

POLICIES AND PROCEDURES

INTRODUCTION

The purpose of this document is to let you know about our policies and procedures in advance so you can make the best possible use of our facility and our services while you are here, or while you are considering holding an event here. We hope this information will assist you in planning your event and in communicating with our staff. We have developed these policies and procedures to ensure that your event will be as safe and successful as possible. Of course, not all situations will be covered in this guide or may need special consideration by management. Any questions regarding policies and procedures not included here can be directed to the Blue Water Convention Center's Events Department.

ADHESIVES, TAPE, FASTENERS

User shall not post or permit to be posted any sign, poster or anything that will tend to injure or in any manner deface the premises **including but not limited to nails, hooks, adhesive fasteners, painters' tape, masking tape, adhesive strips, command strips, sticky tack, thumb-tacks or screws**. Signs may only be posted with the pre-approval of the Blue Water Convention Center. The hanging of pictures, banners or any other items on interior or exterior walls, draperies, or superstructure along with advertising announced or publicized over any loudspeaker system requires prior written approval by the Blue Water Convention Center. The removal of any of the above-mentioned the Blue Water Convention Center will be billed to the User at a rate of **\$50.00 per hour** with a one (1) hour minimum. If thumbtacks nails, hooks, adhesive fasteners, painters' tape, masking tape, adhesive strips, command strips, sticky tack, thumb-tacks or screws are used in the facility there will be a **\$100 charge for each room** with holes or damaged walls.

Any type of tape is not allowed on any Blue Water Convention Center doors, windows, or walls. The user and/or their service contractors are responsible for the removal of any tap residue marks left by Vendors (or User) on the floors, walls, windows, door and anywhere else in the facility. A fee will be charged for any remaining residue the Blue Water Convention Center staff must remove. The fee is determined based on how long it takes the Convention Center staff to remove all residue.

AIR CONDITIONING/HEATING

As full-time practitioners of energy conservation – and to keep our fees as low as possible – we provide air conditioning and/or heating during show hours only. Air conditioning and/or heating is not provided on move-in or move-out days. Additional charges will be assessed for air conditioning and/or heating requested during non-show periods.

ALCOHOL

Alcohol beverages must be purchased through the Blue Water Convention Center, who holds the liquor license for the facility. Additional security may be required for events where alcohol is served. The Blue Water Convention Center supports responsible drinking at all times. The Blue Water Convention Center sets alcohol service policies to abide within the Michigan State Liquor Laws and regulations to ensure the safety of all guests. Please see our Catering Guidelines for further information.

AMERICANS WITH DISABILITIES ACT (ADA)

As a facility of public accommodation, the Blue Water Convention Center is sensitive to those special needs and complies in all respects with the Americans with Disabilities Act (ADA) and regulations issued thereunder. We also require our customers to comply with all provisions of the ADA.

ANIMALS

For the safety and comfort of all our visitors, animals are not permitted in the Blue Water Convention Center except in conjunction with an approved exhibit, display or performance, which absolutely requires the use of an animal. The customer is responsible for obtaining all appropriate permits. Guide, signal or service dogs (as defined by Law) are allowed in the Blue Water Convention Center. All sanitary needs for animals are the responsibility of the customer.

AUDIO/VISUAL

For the safety and comfort of all our visitors, animals are not permitted in the Blue Water Convention Center except in conjunction with an approved exhibit, display or performance, which absolutely requires the use of an animal. The customer is responsible for obtaining all appropriate permits. Guide, signal or service dogs (as defined by Law) are allowed in the Blue Water Convention Center. All sanitary needs for animals are the responsibility of the customer.

BILLING

For your convenience and clarification, an invoice with an estimate will be provided summarizing rent, catering, equipment, and additional charges. Please be advised that final payment is due seven business days prior to the event.

BLUE WATER CONVENTION CENTER STAFF

To help ensure the highest quality of customer service, we require all Blue Water Convention employees to wear uniforms with name tags. Please feel free to ask our staff any questions to help facilitate a successful event. The Blue Water Convention Center provides basic janitorial services during the course of the events in corridors, lobbies, concession areas, and restrooms. The Blue Water Convention Center provides refuse removal during show hours and immediately after daily show closing in exhibit hall aisles. Vendors with heavy trash due to sampling are responsible for their own waste removal. With proper advanced notice, the Blue Water Convention Center staff can assist with heavier-than-normal trash removal; however, additional service fees may apply.

BULK TRASH

We ask that you, the customer or vendor, is responsible for the removal of bulk trash, crates, lumber, pallets, packing materials, oil, tape, etc., prior to showing opening and the following move-out. The goal is to keep your show as pristine and clean as it deserves to be. Any removal of these items by the Blue Water Convention Center personnel will be charged to show management at the prevailing rate.

CAPACITIES

Public safety is at the top of our priority list. That's why all meeting rooms and exhibit halls have a maximum occupancy, which may not be exceeded. The Blue Water Convention Center reserves the right to deny further entry into these spaces in order to protect public safety.

CATERING

The Blue Water Convention Center offers on-site catering for groups ranging from 10 to 1000 people. The Blue Water Convention Center holds all rights to food and beverages. Our catering team handles all food and beverage for on-site events, including breakfast, banquets, luncheons, weddings, etc. Our team can provide custom menus and make suggestions to maximize your efficient flow of meal services and other related food and beverage items. No food and beverage may be brought into the building without prior written consent by the facility management.

CONTRACTOR'S SERVICE EQUIPMENT AND MOTORIZED VEHICLES

For the safety of our exhibitors and employees all carts, forklifts, etc. are restricted to exhibit hall use. No liquid fuel-powered vehicles should be operated outside the exhibit halls due to noise, air pollution, and fire hazard. Forklifts are not allowed in the ballroom, pre-function, or meeting rooms. Only rubber wheels and non-motorized freight carts are allowed in these areas.

COOKING (DEMONSTRATIONS) AND COMMERCIAL COOKING

For the safety of our exhibitors and employees, all cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Marshal and installed in accordance with the provisions of the Fire Marshal and installed in accordance with provisions of the City Building and Fire Codes. Cooking equipment shall be placed on a noncombustible surface, such as metal, hardwood board, or glass, and be separated from each other by a minimum horizontal distance of two (2) ft. Countertop fryers not exceeding 288 square inches

and single well may be used without the necessary ventilating hood and surface protection requirement, provided there are two (2) ten (10) pound B.C. extinguishers positioned on each side of the fryer. All cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e., the Underwriters Laboratory of Factory Mutual. All cooking equipment shall have regulator(s) at the appliance and gas cylinder(s). All supply lines (tubing or hoses) shall be lead-tight and in good repair. Hoses shall be listed for the type of product it supplies.

CRATE STORAGE/ BOOTH STORAGE

Storage of any kind is prohibited behind the back drapes or display walls or inside display areas. All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The Blue Water Convention Center inspects all exhibits to ensure compliance. Crates, packing materials, wooden boxes, and other highly combustible materials may not be stored in the Blue Water Convention Center. Items such as brochures, literature, giveaways, etc., within the booths are limited to a one-day supply. Consideration will be given to the storage of crates outside of the facility.

DAMAGES

Sometimes bad things happen to good facilities. We hope they don't, but when they do, the customer is responsible for all damages, except normal wear and tear. For accuracy in billing, Blue Water Convention Center representatives and show management should inspect all leased space prior to move-in and during move-out to determine existing conditions. If damages occur during your contracted times, you will be informed of all damages.

DEPOSITS

The Blue Water Convention Center requires a non-refundable deposit of 50% of your space rental fee. The deposit must clear the Blue Water Convention Center's bank account in order for any Blue Water Convention Center calendar reservations. Additional fees apply for credit card payments.

DECORATIONS

The method and location of special installments must be approved in advance by the Blue Water Convention Center management team. Final approval will be determined after consideration of other building tenants occupying the space at the same time. It's just our way of making sure everybody has a successful, safe, and cost-effective event.

*Following is what may appear to be a long list of official do's and don'ts.
Please try to think of it as very, very specific advice from a good friend.

Decoration guidelines include the following:

- Decorations may not block doors, fire extinguishers, sprinklers, emergency equipment signage, emergency exits, or lighting systems.
- Permanent installations in common spaces, such as telephone banks, information kiosks, or ATM machines may not be blocked.
- All decorating materials must be constructed of flameproof material or treated with an approved fire-retardant solution. Spot testing may be performed by the Port Huron Fire Marshal
- No one may use adhesive-backed decals or stickers nor may they be distributed anywhere on the premises without prior written approval from the facility
- "Glitter" and confetti may not be used in carpeted areas of the building.
- Only the Blue Water Convention Center personnel may move planter, lobby furniture, and other facility equipment in the public areas.
- Even though it may sound like fun, distribution of helium balloons in the Blue Water Convention Center is not allowed. If helium balloons become detached from a display, the labor cost to retrieve the balloons will be charged to the Customer (which helps hold down labor costs for everybody). For safety reasons, compressed gas cylinders used to inflate balloons must be properly secured to prevent toppling.
- Show management will be responsible for removal and cleanup of any dirt, bark, mulch or similar materials used for decorating purposes.

EMT (FIRST AID)

Please be advised that the safety, health, and well-being of convention center guests are our top priority. To deal effectively with emergency situations and protect public safety, first aid services may be required one-half hour before, during, and one-half hour after show hours for all events (with exhibits) utilizing exhibit halls. The Blue Water Convention Center reserves the right to provide all necessary EMT personnel. EMTs will be billed on your final settlement at prevailing rates.

EQUIPMENT INVENTORY

For your convenience, the Blue Water Convention Center equipment such as tables, chairs, staging, etc. is available on a first-call basis.

EVENT COORDINATOR (BLUE WATER CONVENTION CENTER STAFF)

For your convenience and to assure the highest quality of service, the Blue Water Convention Center will assign an Event Manager to facilitate all the fine details of your event. Your Event Manager will provide the most professional, efficient, and courteous service to ensure a seamless planning process and flawless execution of your event.

Please be sure to schedule meetings well in advance and communicate regularly with your Event Manager during the planning process. By receiving information as early as possible, your Event Manager will make all necessary arrangements for the successful production of your event, alert you to potential problems and help you avoid unnecessary expenses. Your Event Manager will provide you with an estimate invoice with all charges once all your event requirements have been received.

Your Event Manager will:

- Contact you following the execution of your license agreement
- Be your primary Blue Water Convention Center liaison before, during, and after your event
- Assist in the selection of the proper food and beverage arrangements
- Be responsible for gathering all event information and disseminating that information to all Blue Water Convention Center departments
- Generate an estimated invoice, floor plan, and banquet event order for your review and approval no later than 14 business days prior to your event

EVENTS DEPARTMENT AND OPERATIONS DEPARTMENT

The Blue Water Convention Center is committed to providing exceptional customer service, maximum safety, and effective cost controls. We insist that show managers, exhibitors, and service contractors be responsible for the conduct of their employees, subcontractors, and subcontractors' employees. Employees not in compliance with the facility's policy may be barred permanently from the Blue Water Convention Center. This includes the following:

- Restricted areas of the Center are labeled "Authorized Personnel Only" and are off-limits to all personnel except authorized Center personnel. Unauthorized personnel found in restricted areas will be reported to the appropriate employer and may be subject to permanent dismissal from the Blue Water Convention Center.
- Profane language and disorderly conduct are not permitted at any time.
- The use of alcoholic beverages in the workplace is strictly prohibited. The use of illegal drugs is strictly prohibited at all times.
- Cost of repair to any damages to the Blue Water Convention Center equipment that may be caused by their employees. To maintain security, all event personnel including show and service contractor staff, exhibitor-appointed contract staff, temporary help, exhibitors, and other workers affiliated with an event must enter and leave the Blue Water Convention Center through the entrances and exits designated by the Blue Water Convention Center management and show management.