

## EXHIBITOR INFORMATION

This guide is to assist the Facility Contractor with communicating the correct information to his/her exhibitors. It will serve as a tool to help minimize the complexity of hosting your event and to maximize the experience of your exhibitors, staff and contractors. This guide introduces you to our guidelines and briefly summarizes our procedures, policies, and services, as stated in our Operational Policies.

We ask that this information be reviewed prior to the planning of your event; and distributed to your exhibitors.

### GENERAL PLANNING AND BUILDING INFORMATION:

It is the responsibility of the Facility Contractor (FC) to inform the exhibitors and personnel associated with the event of the McAllen Convention Center's regulations. Exhibitors are encouraged to work directly with the Facility Coordinator before making final decorating decisions.

Parking on loading docks is permitted for loading and unloading only. All other parking is prohibited; violators will be towed at owner's expense. Exhibitors are required to pay the prevailing rate in effect at the time of the event for all services and equipment.

Decorators, exhibitors, and customers, in preparing for a scheduled event, are required to protect the carpeting, walls and furnishings of the MCC with whatever means are necessary to prevent damage, i.e. plastic floor covering, furniture pads, etc. The exhibitor must return the facility to the condition in which it was received, with the exception of normal wear and tear.

Equipment is maintained to accommodate simultaneous events and is assigned on a "first-come, first-serve" basis. Equipment and furnishings beyond the inventory of the MCC are the responsibility of the FC to obtain and provide labor to set and dismantle.

### EXHIBIT BOOTHS:

Below are regulations that will be enforced during all events. It is requested that this information be listed in show brochures, programs and/or exhibitor packets. It is your responsibility to inform your exhibitors and personnel associated with your event of these regulations.

- ◆ Holes may not be drilled, cored or punched in the building.
- ◆ Helium balloons, glitter confetti and streamers are not permitted in the facility.
- ◆ No adhesive backed (Stick-on) decals or similar items may be distributed or used in the building.
- ◆ Decorations, signs, banners, etc., may not be taped, nailed, tacked stapled, or otherwise fastened to ceiling, walls, doors, painted surfaces, or columns.
- ◆ No carts, hand trucks, etc., with hard wheels are permitted on carpeted surfaces.
- ◆ Animals are not permitted in the building without the prior approval from the Director. All events exhibiting ANY kind of animals must first obtain a permit from the City's Animal Control Division.
- ◆ No evergreen plants will be permitted.
- ◆ Candles are not permitted in the building.
- ◆ No display or exhibit shall be installed or operated as to interfere with access to or with the visibility of any required exit or exit sign, nor shall any display block access to fire equipment.
- ◆ All exhibit booths must maintain clear and appropriate exits from the booth.
- ◆ Combustion engines may not be operated on the exhibit floor as part of an exhibit.
- ◆ No vehicles may be driven in the Facilities without prior approval from the MCC Director.
- ◆ Any vehicle on the show floor must have battery cables disconnected and have no more than one-quarter (1/4) or five (5) gallons of gasoline in the tank. All gas caps must be taped. *See Vehicle Demo's for more restrictions.*
- ◆ Propane tanks may not exceed five (5) lbs. LPG capacity and require Fire Marshall approval.
- ◆ All draping materials, etc., must be flame retardant.
- ◆ Covered displays exceeding 300 square feet must meet specific regulations.
- ◆ All planting, fountains, etc., should have waterproof plastic materials underneath.
- ◆ All sales of food items must be reviewed and approved by the MCC Director.
- ◆ No paint, tape or tape residue should remain on show floor of the facility after move-out is completed. Proper precautions should be taken to prevent damage occurring to floor surfaces.
- ◆ All Doors of the facility must be unlocked during all open hours of the show for the safety of the patrons.
- ◆ The MCC is not responsible for the cleaning of exhibit booths.
- ◆ The McAllen Convention Center does not furnish equipment or fixtures (i.e. pipe & drape, tables, extra chairs, carpet, wastebaskets, or ladders) for exhibitors. FC must contract with a general services contractor (decorator) for these items.

## **EXHIBITOR COOKING:**

- ◆ Fire extinguishers must be available in all cooking booths.
- ◆ Toxic or hazardous materials are subject to immediate removal if the required information is not received and Fire Marshal instructions are not followed.
- ◆ All costs associated with safe handling of materials, including insurance, are the responsibility of the Facility Contractor.

## **EXHIBITOR SAMPLES & FOOD PROMOTIONS REQUESTS:**

- ◆ Exhibitors may provide “bite size” food samples if doing so is a customary part of the overall event (i.e. food shows, convenience store trade shows, culinary events, etc...).
- ◆ Approved sample sizes are two (2) ounces or less.
- ◆ Distribution of individual pieces of hard candy or chocolate mints from any source is allowed.
- ◆ Samples of non-alcoholic beverages may be distributed on sight only under the following conditions:
  1. Samples are served for “on the spot consumption”
  2. Sample sizes are four (4) ounces or less
  3. The product is the brand name of exhibitor or is distributed by the exhibitor.
- ◆ Service of any alcoholic beverage must be arranged through our exclusive caterer.
- ◆ Arrangements for the receiving and storing of products approved for sampling must be coordinated through our exclusive caterer, Centerplate.
- ◆ Requests for permission to serve food and/or beverage samples outside of these parameters must be submitted in writing to Centerplate’s General Manager.

## **CONCESSIONS:**

- ◆ Concessions, alcoholic beverage and catering services are exclusive to the in-house food and beverage management company, Centerplate. For more information, call 956-681-3863.

## **UTILITIES/ELECTRICAL SERVICES:**

- ◆ Utility services (electrical, water & drain, gas, and telephone services) are exclusive to the MCC.
- ◆ A three (3) hour minimum is charged for labor unless otherwise specified.
- ◆ Unscheduled labor may be subject to the overtime charges of one and one-half (1 1/2) the regular rate.
- ◆ Electrical cords must be plugged directly into a power strip and must not be piggybacked. Cords subjected to foot or equipment traffic shall be protected from damage. Household, small thin type extension cords, spliced cords and homemade receptacles are not permitted. Two wire cords (ripcords/zip cords) are unacceptable unless the cord is a component part of an assembly that is specifically approved.

## **SECURITY:**

- ◆ Unarmed security is an exclusive service to the MCC.
- ◆ The MCC maintains twenty-four (24) hour building monitoring in the public space and grounds.
- ◆ The MCC determines the number and type of personnel required for an event and may require additional personnel to manage specialized move-in and move-out requirements.
- ◆ A three (3) hour minimum for labor is charged unless otherwise specified.
- ◆ Credit is not given for security services ordered and not used. The MCC determines the number and type of personnel required for an event. Overtime fees may apply.

## **RIGGING:**

- ◆ The Department reserves the right to require the use of designated rigging personnel for hanging any item when necessary or when safety is a concern.
- ◆ Requests for installation of show banners, exterior signs, interior signs, directional signs and rigging must be submitted to the Event Coordinator, and approved, before the first contract day.
- ◆ All rigging services are performed and/or supervised by the Department rigging personnel. Fees may apply.

✳ ***FOR ADDITIONAL INFORMATION PLEASE CONSULT THE McALLEN CONVENTION CENTER’S “OPERATIONAL GUIDELINES” WHICH CAN BE FOUND ONLINE AT [WWW.MCALLENCONVENTIONCENTER.NET](http://WWW.MCALLENCONVENTIONCENTER.NET).***