

# MEETING PLANNER GUIDE

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# 1. KEY CONTACT INFORMATION

## Sales

Main: 253.830.6606 Fax: 253.573.2363 sales@tacomavenues.org

The Sales Department serves as a Meeting Planner's first contact with the Greater Tacoma Convention Center. Most likely, we have already been in contact with you. We've worked with you since the beginning, booking your event, helping you secure the right space and administering your Usage Agreement (contract). In case you are reading this handbook before the contracting details have been wrapped up, we offer you a few reminders of things that are sometimes overlooked.

Your Usage Agreement is our legal commitment to each other. Until it is signed by you and executed by us, the rental agreement is not finalized. If you are still planning the details of your event and do not yet have an executed contract, call our Sales Department to discuss what remains to be accomplished.

If your Usage Agreement is executed and you need to make changes to the way you are using space, (for example, perhaps the ballroom you originally booked for meetings is now additional exhibit space or a move-in day has become an event day, etc.), this will affect your contract. Please alert your Event Coordinator immediately in order for them to prepare an addendum, or a new contract. Your Event Coordinator will make sure that the necessary contract changes are executed.

When it is time to think about future dates here at the Convention Center, please call us. There is nothing we would enjoy more than having you back again.

## Event Coordination

John McClees, Event Services Manager: 253.593.7628  
jmccllees@tacomavenues.org

Greg Parkhurst, Event Services Coordinator: 253.573.2498  
g.parkhurst@tacomavenues.org

Rebecca Weeden, Event Services Coordinator: 253.830.6616  
rweeden@tacomavenues.org

Andrea Hitlin, Event Services Coordinator: 253.830.6681  
ahitlin@tacomavenues.org

Event Services Fax: 253.573.2363

You will be assigned an Event Coordinator prior to your event. The Event Coordinator is your principal source of information during the planning process and when you arrive for your event. They will take full responsibility for all event activities at our facility. Your Event Coordinator will guide you through your preliminary plans, your event and your billing. If your event involves a trade show or exhibition, before selling any exhibit space, please submit a preliminary floor plan, with the completed Application for Fire Assembly Permit and fee to your Event Coordinator.

**Sixty (60) days before your event:**

- Submit meeting event orders (Resume, Staging Guidelines, etc.) showing required room sets and schedule to your Event Coordinator.
- Submit the Application for Fire Assembly Permit and fee to your Event Coordinator so that he/she can go over the plans with the Tacoma Fire Marshal to ensure the facility is within safety code compliance. The Event Coordinator will act as the liaison between you and the Fire Marshal.
- Provide a copy of your Exhibitor Prospectus and Decorator Service Kit to your Event Coordinator before distributing it to exhibitors. We want to ensure all Convention Center information is accurate and clear to your exhibitors and decorator.
- Certificate of Insurance: You must provide proof of coverage and name the Greater Tacoma Convention Center as additional insured for the entire time you are in the building. Please have your event name and event number on the certificate.

**Forty-five (45) days before your event:**

- Your Event Coordinator will schedule facility staffing.
- Any event-related charges will be submitted to you on an Event Invoice. We will invoice all actual Convention Center charges incurred for staffing, services and equipment at the close of your event (unless otherwise specified in your Usage Agreement).

**Thirty (30) days before your event:**

- Please acknowledge receipt of Event Invoice by signing and returning it your Event Coordinator.

## Food & Beverage

Brad Nelson, General Manager: 253.830.6670  
bnelson@tacomavenues.org

Emily Cook, Catering Sales Director: 253.830.6679  
ecook@tacomavenues.org

Catering Fax: 253.573.2363

Aramark is the Convention Center's exclusive food service contractor. This award-winning food service caterer provides custom meals for every occasion. Aramark has earned a reputation for fresh and innovative menus, exquisite quality food presentation, professionalism and a high level of service.

During your planning process, the Catering Sales team is your single source for determining your food service requirements. Contact the Catering Sales team to discuss contract terms and payment for all food and beverage needs.

## Service & Event Contacts

- **Administration Office (main line)** ..... 253.830.6601  
Fax: 253.573.2363 Email: [contact@tacomavenues.org](mailto:contact@tacomavenues.org)
- **Audio/Visual: Shawn Norman, AV Director, PSAV** ..... 253.830.6692  
Email: [snorman@tacomavenues.org](mailto:snorman@tacomavenues.org)
- **Fire Regulations: Tacoma Fire Prevention Bureau** ..... 253.591.5740
- **Parking: Eric McMillan, Republic Parking** ..... 253.307.0071  
Email: [emcmillan@rpnw.com](mailto:emcmillan@rpnw.com)
- **Shipping & Receiving, Advance: Convention Center main line** ..... 253.830.6601  
You may also contact your Event Coordinator or Sales Manager for information
- **Tacoma-Pierce County Health Department (Temporary Food Permit)**..253.798.6460
- **Ticketmaster: Michael Moravick** ..... 253.593.7655  
Email: [michael.moravick@ticketmaster.com](mailto:michael.moravick@ticketmaster.com)
- **Building Security** ..... 253.830.6600
- **Rigging: Shawn Norman, PSAV** ..... 253.830.6692  
Email: [snorman@tacomavenues.org](mailto:snorman@tacomavenues.org)

Detailed information can be obtained from your Event Coordinator for the following products and services:

- **Electrical, Air, Water & Drain**
- **Equipment Rental & Labor**
- **Internet/Data & Telecommunications**

## 2. EVENT SECURITY & STAFFING

### 24-Hour Security & Lost & Found

On-site Emergencies: Ext. 6600      Security Office: 253.830.6600

The Greater Tacoma Convention Center has security personnel within the building 24 hours/day. Our security control office is the communication center for reporting all incidents including fire and medical emergencies. Your Event Coordinator is available to discuss the security of the facility and any needs for Tacoma Police, VIP escorts, etc. Staffpro is the exclusive provider of building security and access control. They also manage the Convention Center's Lost & Found.

Services such as exhibit floor security, overnight security and bag inspection must be contracted separately at the Event Organizer's expense. Contractors hired for these services may NOT provide any event access control. The Event Organizer should review any additional security requirements with the Convention Center prior to engaging an outside contractor for said services. Other than "sworn officers" with legal jurisdiction (i.e. Tacoma Police Officers, Pierce County Sheriffs, Washington State Patrol Officers, etc.), no armed guards shall be hired for security service at any time.

### First Aid / Emergency Medical Team

The safety of our guests is our top priority. We can provide an on-site First Aid Station staffed with emergency medical professionals at the organizer's expense. We will schedule Emergency Medical Technicians (EMTs) based upon your event activities. The Tacoma Fire Department is the exclusive provider of medical services for Convention Center events. Medical personnel are required for all public shows and events with attendance in excess of 1,000 guests or as deemed necessary by the Convention Center.

### Medical Emergencies

In the event of a medical emergency, please contact 24-Hour Security immediately. You may contact 24-Hour Security by dialing Ext. 6600 from any house phone located in the facility or calling 253.830.6600. Your Event Coordinator or any uniformed Convention Center personnel with a two-way radio can also assist you in an emergency. Contacting 24-Hour Security will greatly minimize response time in the event of an emergency medical unit needs to report to the Convention Center. Security personnel can quickly assess the situation, and bring emergency personnel directly to the individual in need, saving precious minutes. For this reason, we request that our clients and guests NOT contact 911 directly.

### Admission Attendants

Admission Attendants are required for all access functions from public space to event space (e.g. badge checking, crowd management, or ticket receipt). Your Event Coordinator will plan the location and number of Admission Attendants needed based on your program activities.

## Coat & Parcel Check

We provide equipment and staffing for all coat and parcel check services. We will designate the location in appropriate areas where space is available. This is a billable service. The self-service option is available at no charge/cost.

## 3. EVENT OPERATIONS

### Exhibitor Guidelines

Event Organizers must distribute the Greater Tacoma Convention Center Exhibitor Guidelines to all exhibitors. Electronic copies are available on our website or upon request from your Event Coordinator to assist in reproduction and distribution to exhibitors.

### Shipments/Storage

Due to limited on-site storage, advance written notice is required for all shipments. The Convention Center reserves the right to refuse any shipments if advance notice fails to occur. Exhibitors agree to indemnify and hold harmless the Convention Center from all claims, lawsuits, litigation, judgments, damages and costs arising out of loss of or damage to, including , but not limited to, destruction or theft of property.

### Guards

Uniformed guards may be required in exhibit areas at the expense of the exhibitor.

Exhibitors and clients shall indemnify and hold harmless the Convention Center and its serving agents from all liability (damage or accident) which might ensue from any cause resulting or connected with transportation, placing, removal or display of exhibits.

Client shall be responsible for obtaining any necessary local Fire Department approvals of exhibit plans.

### Exhibitors Hiring Labor

Exhibitors who hire other than the official show decorator for booth installation and dismantling, must notify the Event Organizer with the names of their installation and decorating staff in writing not less than thirty (30) days in advance of the event. Access of I&D staff must be coordinated through the official show decorator. There is no dedicated on-site storage at the Convention Center.

### Tape

The use of single-sided or double-stick foam tape, single-sided or double-stick cellophane tape, or masking tape is prohibited on any surface. Failure to comply will result in cleaning or replacement fees including labor. Painter's tape or UHU tac are acceptable for use on wall surfaces. Gaffer's tape may be used for placement on flooring.

### Please Be Timely

Goods/materials may not be delivered in advance of the event, or left after the event's official move-out time.

### Exhibitor Utilities

Utilities must be ordered online at least thirty (30) days prior to the event, e.g. air, water, drain, electrical, telephone, etc. Orders may be placed on our website, [tacomaconventioncenter.org/exhibit](http://tacomaconventioncenter.org/exhibit). All multiple booth areas should include a layout with utility locations clearly marked with each order. Please attach these diagrams to your online order. This will help ensure your area is set correctly.

### Exhibitor Fire Safety

All fire, safety and Convention Center regulations must be strictly followed. No propane, acetylene or other flammable or explosive materials are allowed. Gasoline-powered vehicles may be displayed with a maximum of one-quarter (1/4) tank of gas. There are no exceptions. The vehicle gas cap must be taped or locked and the battery disconnected. Tanks of compressed air or gas are prohibited. Additional information is available in the Fire Regulations section of this document.

### Exhibitor Signs, Decorations & Banners

Decorations may not be affixed to any surfaces in the building. No holes may be drilled, cored or punched into the building or equipment. All equipment used must be stable without bolting or anchoring to floors or walls. Decorations may not include balloons, crepe paper, cellophane, confetti, cotton, cornstalks, leaves, evergreen boughs/trees, glitter, sheaves of grain, streamers, straw, paper, vines, etc. For rigging information, please refer to the Rigging Guidelines section of this document.

### Exhibitor Food Samples

Subject to Event Coordinator approval, those who manufacture, process, or distribute food in their normal course of business and wish to distribute food samples, may be allowed. This is provided food samples are no larger than bite-size and beverage sizes no larger than three ounces. All exhibitors should contact the Event Organizer prior to the event for approval of food distribution.

Any exhibitor not manufacturing, processing, or distributing food in their normal course of business who would like to distribute food items, must purchase these items from Aramark Food Services. Please contact Aramark at 253.830.6679 to make these arrangements or to purchase food and beverage from the exhibitor menu. An exhibitor distributing food samples may need to obtain a temporary food permit. See the next paragraph for details.

### Temporary Food Service

The Pierce County Health Department may require those exhibitors distributing food samples to obtain a Temporary Food Service Permit. A temporary food service is a food establishment that operates at a fixed location for a period of time not more than twenty-one (21) consecutive days in conjunction with a single event or celebration, such as a: Fair, Carnival, Circus, Public Exhibition, Festival, Fundraiser, or similar transitory gathering. Temporary Food Service Permits can be obtained by contacting the Pierce County Health Department directly at 253.798.6460.

### Who Needs a Temporary Food Service Permit?

Individuals or groups planning to hold events that are open to the public must obtain a permit. If you advertise your event with flyers, banners, newspaper articles, or by other means, it is considered a public event. Note: Church dinners or other events that are for members and their guests only and are not advertised are not considered to be public events.

### Where is the Permit Application Located?

Current applications and additional forms may be obtained from the Tacoma-Pierce County Health Department or by calling 253.798.6460, Monday-Friday, 8am to 4:30pm.

### When Should the Permit Application be returned?

The Health Department recommends the application be returned with the required fee a minimum of three (3) weeks before the event. This allows enough time for Health Department staff to adequately review the application and make any changes necessary well in advance of the event.

If the application is returned to the Health Department less than fourteen (14) days before the event, a late fee will be assessed in addition to the regular permit fee. You are urged to apply for a permit as early as possible. For more information call 253.798.6460. Refer to the Food & Beverage section of this document for more information. The selling of food or beverage is prohibited.

### Exhibitor Giveaways

Samples may not include self-adhesive decals of any sort, balloons, yardsticks or any item that could be considered a weapon of any type.

### Smoking Policy

The Convention Center is a smoke-free environment. Washington State law prohibits smoking in all indoor areas as well as 25 feet from entrances, exits, windows that open, and ventilation intakes that served an enclosed area where smoking is prohibited.

### Gratuity Policy

We are here to serve you. No gratuities should be offered to employees.

### Children & Animals

Children under the age of sixteen and animals are not permitted on the event floor during move-in and move-out times. Exceptions are made for service animals.

## Room Maintenance

The Convention Center housekeeping staff works hard to maintain the facility's appearance and condition for all of our guests. Set-up Attendants will provide all meeting room sets, trash removal, housekeeping services, room conversions, room refreshes, facility maintenance, and recycling operations (aluminum, glass, paper, and cardboard).

If your event involves a trade show or exhibition, you are responsible, through your official service contractor/decorator, to arrange the following: cleaning of tradeshow aisles, carpeted areas, registration areas, exhibit booths, removal of trash, crates, pallets, and packing material. The Convention Center will provide clean exhibit areas and we anticipate clean areas in return. Please review your requirements in advance with your Event Coordinator so any associated costs can be included in your Settlement Sheet. We will keep the restrooms, lobbies, corridors, and other public areas clean and tidy during all of your event hours. We will also clean your meeting rooms during the 'lunch break' and provide complimentary overnight refreshes.

### Labor for Room Sets & Changeovers

We provide your initial room set-up at no charge. Your Event Coordinator will work with you on any additional set conversions and their associated costs.

## HVAC & Lighting - During Move-In/Out

Clients may request additional heating/cooling and lighting services during move in/move-out periods and non-event hours. These services are available, upon request, for an additional fee. Lighting is set to a safe and adequate level that is lower than typical event-level lighting and no conditioned air is provided during move-in/move-out.

Our Operations Department will ensure the heating, ventilating, air-conditioning; lighting and other critical building systems work correctly for the comfort and safety of your staff, attendees, and exhibitors.

## Trash Removal & Tape Removal

Please let us know when you will have additional trash during events so that our housekeeping department can plan to provide you with larger trash receptacles or recycling bins. For trade shows and exhibitions, your show decorator is responsible for dumping the larger trash receptacles into the appropriate dumpsters. The decorator is also responsible for the removal of tape residue and labels throughout the facility and on all Convention Center equipment. If this is not thoroughly completed after your events, we will invoice you for any costs associated with the excess trash disposal, the removal of tape residue or labels. We thank you in advance for your cooperation in leaving the facility in proper condition for the next event.

## Temporary Event Markings - Chalk

No chalk is to be used to mark floors in any permanently carpeted area, i.e. meeting rooms, ballrooms, pre-function spaces, etc. Trade show decorators are required to use standard booth line tape to mark floors in permanently carpeted areas. Gaffer's tape is an acceptable alternative.

Decorators/contractors who use chalk in permanently carpeted areas will be assessed a cleaning fee to remove the chalk stains from the carpet.

## Fire Regulations

Tacoma Fire Department Fire Prevention Bureau: 253.591.5740

Fire Prevention Fax: 253.591.5746

### Indoor Venue Requirements

This is only an overview. A full report can be obtained by contacting the Tacoma Fire Department.

1. All skirting, curtains, and display coverings, including cardboard and paper, shall be flame-retardant (Class 1). Proof that these items are flame-retardant is the responsibility of the owner. Skirting, curtains, and display coverings not proven to be flame-retardant are not allowed and will be ordered to be removed immediately by the Fire Marshal.
2. All lattice, pegboard, and any other thin wood material less than ¼-inch thick shall be covered with flame-retardant covering. Proof that these items are flame-retardant is the responsibility of the owner. Items not proven to be flame-retardant are not allowed and will be ordered to be removed immediately by the Fire Marshal.
3. Any collection of empty cardboard boxes or combustible waste inside is prohibited, except when stored in metal containers with metal covers.
4. Storage of extra stock in cardboard boxes will be in locations approved only by the Tacoma Fire Department and the Convention Center.

5. Propane: The use of propane is by Fire Department permit only. Approved propane users will be limited to one 5-gallon tank. Tanks will be removed nightly. Fire extinguishers will be required based on each area's hazard. Tanks will be shut off when not in use. Under no circumstances will any burnable objects (paper, plastic, wood, etc.) be allowed within 18 inches of propane flames. Greater distances may be required. Empty propane bottles displayed shall have their overflow stem valve removed to verify their condition. Any variance must be approved by the Fire Marshal.
6. Electrical: If extension cords are used, a minimum of 14-gauge grounded cord is required. If the cord on the appliance being powered is larger than 14-gauge, the extension cord shall be at least the same gauge as the power cord. Electrical installation shall be in accordance with nationally recognized safety practices. No ungrounded zip cords are allowed.
7. Smoking: The Convention Center is a no-smoking building. This includes concessionaires. Smoking is prohibited within 25 feet of building entrances. City Ordinance #24207 mandates a \$100 citation to be issued to smokers.
8. Cords, wires, ropes, or other obstructions shall not be strung across the floor where people normally travel unless special provisions have been made with the Fire Marshal to eliminate tripping hazards. Jumpers or wire protection ramps are required.
9. Flammable Liquids in any container are prohibited unless permitted by the Fire Marshal and are necessary to carry out some function. Sale or display of flammable paints, resins, etc. is prohibited.
10. Autos shall not be displayed or located inside the building without prior Fire Marshal approval. All fuel tanks openings shall be locked or taped to prevent escape of fuel vapors. Fuel in the tank shall not exceed one-quarter of the tank capacity or 5 gallons, whichever is less. Battery cables shall be disconnected and the leads taped. Autos will not be located so that exits are blocked in case of fire, in accordance with the NPFA 10, Section 3.4.4, Class B Hazard.
11. Heating Devices: Cooking, warming and heating appliances will be allowed by permit only. Combustible clearance of 18 inches is necessary. Fire extinguisher based on hazard will be necessary.
12. No burning of solid fuels (e.g. wood or wood pellets) is allowed in the building. Burning of LPG or natural gas stoves, inserts, fireplaces, or barbecues is also prohibited.
13. Grease Frying (grill or deep-fat): Cooking with grease will be allowed by permit only. The same conditions exist under Heating Devices will be mandatory. In addition, a hood and duct exhaust fan and extinguishing system is required for frying in a trailer. In the open, a metal wall (minimum 18 inches in height) on the rear and sides is required for deep fat frying. Grills will be similarly walled with a minimum of 6 inch walls. A 40BC fire extinguisher is required (approximately 6 lbs.).
14. Fire extinguishers and other fire-protection appliances shall be provided in every tent, canopy and temporary membrane structure as follows:
  - 200 to 500 square feet (18.5 to 46.4 square meters) of floor area: One 2-A: 10-B:C
  - 501 to 1,000 square feet (47 to 93 square meters) of floor area: Two 2-A: 10-B:C
  - Each additional 2,000 square feet (186 square meters) of floor area or fraction thereof: One 2-A: 10-B:C
15. All cut Christmas trees shall conform to the Tacoma Fire Department Christmas Tree Policy and shall be fire-retardant.
16. Ground Coverings: All rugs shall be made of flame-retardant material. Wood chips or shavings are prohibited. Dampened beauty bark will be permissible in limited quantities and shall at no time cover electrical wires or connections.
17. Tents and Enclosed Covered Spaces: A permit is required for any tent or enclosed covered room having floor space greater than 350 square feet or chairs for more than 50 people is required to have two separate means of exit from the area. Those exits which are not obvious shall have posted

exit signs. Tents, including their sidewalls, shall be of flame-retardant material or shall be made fire-retardant in an approved manner.

18. Open Flame or Burning: No open flame, burning or use of any device that emits heat is permitted without a Fire Department permit.
19. All pressurized gases permitted shall be adequately secured to prevent falling or being knocked over.

Any violation of the above policies could result in the removal of an exhibit and/or a citation being issued. If you have questions, special situations or need a permit, contact the Fire Prevention Bureau prior to set-up at 253.591.5740.

### Additional Fire Regulations

1. Stage equipment displays or exhibits shall be kept clear of exits and exit passageways. Be especially aware there are 25 foot wide exit-ways on either side of the normal staging area.
2. No exit passageway may be barricaded. No chairs or equipment may be placed in exit passageways to block access. A hand-held rope, no longer than the exit passage width may be used as a temporary barricade. It may not be tied or fixed to anything. It must be immediately removed in the event of an emergency affecting crowd control or movement.
3. No vehicles shall be parked in the path of exit, inside or outside the building, while the building is occupied by the public.
4. No barricades shall be placed across the exterior paths of exit during public occupancy.
5. No booths, tables or concessions shall be placed in the concourse corridor, or in exit aisles or paths, except in areas designated by the Fire Marshal.
6. Exit aisles shall be maintained as shown on the submitted and approved diagram.
7. No exit door shall be locked or blocked against egress during time of public occupancy.
8. No cables, cords, or wires shall be strung along the floor, unless a ramp assembly or other approved method of protecting against tripping is employed. Overhead cables or wires must be at least 10 feet above floor level or public access and are substantially supported.
9. No flammable liquids, open flames, compressed gases, cooking or heating processes, flammable decoration, pyrotechnic display, gunpowder, or explosive device shall be permitted beyond the terms specifically outlined in this permit.
10. A responsible person must be in possession of this permit at all times at the Convention Center, from the time of equipment set-up through the period of public occupancy.
11. Doors shall not open to the public until terms of this permit have been met.
12. Maximum number of chairs per row on the floor is fourteen (14), unless approved by the Fire Marshal.

## 4. FOOD & BEVERAGE

Brad Nelson, General Manager: 253.830.6670  
bnelson@tacomavenues.org

Emily Cook, Catering Sales Director: 253.830.6679  
ecook@tacomavenues.org

Catering Fax: 253.573.2363

### Overview

#### Menu Selection

The exclusive caterer, Aramark, must supply all food and beverage items served at the Greater Tacoma Convention Center. Our menu package features a wide variety of items. While these are suggestions, we are quite flexible and would be more than happy to design a menu to suit your particular needs. In order to ensure the availability of the best possible ingredients, we ask that you select your menu at least four (4) weeks in advance of your event.

#### Alcoholic Beverage Service

The Convention Center is responsible for the administration of the sale and service of alcoholic beverages in accordance with the Washington State Liquor Commission's regulations. Therefore, in compliance with state law, all liquor, beer and wine must be supplied by the Convention Center.

#### Decorations

Please discuss your service needs at the time of ordering. Theme decorations and specialty linen can be arranged with advance notice at an additional charge.

#### Confirmation

To ensure a smooth event, it is important that we receive confirmed attendance by 12 noon, three (3), five (5), or seven (7) working days before the event, depending on your group's size. This will be considered your guarantee, not subject to reduction. We will prepare to serve 5 percent, or up to forty (40) guests, above the guaranteed figure. If no guarantee is received by the specified time, the expected number of persons will be considered your guarantee. Charges will be based upon your guaranteed attendance or the actual attendance, whichever is greater.

#### Payment

Aramark requires full payment in advance of the event.

#### General Information & Policies

Menu Selections are limited to two (2) entrees per served meal. A \$150 labor fee will apply to each service for final guarantees of less than twenty-five (25) people.

### Exhibitor Food Distribution

Subject to Event Coordinator approval, those who manufacture, process, or distribute food in their normal course of business and wish to distribute food samples, may be allowed. This is provided food

samples are no larger than bite-size and beverage sizes no larger than three ounces. All exhibitors should contact the Event Organizer prior to the event for approval of food distribution.

Any exhibitor not manufacturing, processing, or distributing food in their normal course of business who would like to distribute food items, must purchase these items from Aramark Food Services. Please contact Aramark at 253.830.6679 to make these arrangements or to purchase food and beverage from the exhibitor menu. An exhibitor distributing food samples may need to obtain a temporary food permit. See Section 3 Event Operations - Temporary Food Service, for complete details on all permit applications and order forms relating to Food & Beverage.

## 5. PARKING & DIRECTIONS

### General Directions to the Greater Tacoma Convention Center

1500 Commerce, Tacoma, WA 98402

From I-5 Southbound/Northbound:

1. Take Exit 133 (City Center exit) toward I-705 / City Center
2. Keep LEFT toward I-705 / City Center
3. Turn LEFT onto ramp toward A Street / City Center
4. Keep LEFT to stay on ramp toward S. 15th Street / Pacific Avenue
5. Follow S. 15th Street two blocks, the Convention Center will be on your left
6. To access onsite parking, turn LEFT on Court C

### Parking

Parking lots are operated by Republic Parking and managed by the City of Tacoma. Parking availability may be impacted by neighboring hotel construction or other events in the Convention Center. For questions or if you are interested in arranging additional parking accommodations for your attendees in neighboring lots and garages, please contact your Event Coordinator.

Accessible parking is available in Parking Lot A garage on a first come, first serve basis, and can be accessed via the ramp from Commerce Street.

Standard parking rates:

\$6.00 .... 0-4 Hours

\$12.00 ... 4+ Hours / All Day

(subject to change at any time)

### Alternate Parking Options and Public Transportation

Alternate Off-Site Parking options include street parking, downtown Tacoma parking lots, Republic Parking NW lots, Diamond Parking lots, and the Tacoma Dome Station Transit Garage serviced by Link Light Rail. Please visit our website or contact your Event Coordinator for additional information on alternate parking options.

Tacoma's Free Link Light Rail runs frequently throughout the downtown corridor with a stop located just outside the Convention Center on Commerce Street. More information can be found at [soundtransit.org](http://soundtransit.org).

Pierce Transit provides local bus routes, SHUTTLE paratransit, and vanpool. Detailed information can be found at [piercetransit.org](http://piercetransit.org). Sound Transit operates express buses, light rail, and commuter train services. Detailed information may be obtained at [soundtransit.org](http://soundtransit.org).

### Passenger Load & Unload

Passengers may be dropped off at the entrance on Commerce Street. Buses, taxicabs and shuttles also use this area for passenger drop-off and pick-up. Pedestrians may enter from either Commerce or 15th Street.

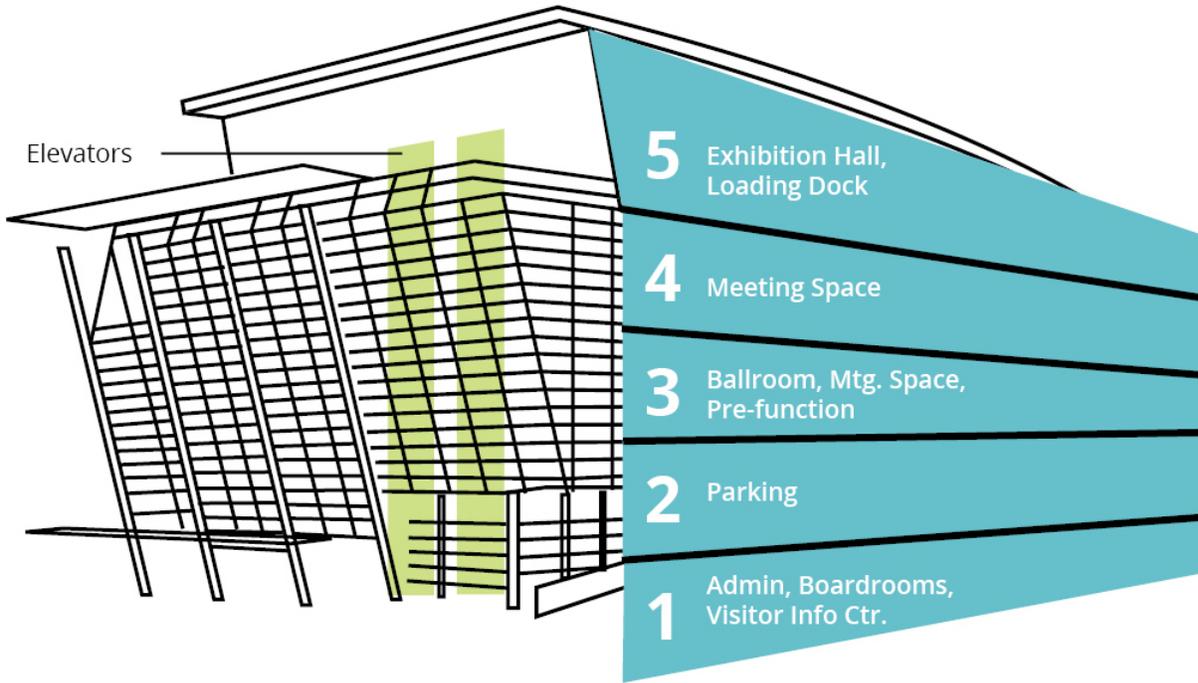
## 6. FACILITY DETAILS & SPECIFICATIONS

### Maximum Occupancies & Room Specifications

ROOM	FLOOR	SQ. FT.	CEILING	L' X W'	THEATER	ROUNDS	CLASSROOM	CONFERENCE	U-SHAPED	10' X 10'
Boardroom North	1	720	8'	30 x 24	—	—	—	18	—	—
Boardroom South	1	792	8'	33 x 24	—	—	—	18	—	—
Ballroom A	3	4400	23' 8"	88 x 50	400	230	230	100	80	20
Ballroom C	3	2200	23' 8"	88 x 25	200	70	95	80	75	9
Ballroom D	3	4575	23' 8"	88 x 52	400	230	230	100	80	20
Ballroom A and B	3	6600	23' 8"	88 x 75	650	360	335	125	95	30
Ballroom B and C	3	4400	23' 8"	88 x 50	400	230	230	100	80	20
Ballroom C and D	3	6775	23' 8"	88 x 77	650	360	335	125	95	30
Ballroom A, B and C	3	8710	23' 8"	88 x 99	800	480	430	150	110	40
Ballroom B, C and D	3	8975	23' 8"	88 x 102	800	480	430	150	110	40
Ballroom A, B, C and D	3	13650	23' 8"	88 x 152	1200	720	675	210	160	60
Ballroom Pre-function Area East	3	6260	30'	--	--	240	200	—	—	20
Meeting Room 315	3	1560	18'	58 x 27	140	80	75	55	50	—
Meeting Room 316	3	1970	18'	58 x 34	170	100	90	60	50	—
Meeting Room 317	3	1560	18'	58 x 27	140	80	75	55	50	—
Meeting Room 315 & 316	3	3530	18'	58 x 61	310	180	165	85	65	—
Meeting Room 316 & 317	3	3530	18'	58 x 61	310	180	165	85	65	—
Meeting Room 315, 316 & 317	3	5100	18'	58 x 88	450	240	240	110	90	15
Meeting Room 318	3	1740	18'	58 x 30	140	80	75	55	50	—
Third Floor Registration Area	3	5660	14'	—	—	—	—	—	—	10
Third Floor North Pre-function	3	3510	32'	—	—	—	—	—	—	10
Meeting Room 403	4	418	12'	22 x 19	30	20	20	20	16	—
Meeting Room 404	4	828	12'	36 x 23	70	32	30	28	22	—
Meeting Room 405	4	900	12'	30 x 30	90	40	40	28	22	—
Meeting Room 406	4	456	12'	24 x 19	40	20	15	22	18	—
Meeting Room 407	4	1470	13' 4"	49 x 30	140	60	60	46	39	—
Exhibition Hall A	5	22200	30'	182 x 122	1900	980	1230	—	—	120
Exhibition Hall B	5	27300	30'	182 x 150	2200	1260	1560	—	—	150
Exhibition Hall A and B	5	50000	30'	182 x 272	4250	2520	2900	—	—	270
Exhibition Hall Pre-function Area	5	8780	15'	218 x 46	—	360	—	—	—	20

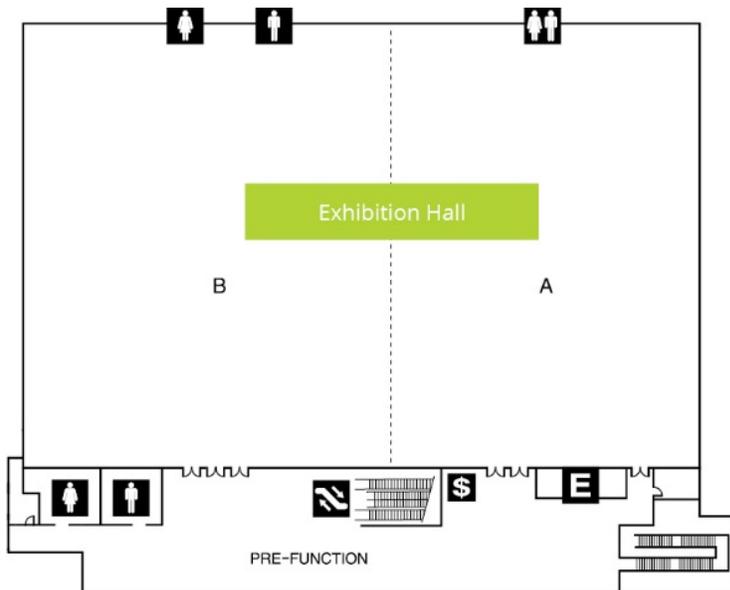
Ask our sales staff for custom room layouts and occupancies to best suit your event needs. Occupancies may decrease or increase based on A/V, stage, food, entertainment, and other special requirements.

# Floor Plans



## 5

- Exhibition Hall
- Pre-function
- Loading Docks



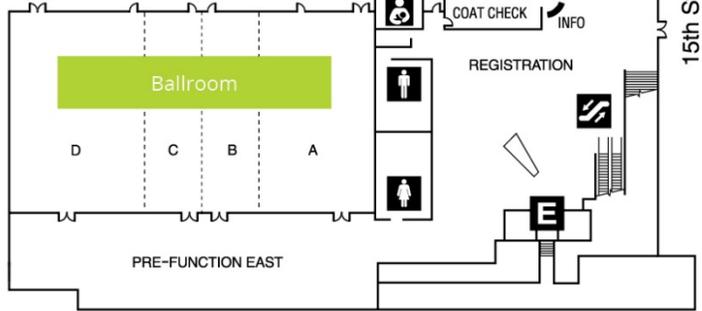
4

- Meeting Rooms



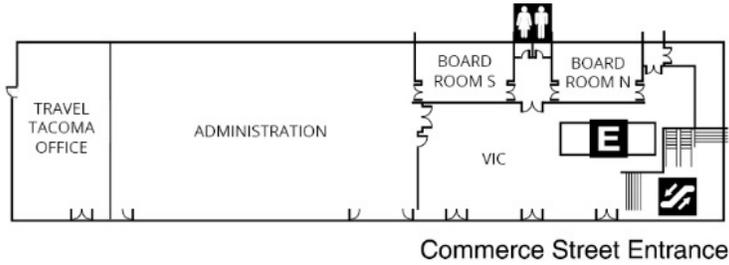
3

- Ballroom
- Meeting Rooms
- Pre-function
- Nursing Mother's Room



1

- Administration
- Boardrooms
- Light Rail Train Stop
- Visitor Information
- Travel Tacoma Office



## Rigging

Shawn Norman, PSAV: 253.830.6692  
snorman@tacomavenues.org

Rigging is defined in this document as the overhead suspension of objects from any portion of the physical building. PSAV is the exclusive rigging provider of all rigging labor and all rigging hardware. This includes structural attachments, chain hoists, and truss wraps. Clients and contractors are required to submit rigging plans to the Greater Tacoma Convention Center through the PSAV Rigging Coordinator for load calculations and safety review at least 30 days in advance of an event. PSAV will forward the reviewed plot to the Event Coordinator and Operations Manager for final approval. The GTCC and PSAV must be notified immediately if any rigging requests are made which do not comply with stated rules and regulations. All rigging must be done by PSAV provided labor with PSAV provided rated, stamped, and approved hardware only.

### Display/Banner Bars & Lighting/Theatrical Bars

Contractors are allowed to hang their own banners if the banner is less than 100 lbs. in weight, less than 10 ft. in length, and does not require the use of a chain hoist. Display or Banner Bars are located throughout the facility in select spaces. These bars have a maximum loading of 15 pounds per lineal foot.

Lighting or Theatrical Bars located in the Ballrooms and in the Meeting Rooms 315 through 318 are only acceptable for rigging static (non-dynamic) fixtures. These bars have a maximum loading of 35 pounds per fixture, there must be at least 18" between each fixture corresponding to the stage pin connection on the bar, and the maximum loading on the bar shall not exceed 100 pounds.

### Ballrooms

There are no rigging points in the Ballrooms. All structural steel is fire-proofed and inaccessible.

Airwall, or Operable Wall, tracks located between Ballrooms A, B, C and D may be used for rigging with GTCC approved hangers only. Airwall tracks may have a maximum of 100 pounds per hanger, with a minimum distance between hangers of 4 feet. Airwall attachments must be statically hung (no chain hoists). Any item hung from airwall hangers must be 10 ft. or less in length.

### Meeting Rooms 315, 316 & 317

There are no rigging points in the Meeting Rooms. All structural steel is fire-proofed and inaccessible.

Airwall, or Operable Wall, tracks located between Meeting Rooms 315, 316 and 317 may be used for rigging with GTCC approved hangers only. Airwall tracks may have a maximum of 100 pounds per hanger, with a minimum distance between hangers of 4 feet. Airwall attachments must be statically hung (no chain hoists). Any item hung from airwall hangers must be 10 ft. or less in length.

### Exhibit Hall

All rigging must have a protective wrap of carpet or burlap when wrapping around structural steel of the lower truss in the Exhibition Halls. Rigging loads may be applied at the truss bottom chord level, either to the truss chords themselves (oriented east-west) or to the beams spanning between the

bottom chords of the trusses (oriented north-south). The rigging loading criteria that shall be observed is as follows:

- No more than 2,000 pounds of total load can be applied to any one north-south beam.
- No more than 10,000 pounds of total load can be applied to any one east-west truss, regardless of whether that load is applied directly to the truss, to the beams that are supported by and tributary to the truss, or some combination of the two.

Four example options for rigging that satisfy the criteria outlined above are as follows:

**Option 1:** 2,000 pound loads located at 30'-0" on center along the length of the east-west trusses with the first load being applied 30'-0" from the east wall of the Exhibition Hall. For this option, a total of five (5) 2,000 pound loads may be applied to each east-west truss and no loads may be applied to the north-south beams.

**Option 2:** 1,667 pound loads located at 30'-0" on center along the length of the east-west trusses with the first load being applied less than 30'-0" from the east wall of the Exhibition Hall. For this option, a total of six (6) 2,000 pound loads may be applied to each east-west truss and no loads may be applied to the north-south beams.

**Option 3:** 2,000 pound loads located at 30'-0" on center applied to the north-south beams. For this option, a total of one (1) 2,000 pound load may be applied to each north-south beam and no loads may be applied to the east-west trusses.

**Option 4:** One (1) 10,000 pound load may be placed anywhere along the length of each of the east-west trusses. For this option, no additional loads other than the one (1) 10,000 pound load may be applied to any of the trusses and no loads may be applied to the north-south beams.

The options outlined above are the most straightforward configurations of loading that illustrate the allowable loading criteria. Other configurations of rigging loads applied to the truss bottom chords and beams that satisfy the allowable loading criteria would also be acceptable.

Airwall, or Operable Wall, tracks located between Exhibition Halls A and B may be used for rigging with GTCC approved hangers only. Airwall tracks may have a maximum of 100 pounds per hanger, with a minimum distance between hangers of 4 feet. Airwall attachments must be statically hung (no chain hoists). Any item hung from airwall hangers must be 10 ft. or less in length.

#### **Not Allowed:**

Rigging is not allowed from any fixtures other than those mentioned above. Insulation or protective coatings may not be removed. Fire suppression, detection and alarm appliances may not be covered, impeded or obscured in any way. Two-Way Radio, Distributed Antenna System (DAS) and Wireless Network (Wi-Fi) equipment and cabling may not be moved or impeded in any way. "Homemade" (shop welded, etc.) rigging and climbing (carabiners, etc.) equipment is not allowed. Scissor lifts, boom lifts and forklifts may only be used as stated within their Operations & Maintenance manuals. There is no fall protection installed within the Exhibition Halls; walking or climbing on the lower truss is not allowed.

## Ceiling Heights

Exhibit Hall	30'0"
Ballroom	23'8"
Meeting Rooms 315-318	18'0"
Conference Rooms 403-407	12'0" to 13'4"
Prefunction East Level 3 (sloping ceiling clouds)	30'8" to 32'3"
Prefunction North Level 3	32'0"
Prefunction Level 5 (sloping ceiling clouds)	15'0" to 18'2"
Registration Level 3	14'0"
Lobby Level 4	12'0"
Lobby Level 2	8'6"
Lobby Level 1 (sloping ceiling clouds)	14'7" to 16'9"

## Floor Loads—Live Loads

Exhibit Hall	275 lbs. PSF
Ballroom	150 lbs. PSF
Meeting Rooms 315-318, 403-407	125 lbs. PSF
Prefunction, Terrace, Lobbies, Service Halls	100 lbs. PSF
Kitchen, Light Storage	125 lbs. PSF
Truck Docks	250 lbs. PSF

## Elevator Dimensions

Elevator 5	Cab 10'0" wide x 20'0" deep
Freight	Door 10'0" wide x 10'0" high
Elevator 3 & 4	Cab 5'9" wide x 7'10" deep
Back of House	Door 4'0" wide x 8'0" high
Elevator 1 & 2	Cab 6'9" wide x 5'5 ½" deep
Passenger	Door 3'6" wide x 7'0" high

## Elevator Capacities

Elevator 5	10,000 lbs. Class C-1 loading
Elevator 3 & 4	4,500 lbs.
Elevator 1 & 2	3,500 lbs.

WAC 296-96-23243 C-1 Loading: Industrial truck loading: Where the load is carried in transit or handled on and off the car platform by means of power industrial trucks or by hand trucks having a loaded weight more than one-quarter the rated load of the elevator, the following requirements apply:

1. The rated load must be based on not less than 50lb/ft squared of inside net platform area.
2. The weight of the loaded industrial truck must not exceed the rated load of the elevator.
3. The weight of the loaded industrial truck plus any other material carried on the elevator must not exceed the rated load when the industrial truck is also carried.
4. During loading or unloading, the load on the elevator must in no case exceed 150 percent of the rated load, and where this load exceeds the rated load, the capacity of the brake and the traction relation must be adequate to safely sustain the level at least 150 percent of the rated load.

5. Note: When the entire rated load is placed on the elevator by the industrial truck in increments, the load imposed on the car platform while the last increment is being loaded or the first increment unloaded will exceed the rated load by the weight of the empty industrial truck.

## Door & Access Dimensions

### Exterior Doors

Level 5 Roll-up Door	25'2" wide x 18'0" high
Level 3 Roll-up Door	16'0" wide x 10'0" high

### Interior Doors

#### *Exhibit Hall*

Each set of entrance doors from Prefunction	7'0" wide x 9'0" high
Roll-up door to Service Hall, South	25'0" wide x 18'0" high
Roll-up door to Service Hall, North	18'0" wide x 18'0" high

#### *Ballroom*

Each set of entrance doors from Prefunction	7'0" wide x 9'0" high
Each set of entrance doors from Service Hall	7'0" wide x 9'0" high, except singles ½ as wide
Special service door with roll-up behind	8'0" wide x 12'0" high

#### *Meeting Rooms 315-318*

Each set of entrance doors from Prefunction	7'0" wide x 9'0" high
Each set of entrance doors from Service Hall	7'0" wide x 9'0" high

#### *Conference Rooms 403-407*

All entrance doors	3'6" wide x 8'0" high
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## 7. FREIGHT, LOADING & RECEIVING

### Loading Dock

The truck service areas and loading docks are at street level (Level 5) and contain five (5) bays with one dock leveler and all bays have a dock vehicle restraint system. The dock height clearance is 25 feet. Live load limit is 250lbs. PSF for all docks. The loading dock areas can accommodate any standard, street legal trailer.

### Exhibition Guidelines - Please note:

Security will be required to monitor loading areas and facility access throughout all scheduled exhibitor move-in and move-out activities. Permission to have any type of motor vehicle drive into an area of the facility must receive prior approval to do this from the Director of Operations, Maintenance Chief or their designee.

### Freight Handling

The Convention Center does not require a drayage company to handle freight at the loading docks. You may allow, at your discretion, exhibitors to load/unload their own items at no charge on the Convention Center's loading docks. Exhibitors are not required to pay a fee to set-up or remove their own displays.

### Truck Staging Guidelines

The Convention Center follows the City of Tacoma Traffic Management Plan to maintain efficient truck movement for your event. Truck activity is restricted in the downtown area on designated streets during peak hours. Peak traffic hours as specified by the City of Tacoma are 7-9am and 4-6pm. The Event Coordinator is responsible to ensure that no queuing will occur on city streets outside the Convention Center at any time.

### Marshalling Yard

You may be required to use a marshalling yard for the staging of any truck activity in order to avoid any queuing in and around the Convention Center. The following factors will warrant use of a marshalling yard: amount of exhibit space for tradeshow activity or heavy truck volumes associated with the show as determined by the Convention Center. If your event needs meet these criteria, please notify your Event Coordinator at least sixty (60) days prior to your event to determine if your event will require a marshalling yard.

### Event Receiving & Advance Shipment Storage Fee

Please request forms from your Event Coordinator or your Sales Manager.

## 8. EVENT SERVICES

### Electrical Services

The Greater Tacoma Convention Center is the exclusive provider of exhibitor and show management electrical service. Responsibilities include electrical services for registration, show management offices, exhibit lighting and sound, displays and exhibits.

### Electrical Budget and Cost Estimate

Please include a line item in your budget for charges related to electrical power provided by the Convention Center. You may contact your Event Coordinator to discuss contract arrangements and payment terms for all electrical needs.

- All management electrical services are available at discount rates.
- An exhibitor lay-in of power can be ordered through the Event Organizer at a 25 percent discount package savings. This package service must provide power to all exhibitors and each 10 foot space shall count as one booth. Event Organizers are invoiced for this package eliminating the need for individual exhibitor collection.

### Electrical Costs

Unless otherwise noted above, all events will be charged for any power hook-up within the facility. The rates for electrical equipment and services are published on the standard order form, which can be obtained from the Event Coordinator. Upon request, your Event Coordinator will provide each client an estimate of total power charges for the clients' operations within the Convention Center. Such estimates are based upon representations provided to the Convention Center from the client. Actual invoices from will be based upon the actual installation, not the estimate.

The Convention Center maintains an on-site inventory of additional rental equipment available at standard rental rates for events that may require extra equipment, e.g. extension cords, power strips, etc.

### Air, Water & Drain

Contact your Event Coordinator to discuss your air, water, and drain requirement as soon as these are determined. Air, water and drain service is available in the Exhibit Hall on Level 5 only.

### Telecommunications Connectivity

The Convention Center in-house technician handles all telecommunication services. Telephone lines and internet services are priced per connection. Phone services include: single and multi-line phones, speakerphones, teleconferencing units, voice mail, fax lines, and credit card lines. Pre-assigned phone numbers are available to event management on request to allow for advance printing of your event marketing materials. Please contact your Event Coordinator for current pricing and to order telecommunication services.

## Internet & Data

The Convention Center in-house technician handles all internet and data services.

Wireless internet (unsecured) is available for group use upon request.

To order internet services, find out more about type and speed of connections, or to obtain current pricing, please contact your Event Coordinator.

## Audio/Visual

PSAV is the preferred in-house supplier of audio/visual services. As a full service audio/visual company, PSAV can provide all of your audio/visual rental equipment, as well as video projection, teleconferencing, show production, and professional technicians to assist with all of your convention needs. Please contact PSAV directly with all of your requirements. They will be glad to provide a custom estimate and assist you with all of your audio/visual event needs.

Shawn Norman, AV Director, PSAV: 253.830.6692  
snorman@psav.com

## In-House Sound System

The house sound system for voice amplification is complimentary when using our preferred partner, PSAV. With the use of the house sound system, we will provide one complimentary microphone for your meeting needs. Additional microphones may be ordered. When using an outside audio/visual company, please notify your Event Coordinator at least sixty (60) days before your event.

## 9. SERVICE ORDERS & PERMITS

Individual exhibitor services, including electrical services utilities, phone, internet services, and equipment rental must be ordered and paid for on our website, [tacomaconventioncenter.org/exhibit](http://tacomaconventioncenter.org/exhibit).

### Fire Permits

#### Fire Department Permits (Assembly, Open Flames, Indoor Pyrotechnics)

The Tacoma Fire Department administers fire and life safety regulations for all properties within Tacoma city limits. Permits must be obtained from the Fire Department for some special events, public assembly occupancies, storage or use of hazardous materials, and a variety of other activities where a fire or life safety hazard may exist. Please consult with your Event Coordinator for more detail regarding required permits.

### Food-Related Forms

#### Temporary Food Service Establishment Application & Schedule - Pierce County Health Department

Please contact the Health Department directly for all updated forms 253.798.6460, Monday-Friday, 8am to 4:30pm.

## Tacoma Fire Department

### Conditions for LPG Use in Place of Assembly Permit #2009

#### 1. Time Lines:

- Applications are to be submitted prior to event date

#### 2. Regulatory References:

- IFC Chapter 38
- NFPA 58

#### 3. Required Submissions:

- Tacoma Fire Department Permit application
- Booth plan showing exits and appliance placement
- City of Tacoma Business License

#### 4. Inspection Requirements:

- Inspections may be required prior to event opening and during the course of the event

#### 5. Requirements

##### General:

- Fuel supply limited to one 5-gallon tank per booth
- No additional containers displayed or stored in booth
- Container valve to be shut off and valve protector cap in place when not in use
- Containers must be marked (or stamped) in accordance with DOT, ASME
- Permit holder responsible for training use of LPG
- A fire extinguisher rated 2A-20BC is located in booth
- No containers allowed in building overnight
- Safe distance from egress, stairwells, exit doors 20 feet
- 20 feet from other bottles
- Propane bottles are to be supported in upright position and protected from physical damage
- Not to be used in basements, pits, or similar location

##### Trailers:

- Automatic fire suppression system required if cooking generates grease-laden vapors
- A Class K extinguisher is required in addition to fire suppression system
- Fuel system limited to 1-20 tank

## Tacoma Fire Department

### Open Flames or Open Flame Device Conditions Permit #2012

1. Timelines:
  - Application shall be submitted and approved prior to the scheduled event
2. Regulatory References:
  - International Fire Code 2003 section 308
  - NFPA 160
3. Required Submissions:
  - Tacoma Fire Department Permit Application
  - Site plan
  - Written sequence of show plan
  - Drawing showing separation from exits and aisles and distance from decorative material or similar combustible materials
4. Inspection Requirements:
  - Site inspection shall be required prior to event commencing
5. Requirements:
  - Open flames shall not be permitted in any area where highly flammable, combustible, or explosive material is utilized or stored
  - There shall be no throwing of ignited material onto any surface or article where it can cause an unwanted fire
  - Class I and Class II liquids shall not be used
  - Liquid or solid fuel containers in excess of 8 ounces shall be self-extinguishing and must not leak at a rate of more than 0.25 teaspoons per minute if tipped over. The container shall be self-righting after being tipped to a 45-degree angle.

## Tacoma Fire Department

### Indoor Pyrotechnics Display Permit Conditions Permit #2005

#### 1. Timelines

- Application should be submitted not less than thirty (30) days prior to date of display
- Notify the Fire Prevention Bureau not less than 48 hours prior to display setup

#### 2. Regulatory References

- International Fire Code, ed. 2003, Section 403. Emergency and evacuation planning
- NFPA 1126 Standard for Use of Pyrotechnics before a Proximate Audience

#### 3. Required Submissions

- Tacoma Fire Department Permit Application and permit fee
- Indoor Pyrotechnics Information Sheet
- Copy of Pyrotechnic Operator License
- If above is an out-of-state pyrotechnic operator, also include a copy of the Washington State Pyrotechnic Operator License, for the attending Washington State Licensed Operator
- Emergency response and evacuation plans, depending on type and size of event (may be covered by venue's emergency preparedness documents)
- Depending on event type, may require a Tacoma Fire Department, Special Assembly Permit (may be covered by venue's Annual Assembly Permit)
- Copies of any applicable state and federal licenses held by assistants. Number, names, and ages of all assistants who are to be present (attach list)
- A list of the operators three or more most recent shows
- Evidence of insurance, for not less than \$1,000,000, showing "The City of Tacoma" as an additional insured
- A list of the number and types of pyrotechnic devices and materials to be used
- Material Safety Data Sheets (MSDS) for the pyrotechnic materials to be used
- Diagram of grounds or facilities where the production is to be held. This diagram shall show the point at which the pyrotechnic devices are to be fired, the fallout radius for each pyrotechnic device used in the performance, and the lines behind which the audience shall be restrained
- Include point of on-site assembly of pyrotechnic devices, in above diagram
- Note location of pyrotechnic storage on above diagram
- Provide certification that the set, scenery, and rigging materials are inherently flame-retardant or have been treated to achieve flame-retardancy
- Provide certification that all materials worn by performers in the fallout area during use of pyrotechnic effects shall be inherently flame-retardant or have been treated to achieve flame-retardancy

#### 4. Inspection Requirements

- Depending on the nature of the operation, the Fire Dept may conduct inspections during setup
- The site shall be inspected by the Fire Department, prior to commencement of the operation
- A Fire Inspector will witness the operation, unless personnel commitments do not permit

#### 5. Requirements

- Conduct display in accordance with NFPA 1126

# Tacoma Fire Department Indoor Pyrotechnics Information Sheet

Information given elsewhere with this application need not be repeated here

1. Individual, group, or organization sponsoring the production:

\_\_\_\_\_  
Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone Numbers \_\_\_\_\_

Sponsor \_\_\_\_\_

2. Date and time of production

\_\_\_\_\_

3. Exact location of the production

\_\_\_\_\_  
\_\_\_\_\_

4. Describe the manner of storage and security of the place where pyrotechnics are stored:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## 10. A-Z FACILITY GUIDE

### A

#### Animals

Only service dogs and miniature horses, or service dogs and miniature horses in training, are allowed. All other animals are prohibited.

#### Assistive Listening Devices

Please contact your Event Coordinator for more information.

#### ATM - Automated Teller Machines

There is one ATM machine at the Greater Tacoma Convention Center. It is located on the fifth floor level near the escalators.

### B

#### Baby Changing Areas

Baby changing stations are located in every restroom at the Greater Tacoma Convention Center. In addition, the Convention Center has family restrooms located near each of the public restrooms.

#### Balloons

Balloons of any kind are not allowed inside of the Greater Tacoma Convention Center. Exceptions may be made with prior approval from the Event Services Department.

#### Banners and Signs

Banners or signs may be hung at designated areas of the Greater Tacoma Convention Center only with prior approval from the Event Services Department. Signs must be hung using string, zip ties, or wire in our designated locations only. Duct tape, double backed tape, masking tape, or scotch tape may not be used. Banners may not contain political or commercial messages or display inappropriate phrases or words. The Convention Center reserves the right to remove any banners or signs at their discretion.

#### Beverages, Bottles, and Cans

No outside beverages are permitted in the Convention Center. Empty water bottles are not permitted. Exceptions may be granted for baby formula, baby bottles, baby food, medication or other special health-related needs.

### C

#### Catering Services

Aramark is the exclusive food service provider for the Convention Center. Contact Emily Cook, Aramark Catering Sales Director: 253.830.6679.

#### Code of Conduct

The Greater Tacoma Convention Center and its employees are committed to providing our guests with an enjoyable, safe atmosphere. Our staff will proactively intervene to support an environment where all guests can enjoy the event free from the following behaviors:

- Foul or abusive language or gestures

- Intoxication or other signs of impairment
- Displays of affection not appropriate in a public, family setting
- Obscene or indecent clothing
- Any disruption to the progress of the event by guest's actions.
- Guests seated in a location other than their ticketed seat
- Smoking, vaping or tobacco use in non-designated areas
- If someone interferes with your enjoyment of an event, please contact a Guest Services Representative for assistance.

#### Concessions

The Convention Center's food service partner, Aramark manages our fixed and portable concession stands throughout the facility. These stands feature traditional favorites such as hot dogs, hamburgers, sandwiches, salads, chips and soda. For a complete listing of gourmet grille and portable concession stand offerings, please contact your Catering Sales Manager. The permanent concession stand in our Exhibit Hall, as well as portable concession stands located in the facility accept VISA, MasterCard, American Express, Discover and debit cards.

## D

#### Deliveries

Deliveries should be directed to the 5th floor loading docks off Market Street.

## E

#### Elevators

The Convention Center has public elevators, accessible on all 5 floors of the venue.

#### Emergencies and Evacuation Procedures

In the event of a serious emergency, all event staff, law enforcement, and fire personnel are available to assist guests. Information may also be provided over the public address system.

## F

#### Family Restrooms

For your convenience, the Greater Tacoma Convention Center has a family restroom located near every public restroom.

#### First Aid

If medical assistance is needed, please contact the nearest Guest Services Representative. The Greater Tacoma Convention Center is equipped with a fully stocked First Aid room, including an Automated External Defibrillator (AED) device which our staff is trained to use. AEDs are located on the First Floor Admin (across from Conference Room), Third Floor Registration Area, and the Fifth Floor Prefunction (next to ExHall Room A & ATM). If additional medical attention is required, the Tacoma Fire Department can arrive within minutes.

#### Food and Beverage Policy

Outside food and beverages are not permitted. Exceptions may be granted for baby formula, baby bottles, baby food, medication, or other special health related needs.

## G

### Guest Services/Security

Security and Guest Services at the Greater Tacoma Convention Center are provided by Staff Pro Inc. Please contact your Event Coordinator for more information.

## H

## I

## J

## K

## L

### Link Light Rail

Tacoma's Free Link Light Rail runs frequently throughout the downtown corridor with a stop located just outside the Convention Center on Commerce Street. For more information, visit [www.soundtransit.org](http://www.soundtransit.org).

### Lost and Found

Lost and found is located at the 24-Hour Security office at the Greater Tacoma Convention Center and can be reached by calling 253.830.6600. Lost items will be kept for one month; those unclaimed after that time will be donated to charity. In most cases, any unclaimed credit or debit cards are destroyed immediately as recommended by the issuing financial institution.

## M

### Medics

Contact the nearest guest services representative should you be in need of any medical assistance. For large public events at the Greater Tacoma Convention Center, medics may be on site. For all other events, Tacoma Fire Department can respond within minutes.

## N

### Nursing Mother's Room

A nursing mother's room is located on the third floor. Contact the nearest guest services representative for additional information.

## O

## P

### Paging

Paging is permitted in the case of medical emergencies only when possible. If there is a medical emergency and paging is necessary, please contact any Guest Services representative.

Those who wish to leave an emergency number with relatives or sitters can refer them to the 24-Hour Security office at 253.830.6600. Please remember to leave specific information (group name, floor, room number) with the emergency number. If the Greater Tacoma Convention Center is contacted in the event of an emergency, a Guest Services representative will attempt to deliver the message to the patron.

### Parking

Greater Tacoma Convention Center parking lots are operated by Republic Parking and managed by the City of Tacoma. For more information, please visit the Parking & Directions page in this guide or on our website.

### Police

If you have an emergency requiring police attention, please contact the nearest Guest Services Representative or any Greater Tacoma Convention Center staff. If the particular event you are attending does not require on-site police staffing, the Tacoma Police Department may be available within minutes.

### Prohibited Items / Permitted Items

In the interest of guest safety and enjoyment, the Greater Tacoma Convention Center reserves the right to prevent certain items from being brought into the facility. The following includes, but is not limited to, items that are not allowed into the Convention Center:

#### PROHIBITED ITEMS

- Alcoholic beverages or illegal drugs
- Non-alcoholic beer
- Food items
- Glass and aluminum bottles or cans
- Ice chests or hard-sided coolers
- Fireworks
- Bullhorns, air horns, or other noisemakers
- Confetti
- Animals (except certified services dogs)
- Bicycles
- Skateboards or roller blades
- Balloons of any kind
- Weapons of any kind, regardless of permit (including but not limited to: firearms, knives, batons, mace, pepper spray, brass knuckles, tasers, etc.)
- Stickers
- Chains
- Studded belts, bracelets, etc.

#### PERMITTED ITEMS:

- Baby formula, baby bottles, and baby food
- Medication or other special needs
- Cloth bags, soft packs, backpacks, and baby bags (subject to search, must fit under seat)
- Binoculars
- Seat cushions

Please Note: event promoters reserve the right to restrict additional items

### Promotions/Vending

Any person or business wishing to distribute any promotional material or sell any product during a Greater Tacoma Convention Center event (both within the space contracted and in any public spaces

maintained by the Convention Center such as elevators, administration, escalators, back-of-house, etc.) MUST receive permission to do so from the promoter of the show. Any persons not authorized to distribute or sell ANY product will be asked to leave the Greater Tacoma Convention Center property immediately. Call 253.830.6601 for specific event information.

#### Public Transportation

Tacoma is served by Pierce Transit and Sound Transit bus systems as well as Sound Transit's Tacoma Link Light Rail and the Lakewood-Seattle Sounder Train.

## Q R

#### Recycling

The Greater Tacoma Convention Center and the City of Tacoma encourages recycling. You will find clearly marked bins in high-traffic areas for you to dispose of your recyclables. To learn more about Sustainable Convention Center and the Green Conventions Program, visit our Sustainability Page on our website.

#### Resale and Scalping

An event ticket will not be recognized, honored, or received for admission if purchased from a source other than Ticketmaster, the designated service provider chosen by the event organizer and its authorized outlets, or other authorized agent. There will be no refunds and no exchanges. Tickets obtained from sources other than the aforementioned may be lost, stolen, or counterfeit tickets and in such cases will not be honored.

## S

#### Security/Guest Services

Security and Guest Services at the Greater Tacoma Convention Center are provided by Staff Pro Inc. For any questions or concerns please call 253.830.6600.

#### Shipping & Receiving

The Greater Tacoma Convention Center is able to receive event shipments in advance on a client's behalf. Please contact your Sales Manager or Event Coordinator for complete information and restrictions regarding our shipping and receiving policies.

#### Skateboarding/Rollerblading

Skateboarding and/or rollerblading on Greater Tacoma Convention Center property is strictly prohibited.

#### Smoking Policy

The Greater Tacoma Convention Center is a smoke-free facility. Smoking and vaping are strictly prohibited. Smoking and tobacco use is restricted to the designated smoking locations. Contact the nearest Guest Services Representative for the location of the designated smoking area.

### Solicitation/Literature

Any persons without written consent from the Greater Tacoma Convention Center or the event promoter are prohibited from soliciting contributions or distributing literature on the Convention Center property (inside or outside).

### T

#### Tickets

Ticketmaster is the exclusive ticketing service of the Convention Center. Please see your Sales or Event Manager for additional information.

### U

### V

#### Vendor Referrals

Please contact your Event Coordinator, Sales Manager, or email us for vendor assistance.

#### Vending/Promotions

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### W

#### Weapons

For the safety of all guests, weapons of any kind, regardless of permit, are not permitted in the Greater Tacoma Convention Center. The ONLY exception to this is uniformed law enforcement personnel in the performance of their official duties.

#### Wheelchairs

Based on available inventory, wheelchairs are available at all entry points to the venue. Contact the nearest Guest Services Representative to request a wheelchair. Guests will be required to leave their driver's license, major credit card, or other government issued photo identification as a deposit.

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