http://www.mass.gov/dor), the Department's secure web-based application, WebFile for Business, allows trustee and business tax taxpayers to register, file returns and make payments electronically.

Vendors can file tax returns and/or make payments through WebFile for Business for sales and use tax, meals tax, withholding tax and room occupancy tax. Corporate estimated tax payments also may be made through WebFile for Business.

Vendors must register with DOR in order to use WebFile for Business. Instructions for registering to use the application are provided on the DOR website.

**Q: What are the penalty and interest charges for late returns and payments?**

A: Sales/use tax returns that are not filed on or before the due date are subject to interest and penalty charges. The penalty for late payment is 1/2 of one percent of the unpaid tax shown on the return per month (or fraction thereof), up to a maximum of 25 percent.

The penalty for failure to file a return by the due date is one percent of the balance due per month (or fraction thereof), up to a maximum of 25 percent.

Also, if you fail to pay the tax when due, interest will be charged at the federal short-term rate (which can change quarterly) plus four percentage points, compounded daily.

**Q: Are there other penalties?**

A: Yes. It is unlawful for a vendor to advertise or state to the public or any customer, directly or indirectly, that the sales tax, or any part of it, will be assumed or absorbed by the vendor, or that it will not be added to the selling price or that it will be refunded in whole or in part.

**Q: Must a return be filed even if no tax was due for a given period?**

A: Yes. A return must be filed for all periods even when no tax is due — just enter zero in the appropriate places. Effective July 1, 2003, zero tax due returns must be filed electronically.

**Q: What records must sales/use tax vendors keep?**

A: Vendors registered to collect sales/use tax must keep complete and accurate records of the gross receipts from all sales, whether taxable or not. Vendors also must retain copies of sales/use tax returns together with any supporting information necessary to verify accuracy of the return. Sufficient records provide the vendor with evidence of each transaction and may include, but are not limited to, register tapes, cash journals, memorandum accounts and ledgers. Vendors must retain copies of exempt certificates and credit memos issued to purchasers.

**Q: How long should sales/use tax records be kept?**

A: Records must be retained for a minimum of three years from the date the return was filed or the date it was required to be filed, whichever is later.

**Q: How are credit sales and bad debts treated?**

A: Vendors must pay tax on all sales regardless of whether payment is received at the time of sale. Reimbursement for tax remitted on bad debts can be claimed only on an annual basis on a Claim for Bad Debt Reimbursement (Form ST-BDR). This form must be filed by the due date, including extensions of the vendor's federal income tax return for accounts determined to be worthless during the prior fiscal year.

**Q: What kind of help is available?**

A: The instructions in the Department of Revenue's tax forms should provide answers to most taxpayers' questions. For further information on Massachusetts sales and use tax law, please contact the Department of Revenue, at 617.887.MDOR or Toll-Free at 800.392.6089.