

Roland E. Powell Convention Center

Exhibitor and Facility Guidelines

Welcome and *thank you* for participating at the Ocean City Convention Center. To accommodate other exhibitors, plan to drop off your equipment and/or merchandise at the loading dock, then move your vehicle immediately to the parking lot and return to set up the rest of your exhibit.

At the close of the show we may begin removing aisle carpet (if necessary). We will then begin the process of returning the empty containers or crates for move-out. **Exhibitors must have their display material(s) packed and ready to go before moving their vehicle to the loading areas. In addition to loading and unloading please find listed a few reminders and facility guidelines:**

1. **Inbound and Outbound Shipments will be charged a service fee referred to as the Freight and Handling Charge.** All inbound shipments must be paid in full to have the shipment delivered to the booth. If not paid in full, the Convention Center will hold the item until payment is made in full. There is an increase in the charge when not paid 72 hours prior to the show move-in time. This fee is listed on the Exhibitor Service Form. We offer a significant discount as encouragement to prepay for this service.

2. **Shipping is not an automatic process**
 - All outbound shipments must be checked in with the Exhibitor Services Desk. We keep a detailed list of everything leaving our facility. It is the responsibility of the vendor to make all of the pick-up arrangements for their outbound shipment. Please securely attach the bill of lading to your freight when your exhibit is packed, labeled and ready to be shipped.

 - **All Freight & Handling fees must be PAID In Full with a Credit Card ONLY**

 - Please provide the Convention Center and Freight Carrier with correct shipping information such as company name, destination, weight, and contact person and phone number. Make sure each and every crate/boxes is labeled with the company name, booth number and name of the show.

3. **Service Orders**
 - **For your service order to be processed, full payment is required at the time the order is placed.**

 - Event rate goes into effect 72 hours prior to move-in day for all services that are provided by the Ocean City Convention Center.

4. **Complimentary Wireless Internet Service in Common Areas**
 - There is no guarantee that you will have access using the Wi-Fi connection in the common areas.

 - It is the users sole responsibility to protect their information from all the risks associated with using the Internet, including and not limited to damage, loss, or theft which may occur as a result of use of the OCCC Wi-Fi.

- The Ocean City Convention Center is not responsible for insuring the privacy of information you transfer over our Wi-Fi. Virus and security protection is the user's responsibility. Information passing through the Wi-Fi network is not secured and could be monitored, captured, or altered by others.
- The Ocean City Convention Center assumes no responsibility for damage, theft, or loss of a customer's equipment, software, data files or other personal property brought into or used on the Wi-Fi network.

5. Facility Rules

- No tents, umbrellas and canopies are allowed to be set up anywhere inside the facility without permission from the Exhibitor and Event Service Department.
- All flammable materials must be fireproofed - written certification may be required.
- No bottled gas or open flame is permitted, unless approved by the Fire Marshall.
- Convention Center curtains are not to be used for covering or draping tables.
- No tacks, pins, nails, staples, tape/adhesives or static clings of any kind are permitted in or on Convention Center tables, chairs, curtains, walls, columns, steps, windows, floors, doors, etc...
- Posters and flyers are not permitted on walls, doors or glass windows.
- Any or all equipment remaining 7 days after move-out without prior arrangements with the Exhibitor and Event Service Department will become the property of the Convention Center and will be disposed of properly.
- Convention Center shall not be responsible for supplying exhibitors with carts and dollies. **Exhibitors must supply their own carts and dollies.**
- Convention Center will not be responsible for refunding any or all monies received for service orders should the request be revised or cancelled once services are provided.
- In consideration of others, please advise exhibitors to remove their vehicle from the loading areas once they have unloaded.
- Exhibitors must have their display materials packed and ready to go before bringing their vehicle to the loading areas.
- No heavy-duty four-wheel carts, dollies or forklifts are permitted on any carpeted areas.
- No banners or signage is permitted outside the Convention Center (premises).
- **ABSOLUTELY no smoke/fog/haze producing devices are allowed.**
- All entrance, exits, lobby areas and pull stations must stay clear. Please be advised there are designated areas for Registration in the lobby area.

- You must provide the Exhibitor and Event Service Department with a copy of your floor plan NO later than 4 weeks prior to your event for review and approval by the Fire Marshal.
- NO Smoking is allowed in the Convention Center.
- There is **limited electric service** in the lower level C101-C103, lobbies and all meeting rooms.
- There will be NO water type exhibits/displays on carpeted areas.
- Water Service Hook up is available in Hall A/B ONLY. – Exhibitors must supply their own water hose.
- Hot Tubs/Tanks – exhibitors are responsible for filling and draining their tubs and/or tanks.
- Penetrating the outside landscaping areas or asphalt is not permitted.
- It is illegal to occupy recreational vehicles on the Convention Center premises overnight.
- DO NOT attach anything to the light poles, signs or trees.
- No writing or markings of any kind are permitted on the Convention Center building or parking lot.
- Lessee shall not admit to said premises a larger number of persons than the seating capacity will accommodate, or can safely or freely move about in the said rented areas and the decision of the Convention Center Director in the respect shall be final.
- The Electronic Marquee is a courtesy for your event. Information must be provided 2 weeks prior to your event. Day of show changes and updates may not be available.

4/10/14