



# POLICIES & PROCEDURES

Welcome to the I-X Center  
in Cleveland, OH



I-X CENTER

## **ADHESIVES**

No adhesive, tape, tacks, nails, glue, epoxy, etc. can be used to affix items to doors, tables, walls, windows, etc. in any location at the I-X Center. Charges for damages and/or labor required to repair damage created by utilizing adhesives will be applied to the final invoice at prevailing rates.

## **ADVERTISING / PUBLICITY / PROMOTIONS**

Interior and exterior advertising opportunities are available for your Event including Banners, Electronic Signage, Website Advertising and Advertising Packages. The official I-X Center Logo will be provided for reproduction and inclusion in your literature. All advertising copy for ticketed events and media related materials require review and approval by the Sales and Marketing Department prior to public release.

## **AIR CONDITIONING or HEATING (HVAC REQUESTS)**

Air Conditioning and/or Heat is provided to occupied spaces during show hours on Licensed Event Day(s) only. If you choose to have Air Conditioning and/or Heat during non-show hours additional charges will be applied to the final invoice at prevailing rates. Please communicate your requirements to the Event Manager, for additional costs. It is imperative to keep all access doors closed in the Exhibit Hall for the Air Conditioning and/or Heat to function correctly and conserve energy.

## **ALCOHOL CONSUMPTION**

The consumption of alcoholic beverages is restricted to Licensed areas only, during times when concession stands are open and operational, or as ordered via a Catering Agreement through the I-X Center exclusive in-house provider OVG Hospitality. Alcohol sales end thirty (30) minutes prior to close of show. To ensure safety alcohol consumption is not permitted during designated ingress / egress times. No outside alcohol may be brought onto I-X Center property without prior written approval from the Assistant General Manager.

## **ANIMALS**

Animals or pets, except for ADA Service Animals, are not permitted inside the I-X Center unless as an approved activity or exhibit. All animal or pet related activities and/or exhibits require a minimum of three (3) business days advance notice for review and written approval from the Assistant General Manager or designee to be on premises.

Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. The ADA makes a distinction between psychiatric service animals and emotional support animals. If the dog has been trained to sense that an anxiety attack is about to happen and take a specific action to help avoid the attack or lessen its impact, that would qualify as a service animal. However, if the dog's mere presence provides comfort, that would not be considered a service animal under the ADA. An ADA Service Animal has the same right of access and can only be excluded for two reasons:

1. The animal is out of control and the handler does not take effective action to control it; or
2. The animal is not housebroken. The handler would be given the opportunity to attend the event without the service animal.

## **ATMs**

The I-X Center has four (4) ATMs within the facility located at:

- Service fees may apply.
- Mobile ATM units may be relocated at the discretion of the I-X Center
- Additional ATMs may be permitted to be brought into the facility by Licensee at the discretion of the I-X Center and require written approval from your Event Manager.



## **AUDIO / VISUAL SERVICES**

Please contact your Event Manager for further information.

## **BANNERS**

Interior and exterior locations specifically designed not to interfere with the site lines of the facilities permanent advertising, artwork and directional signage are available for Banner and/or Sign Hanging. The Event Manager can provide the Banner / Sign Hanging Specifications and Structural Integrity Statement form required for service installation and dismantle, along with details regarding weight restrictions, labor and/or materials necessary to assemble and install / dismantle.

## **BALLOONS**

No helium filled balloons are permitted on premises or inside the I-X Center without written approval. If written approval is granted Hi-Float liquids, used to assist balloons to float longer, are not permitted. Safety hazards are created when stray balloons become entangled in the Facilities structure. If helium filled balloons are utilized and escape to the ceiling rafters, a \$100 per balloon retrieval fee will be applied to the final invoice.

## **BROADCAST / RECORDING RIGHTS**

The I-X Center reserves the right to record and videotape Events for its own records, publicity, and promotional purposes. The Licensee may not engage in any audio recording, broadcasting, telecasting, videotaping, or transcription activity, without written approval from the Assistant General Manager or designee, provided all such recording is for business associated with the stated Event functions. The Licensee is responsible for all costs associated with such broadcast and/or recording rights. The Licensee shall make all arrangements for broadcast and/or recording and notify the Event Manager in writing.

## **CABLES / CORDS**

All Audio-Visual and/or Electrical cables / cords must be secured and matted with approved gaffers' tape or cable ramps to comply with safety standards and Cleveland Fire Code. Cables and/or cords are not permitted to be laid on the floor in front of entrance or emergency exit doors; under doorways, through windows; or designated aisles. Third party service providers who install their own cables and/or cords and matting will be inspected and approved by I-X Center Staff to ensure the installation follows all safety standards.

## **CANCELLATION / BUILDING SPACE and/or STAFF**

Refer to the appropriate section of the License Agreement for details pertaining to cancellation of building space. Should you have questions or require clarification contact the Director of Sales and Marketing. Event staff cancellations require seventy-two (72) hour notice (excluding weekends and holidays); otherwise, a minimum charge of four (4) hours per staff person scheduled will be applied to the final invoice at prevailing rates. Cancellations during shifts will result in charges for the balance of each shift. Special rates for overtime and statutory holidays may apply.

## **CANDLES / VOTIVES / OPEN FLAMES**

Candles, votives or any item creating an open flame are not permitted inside the I-X Center unless as an approved activity or exhibit. All activities and/or exhibits with open flames require a minimum of seventy-two (72) hour advance notice, prior to the first Event date, for review and written approval from the Event Manager and Cleveland Fire Marshal (if applicable). An on-site Cleveland Fire Specialist may be required, and charges will be applied to the final invoice at prevailing rates.



## **CATERING AND CONCESSION SERVICE**

Catering Food and Beverage and/or Concession services are available via the I-X Center exclusive in-house provider, OVG Hospitality. The Director of Food and Beverage will assist Licensee with menu selections and set up arrangements.

## **CHANGEOVERS / ROOM FLIPS or TURNS**

The I-X Center provides a one-time standard setup inside Meeting Rooms and the Ballroom, per your License Agreement. Requests to add or remove equipment (flip/reset) or requests for a change (changeover) to the initial room setup are subject to additional equipment costs and/or labor fees at prevailing rates:

- Advance Rate – Request made at least 14 days prior to the first licensed date
  - \$90.80 per hour per laborer four (4) hour minimum applies
- Overtime Rate – Request made during overtime
  - \$136.20 per hour per laborer four (4) hour minimum applies.

The Event Manager can provide further information regarding scheduling and estimate costs associated with room changeovers, room flips and/or turns.

## **COAT CHECK / LUGGAGE CHECK**

Coat and Luggage Check services are exclusive to the I-X Center. Permanent coat rooms and portable coat racks are available in limited quantities upon request within your licensed space. The I-X Center is not responsible for items left in coat check areas or on coat racks. Please contact the Event Manager to arrange for a coat check and/or luggage check service (at the prevailing rate) for your event.

## **DECORATIONS / INSTALLATION OF DECOR**

Review and written approval are required from the Event Manager prior to purchasing or planning to utilize any decorations on the I-X Center premises to ensure items conform to standard operating and safety requirements. The following decorating items are often requested but **are not permitted** without prior written approval:

- Balloons
- Candles / Votives / Open Flames
- Confetti / Confetti Cannons
- Glitter
- Hay or Straw
- Paint
- Pushpin or Thumb Tacks
- Soil or Dirt
- Tape

Note if any of the above prohibited items are utilized, additional charges for cleaning /damages and/or labor required to repair damage may be incurred by show management and applied, at prevailing rates, to the final invoice.

Licensee is responsible for the repair of any damage or disfigurement to the Facility resulting from operations of the Licensee or any of its exhibitors, agents, employees, sub-contractors, etc. Licensee and the Event Manager will walk through the License Premises prior to and after the License Period to identify any damage occurring during the License Period.



## **DECORATOR / DISPLAY COMPANIES**

Exposition and Event Service Providers are required to setup and teardown within the dates and times specified in the License Agreement and are responsible for following all I-X Center Service Guide policies and procedures. All Exposition and Event Service Providers must enter through Door 35 at the North end of the facility and check in with Security. All contractors must be identified with an ESCA badge. If no badge is presented to security, I-X Center security will distribute a temporary ESCA badge at prevailing rates.

- Exposition and Event Service Providers are required to vacate the facility floor in the same clean and clear condition available upon arrival.
  - Tape or sticker removal is the decorator's responsibility. Additional charges for cleaning / damages and/or labor required to repair damage may be incurred by Show Management and applied, at prevailing rates, to the final invoice if the Exposition and Event Service Provider does not remove tape and/or stickers.
- No equipment, pallet or waste material may be left on the loading dock beyond the License Agreement timeframe or additional charges will be incurred.
- Events with exhibitor booths are recommended to have double back pipe and drape to create an electrical raceway per Cleveland Fire Marshal and safety precautions.
- It is important that the Exposition and Event Service Providers provide accurate timely floor plans noting any electrical floor boxes or special requirements for I-X Center approval.

Any damage, facility charges or other costs incurred by decorator, display or labor contractors are the responsibility of the Licensee. Please ensure the Exposition and Event Service Providers review this document.

## **DELIVERIES**

The I-X Center does not provide Drayage Service. Show Management will be responsible for consignment of all freight shipments, all arrangements, and related costs for off-site storage before, during, and following the license period outlined in the License Agreement. The I-X Center does not have secure warehouse space, any shipments arriving prior to the first Licensed day will be refused.

## **DISABILITIES**

The I-X Center is compliant with all Americans with Disabilities Act (ADA) requirements. The I-X Center has elevators, wheelchair accessible ramps, restrooms, and concessions. Any special arrangements you or your attendees may need should be communicated with the Event Manager at the earliest opportunity.

## **DOCKS**

*Refer to: LOADING FACILITIES*

## **ELECTRICAL**

Electrical services are supplied through our exclusive contractor, Edlen. Electrical service order forms are available through your Event Manager. Re-selling I-X Center electrical is not permitted. Facility floor plans illustrating locations of electrical services are available upon request. Charges will be assessed by the I-X Center for electrical services utilized in all exhibit halls, meeting rooms, ballrooms, and common lobby space. Please contact your Event Manager for further information and rate sheets.



## **ELEVATOR – PASSENGER**

For the convenience of our Guests requiring special assistance, there is one (1) public passenger elevator located in the East Lobby that can be utilized for passenger traffic ONLY. Freight transportation is strictly prohibited.

## **EMERGENCY MEDICAL TECHNICIANS (EMT) / MEDICS**

Medical Services, including Emergency Medical Technicians (EMTs), are exclusive to the I-X Center. Events or a combination of Events having an expected attendance of 1,000 people or more, and/or any Event with the consumption of alcohol, or at the Event Managers discretion will require at least one (1) EMT to be on-site one half (1/2) hour prior to, during, and one half (1/2) hour after License Event hours. There may be specific Events where I-X Center will require multiple Emergency Medical Technicians (i.e., athletic competitions, cheerleading events, demographic related). The Event Manager can provide details regarding hourly rates and coordinate the coverage required for the Event. Any accidents occurring or first aid rendered to a convention or show attendee, employee or staff must be reported to the Director of Security or the Event Manager immediately. The incident must be recorded on forms provided by the I-X Center and medical service team on site at the time of the incident, with a copy to the Event Manager before the close of Event.

## **EMERGENCY and PUBLIC SAFETY REQUIREMENTS**

- The Licensee should familiarize themselves, their Employees, the Exposition and Event Service Providers, and Exhibitors with the safety procedures and regulations governing areas of the I-X Center utilized by the Licensee. The Licensee should instruct their agents and employees about the I-X Center's Emergency Procedure, and their own specific plans to evacuate any disabled persons.
- The Licensee must, at all times, conduct its activities with full regard for public safety and observe and abide by all applicable rules, regulations and requests of the I-X Center and/or duly authorized governmental agencies responsible for public safety. The Licensee is responsible for the acts and conduct of all persons admitted to the premises or any other portion of the property.
- Licensee is required to hire Security Services, through the I-X Center, during the License period on the premises, including exhibit halls, registration, meeting rooms, loading dock areas, and exits. A schedule including the number and locations of Security Guards / Guest Services must be submitted in writing and approved by the Event Manager sixty (60) days prior to the first day of the License Period.
- I-X Center Management retains the right to make public address announcements to ensure public safety and building operation. The Licensee will be notified prior to such announcements, except in the case of emergencies.

## **ESCALATOR**

There are escalators located in the Main Lobby connecting the two (2) levels that make up the I-X Center.

## **ESTIMATE OF CHARGES**

Your Event Manager will provide you with an estimate of charges after all your event requirements have been received. We require 100 percent of the estimated charges placed on the statement to be received ten (10) days prior to the first day of your event.

## **EVENT MANAGERS**

After a License Agreement has been negotiated and signed, the Event will be transitioned from the Sales process to the Event Planning process; an Event Manager will be assigned, by the Director of Events, to serve as your main contact and liaison to assist with the Event. The Event Manager is responsible for coordinating the delivery of equipment and services agreed upon in the License Agreement and ensure you adhere to the License Agreement. The Event Manager will assist with drafting room setup diagrams, organizing staff schedules, coordinating services available through the I-X Center, and creating estimate and final invoices. The Event Manager is committed to ensuring the Event expectations are met and exceeded.



## **EVENT STAFF**

Staff requirements need to be finalized in conjunction with the Event Manager a minimum of twenty-one (21) days prior to the first day of the License period. All staff cancellations require a seventy-two (72) hour notice (excluding weekends and holidays); otherwise, a minimum charge of four (4) hours per staff person scheduled will be applied to the final invoice. Cancellations during shifts will result in charges for the balance of each shift. Special rates for overtime and statutory holidays may apply. The Event Manager will assist with determining the appropriate staff levels as additional staff may be required to cover breaks, entry and/or exit points, patrol lobbies, etc.

## **EXCLUSIVE I-X CENTER SERVICES**

The following is a list of Exclusive Services provided by the I-X Center. Therefore, bringing in an outside Exposition and/or Event Service Providers is prohibited for the following services. Please note I-X Center exclusive services cannot be re-sold with the additional cost passed on to the Exhibitors:

- Building Security
- Event Security
- Medical Personnel
- Cleaning Services
- Telecommunications
- Coat Check
- Food and Beverage
- Parking
- POV Drive-In Passes
- Trash Haul
- Utility Services (air, water, drain, electrical)
- Automated Teller Machines (ATM)

## **EXHIBITS**

All exhibits and/or exhibit materials are to be transported in and out of the I-X Center through designated doors / loading docks during specified move-in / out dates and times. Equipment, furniture, and exhibits are not permitted to be transported in the passenger elevator or on the escalator. Push carts, furniture, and exposition equipment should be arranged through the designated decorator / Event Services Provider for the Event. The common public areas, lobby space, or public space at the I-X Center may not be obstructed by exhibits or closed to general public access, the Event Manager can pre-approve areas of the Main Lobby for registration counters, displays, etc. Doors, windows, fire hose cabinets, AEDs, pull stations, fire extinguishers, electrical closets, telecommunications closets, storage closets or house lighting attachments may not be covered or obstructed. All exhibit floor plans require the advance approval of the I-X Center and the Cleveland Fire Marshal.

## **EXHIBITOR ACCESS**

During designated move-in / out dates and times, exhibitors and contracted suppliers are required to enter / exit through designated doors / loading docks unless other arrangements have been mutually agreed upon between the I-X Center Event Manager and Show Management. The Event Manager will assist scheduling adequate staff for safe, secure, and controlled access to the I-X Center.

## **EXHIBITOR SERVICES**

Please contact your Event Manager for further information.



## **FIRE REGULATIONS**

It is ultimately the responsibility of the Licensee to obtain all necessary permits for the Event. This includes, but is not limited to, pyrotechnics and/or Cleveland Fire Marshal approval, etc. The use of flammable, open flames, volatile materials, or materials under high pressure are not permitted within the I-X Center unless as an approved activity or exhibit. All activities and/or exhibits with flammable, open flames, volatile materials, or materials under high pressure require a minimum of seventy-two (72) hour advance notice, prior to the first Event date, for review and written approval from the Event Manager and Cleveland Fire Marshal (if applicable). An on-site Cleveland Fire Specialist may be required, and charges will be applied to the final invoice at prevailing rates.

The following provides additional information regarding fire regulations:

- No gasoline, kerosene, diesel fuel or other flammable liquids may be stored inside the building.
- No re-fueling activity of any kind is permitted within the I-X Center or on I-X Center property.
- Vehicles with gasoline engines may be displayed with a maximum of one eighth tank of gas.
- A locking gas cap must be installed, or the tank must be adequately sealed by tape or in some other appropriate manner. All battery cables must be disconnected and taped to avoid potential sparks. A City of Cleveland Fire Prevention Compliance Card must be displayed on each vehicle and approved by the City of Cleveland Fire Prevention Bureau. Unauthorized vehicles will be removed at owner's expense.
- All gasoline engines must be AGA approved.
- The use of welding equipment, open flames or smoke emitting material as part of an exhibit must be specifically approved on an individual basis by the City of Cleveland Fire Prevention Bureau. Written specifications must be submitted to the I-X Center Event Manager for review and approval by the City of Cleveland Fire Prevention Bureau.
- All materials used in exhibits must be flame retardant. All such material is subject to inspection and flame testing. Certificate of compliance should be readily available.
- Crates, wooden boxes, packing material, etc., may not be stored in exhibition areas, meeting rooms or exit areas. Under no circumstances will crate or equipment storage be permitted to obstruct emergency exits from any area of the building. This rule is strictly enforced.
- Firefighting and emergency equipment may not be hidden or obstructed, including fire extinguishers, fire hose cabinets, fire alarm pull stations and standpipes.
- All emergency exits, exit doors, hallways and aisles leading from the building are to be kept clear and unobstructed.
- All heating units on the main exhibit hall floor must have a 2' safety aisle around them to allow units to function properly. Exhibits in these areas must keep this safety aisle clear and not obstruct these units. Exhibits in these areas may need to be adjusted to 10' x 8' to meet this requirement.
- Clear access must be maintained to all restaurants, cafeterias, lounges, permanent food service facilities and utility panels.
- Smoking is permitted in designated areas only.

## **FIRST AID**

*Refer to: EMERGENCY MEDICAL TECHNICIAN (EMT) / MEDICS*

The I-X Center has one (1) equipped First Aid Room located in the East Lobby. EMTs / Medics may be contacted through I-X Center Security on a facility radio or called by phone at 216-265-7300.

## **FLOOR LOADS**

Please contact your Event Manager for further information.



## **FLOOR PLANS**

All floor plans must be pre-approved by the Event Manager and the Cleveland Fire Marshal prior to any booth / exhibit space being sold. The final floor plan approvals are required a minimum of thirty (30) days prior to the first License date. The Event Manager will provide a copy of the I-X Center floor plan template in AutoCad (dwg format); other formats are available upon request.

## **FLOOR TYPE**

### *Main Level*

Exhibit Hall – concrete  
Ballroom – carpet  
Concessions – carpet  
Lobby – carpet

### *Lower Level*

Exhibit Hall – carpet  
Concessions – ceramic tile  
Meeting Rooms – carpet  
Corridors – ceramic tile/carpet

## **FOG / HAZE / LASER LIGHTS / SMOKE**

Fog machines, haze effects, or laser light shows are not permitted on premises or inside the I-X Center unless as an approved activity or exhibit. All activities and/or exhibits with fog machines, haze effects, or laser light shows require a minimum of seventy-two (72) hour advance notice, prior to the first Event date, for review and written approval from the Event Manager and Cleveland Fire Marshal. If approved, only water-based hazers / fog machines can be utilized. An on-site Cleveland Fire Specialist will be required before-during-after the Event to permit I-X Center to silence the fire suppression system, and charges at prevailing rates will be applied to the final invoice.

## **FOOD and BEVERAGE SAMPLING**

The I-X Center exclusive Catering / Food and Beverage / Concessions provider, OVG Hospitality, must approve in advance all Licensee or Exhibitor requests for food or beverage sampling distributed from exhibit booths or any other areas on the premises. All requests must be made by completing and submitting the Spectra Food Services and Hospitality Sample Authorization form to the Director of Food and Beverage. If approved Licensee and/or exhibitors are responsible for obtaining a City of Cleveland Health Permit. A copy of the City of Cleveland Health Permit application and/or receipt must be submitted to OVG Hospitality, Director of Food and Beverage, no less than seven (7) days prior to the first day of the License Period and must also be displayed in the Exhibitor booth or at the Show Management Information Desk.

## **FOOD and BEVERAGE SERVICE**

Food and Beverage Services within the I-X Center and on the I-X Center grounds are operated and provided exclusively by OVG Hospitality. No food and/or beverage supplies or alcoholic beverages may be brought into the IX Center by Licensee, its employees, contractors, exhibitors or attendees without approval from the Director of Food and Beverage. The Licensee shall not share in any revenue generated by the sale of any food and beverage at the IX Center. The Director of Food and Beverage will provide menu selections, payment policies, guarantee, and additional information regarding Catering / Food and Beverage / Concession Services. A guaranteed attendance number for all Catered Food and Beverage functions is required three (3) to five (5) business days (excluding weekends and holidays) prior to each Event function, depending on the size of the Event; Otherwise, the estimate number will be taken as the guarantee and invoiced accordingly.



## **FORKLIFTS**

Powered industrial trucks used to carry, push, pull, lift, stack, or tier materials.

- Only qualified individuals who are properly trained, authorized and licensed may operate material handling equipment on premises or inside the I-X Center
- Operators must have in their possession and be able to show valid OSHA compliant operator certification for equipment being utilized on I-X Center property. Includes electric pallet jacks
- Employers must ensure that each powered industrial truck operator is competent to operate a powered industrial truck safely, as demonstrated by the successful completion of the training and evaluation specified by OSHA; certificates providing proof of completion are required on-site
- Seat Belt use is required if forklift is equipped
- Forklifts cannot be used as Aerial work platforms without approved OSHA compliant platform attachment with safety rails. Platform must have compliance information affixed and legible
- Load must not obstruct operator's clear view in direction being traveled
- Forklifts must be lowered, but high enough to prevent touching floor or striking protrusions while forklift is in motion
- Forklifts are prohibited on any carpeted area inside the I-X Center without consent of the Event Manager

## **FREIGHT**

*Refer to: DELIVERIES*

## **FURNITURE (Common Space Lobby Furniture)**

Furniture located in common public spaces are not permitted to be moved or relocated.

## **GARBAGE**

*Refer to: Trash*

## **HAZARDOUS SUBSTANCES**

*Refer to: License Agreement*

## **HOUSEKEEPING**

Housekeeping and cleaning of Licensed areas, excluding exhibitor booths, are included according to your License Agreement. The I-X Center is the exclusive provider Porter and Cleaning Services during Events. The Event Manager will assist in identifying any additional service requirements and the associated costs. Exhibitor cleaning services provided by the I-X Center may be ordered. Contact your Event Manager for ordering information. Client, sub-contractors, and exhibitors must remove all exhibit materials and signage by the end of the License period. The I-X Center is not responsible for any items left beyond the License period. In addition, if an excessive amount of debris is left (tape, stickers, or trash) additional charges for cleaning /damages and/or labor required to repair damage may be incurred by Show Management and applied, at prevailing rates, to the final invoice.

## **INDEMNIFICATION**

*Refer to: License Agreement*

## **INSPECTION PROCEDURES**

Guests entering the I-X Center may be subject to random inspection by electronic wand or physical search. The I-X Center reserves the right to dictate and determine which Events will require inspection procedures based on type of Event and/or Event history. Carry-in items for all Guests are subject to inspection by I-X Center personnel prior to entrance or at any time while inside the facility. Carry-in items may be limited to size specifications determined by individual Show Management requests and Event type.



## **INSURANCE CERTIFICATES**

Refer to the License Agreement for specific financial requirements and specifications.

- Certificate of Insurance is required to include these entities as Additional Insured:
  - Global Spectrum, L.P., dba Spectra I-X Center
  - Convention IX Center, LLC
- Certificate of Insurance is required to be in effect for the entire length of the License Agreement. Including all move-in and move-out dates
- Certificate of Insurance is due no later than thirty (30) days prior to first Licensed date
  - If the Event Manager has not received the Certificate of Insurance seventy-two (72) hours in advance of the first License date, a Certificate of Insurance will be purchased for the Licensee from our Corporate OVG360 Venue Management Office and a \$1.00 per person, per expected attendance, fee will be applied to the final invoice
  - Once obtained the OVG360 Venue Management Certificate of Insurance cannot be cancelled

## **KEYS**

Up to two (2) keys can be provided per meeting room at the request of the client and at a minimum seven (7) days advance notice prior to the Event. Keys must be returned to your Event Manager on the last day of the Event. Fees for unreturned keys are \$250.00 per Standard Key and/or \$350.00 per Security Cored Key and will be applied to the final invoice.

## **LICENSES and PERMITS**

The Licensee is responsible for obtaining all licenses, permits, and approvals from the appropriate regulatory boards and state/national authorities that may be required, but not limited to, staging the Event (including business licenses, special occasion, special event licenses, ASCAP, BMI and SESAC licenses). I-X Center operates under its own liquor license through the exclusive in-house food and beverage provider, OVG Hospitality.

## **LIGHTING LEVELS**

Special lighting scenes are available in the Exhibit Hall, Ballroom and Meeting Rooms, additional costs apply, or the Event Manager can schedule Standard House lighting levels for the Event days. Lighting during Move-in and Move-out will be at levels suitable for safe working conditions. Lights in the Exhibit Hall require a ten (10) minute warm-up period before obtaining maximum brightness and require cool down period of ten to fifteen (10-15) minutes between turning off and turning back on.

## **LOADING / UNLOADING AREAS**

The loading dock is utilized by the Venue and Events alike which makes it a vital access point for all. In order to meet essential requirements and expected needs, processes are in place to streamline usage. There may be limits on the number of bays and/or dock space accessible for unloading/loading as assignments are based on which area of the venue is being utilized by each Event. The Director of Security will work with each Event Manager to review Event requirements, Security Staff levels and placement, and designate unloading / loading spaces. The I-X Center Security team is the face of the dock; Exhibitors will be greeted and given a dock pass designating time limits and allowing access to specific unloading/loading areas.

## **LOBBY SPACE (Common Public Spaces)**

The I-X Center Main Lobby serves as the main entrance for guests, delegates, and members of the public. It is available on a limited basis for shared use with other Events and Functions. Portions of Main Lobby space may be used for Food and Beverage functions, limited exhibits, and registration with prior approval from the Event Manager. The Main Lobby and other common public spaces are not Licensed spaces.

## **LOGO / IMAGES / PHOTOGRAPHS**

The official I-X Center Logo, high resolution images and photographs are available from the Event Manager for reproduction and inclusion in your printed materials.



## **LOST and FOUND**

All personal lost and found articles are catalogued and stored for thirty (30) days with our Security Department. After that period, all articles are disposed of at the sole discretion of the I-X Center. Event and Exhibitor items that are left behind will be disposed of after forty-eight (48) hours. The Director of Security is available at 216-265-7108 for inquiries regarding lost items or the Event Manager can assist locating misplaced items.

## **LOST ADULTS / CHILDREN**

*In the event of a Parent / Child separation in which initial contact is with the CHILD:*

- The person who is initially contacted by the child should immediately determine if the child is capable of coherent verbal communication
  - If yes: escort the child to the Event lobby and notify posted Security Guard, who will immediately notify the Director of Security
  - If no: escort the child to the First Aid Station in the Main Lobby
- If the Parent or Guardian is not found by the time the Event Manager on duty is contacted, the Event Manager will:
  - Notify the Client / Show Management of the issue and request permission to make a building-wide announcement to locate the Parent or Guardian
  - Keep the Client / Show Management updated as the situation progresses.
- If the Parent or Guardian is not located within two (2) full hours, Security will:
  - Activate the Chain of Command via standard procedure
  - Contact the Cleveland Police Department, who will then take custody of the Child and take over control of the process
  -

*In the event of a Parent / Child separation in which initial contact is with the PARENT:*

- The Parent or Guardian should be escorted to the Event lobby and put in contact with the posted Security Guard
- The Security Guard on the post will:
  - Notify the Director of Security in the following manner:
    - Provide a detailed description of the missing child, including age, race, hair color, approximate height/weight, full name, and current clothing
    - Provide a description with the last known location and time last seen
  - If the Child is not found by the time the Event Manager on Duty is contacted, the Event Manager will:
    - Notify the Client / Show Management of the issue
    - Keep the Client / Show Management updated as the situation progresses
- Once the Child is located:
  - The Adult must complete a Lost Parent / Guardian Release Form for our records
  - If there is any doubt that the Adult is not the Parent or Guardian of the child in question, you may contact the Cleveland Police Department for assistance
  - Notify all Staff / Departments the missing child issue resolved
- If at any time the Parent or Guardian requests to involve the Cleveland Police Department, Security will contact them for assistance. It is at the sole discretion of the Parent or Guardian to involve law enforcement; however, we will suggest contacting police once the child has been missing for two (2) hours

## **MARSHALLING YARD**

The I-X Center has an onsite marshalling yard. Show management and their designated General Contractor are responsible for submitting a marshalling plan for I-X Center review. Please contact your Event Manager for additional details at least 30 days prior to the event.

## **MEDIA & MARKETING SERVICES**

If the Event anticipates attracting media attention; the Event Manager can assist coordinating lighting schedules with media arrival times and explain the available options for live remotes, taping, additional lighting and any associated costs that may be required.



Our marketing team is here to help you maximize exposure of your event through our in-house marketing assets, social media and public relations efforts. A list of exclusive marketing services can be found [here](#).

## **MEDICAL**

*Refer to: EMERGENCY MEDICAL TECHNICIANS (EMT) / MEDICS*

## **MOTORIZED VEHICLES**

Motorized vehicles or any diesel / gasoline engines on display are required to be inspected by a City of Cleveland Fire Inspector prior to admission into the I-X Center and are subject to the following conditions:

- Gas tanks must be less than ¼ full.
- Gas caps must be locked or sealed
- Battery cables must be disconnected and taped after vehicle is moved into display location
- Drip pans or plastic must be placed under vehicle
- Carpet squares are required to be placed under tires on carpeted areas
- Vehicles must be clean and dry upon arrival
- Fire Specialist must be scheduled by I-X Center Event Manager to approve the above stipulations

The Event Manager can answer any questions about the above terms and assist with obtaining a Cleveland Fire Specialist cost estimate for vehicle inspections.

I-X Center owned motorized vehicles are to be operated by authorized / licensed I-X Center personnel only. Motorized carts (golf carts, Segway, scooters, etc.) used for convenience, excluding motorized vehicles used by patrons with disabilities, are not permitted in carpeted areas and common public space during hours of operation when general public are occupying the facility unless written approval is obtained from the Assistant General Manager or designee.

## **PARKING**

Self-Parking: There are approximately 7,200 spaces within the property of the I-X Center and a parking fee will be charged on all Event days. Parking Permits area available by contacting the Event Manager. All unauthorized vehicles will be removed at owner's expense. Parking will not be permitted within twenty (20') feet of fences, in fire lanes, service streets, vacant exhibit halls, loading dock areas or any other location posted "no parking". Exhibitor parking is available in designated areas. ADA parking areas are clearly designated around the facility and are to be used only as specified by state, local and federal laws.

## **PRIVATELY OPERATED VEHICLES (POV's) & DRIVE-IN PRIVILEGES**

I-X Center policy permits exhibitors and show management to load/unload their materials from their vehicles within the designated POV area as follows:

- The use of motorized material handling equipment is prohibited.
- The use of two and four-wheel dollies is permitted.
- The following vehicle types are permitted to drive into the facility to unload/load:
  - Non-commercial, standard size pick-up trucks, automobiles, SUVs and passenger vans.
  - If pulling a trailer, driving a commercial or oversize vehicle, general service contractor labor may be required to unload/load vehicle.
- One drive-in pass is required per vehicle per trip and may be purchased at the I-X Service Center.
- Drive-in passes are non-transferable, non-refundable and if lost or stolen, cannot be replaced without incurring an additional charge.
- Exhibit or Drive-in Procedure
- Park in designated exhibitor area



- Purchase drive-In pass or pick up prepaid drive-in pass at the I-X Service Center
- Report to assigned door
- Present drive-in pass to I-X personnel at entrance door
- I-X personnel will direct the vehicle to booth or designated unloading area
- Unload vehicle independently
- Immediately remove vehicle from building after unloading

\*\* These procedures may vary in accordance with certain shows general service contractor's policies and guidelines.

## **PHOTOGRAPHY**

The I-X Center retains the right to take photographs of an Event for its own records and/or publicity purposes.

## **PRODUCT SALES**

Sales of Event related products are permitted within the Licensed Event space, excluding all common public areas. Any common public area required for Event related product sales needs to be discussed in detail and pre-approved with by the Director of Sales and Marketing and the Event Manager.

## **PROPANE**

The use of propane, or materials under high pressure are not permitted within the I-X Center unless as an approved activity or exhibit. Propane storage is confined to areas outside the loading dock. All activities and/or exhibits with propane or materials under high pressure require a minimum of seventy-two (72) hour advance notice, prior to the first Event date, for review and written approval from the Event Manager and Cleveland Fire Marshal (if applicable). An on-site Cleveland Fire Specialist may be required, and charges will be applied to the final invoice at prevailing rates.

## **RIGGING**

Please contact your Event Manager for further information.

## **ROOM CAPACITIES**

Room capacities will vary depending upon the specific function requirements such as Audio Visual set up requirements, lighting and staging. It is necessary to discuss the proposed function details with the Event Manager to ensure safe and appropriate allocation of space. Optimum room setup diagrams / layouts can be obtained from the Event Manager. General room capacity information and facility diagrams are available on the I-X Center website at [www.ixcenter.com](http://www.ixcenter.com).

## **SALES MANAGEMENT**

The Director of Sales and Marketing will assist with all aspects of the Sales process including space selection, ensuring a full understanding of the agreement, issuing the License Agreement, as well as any addendum or special attachments and coordinate a convenient time for a post-show meeting to discuss any questions or concerns pertaining to the Event and/or scheduling of future events. After a License Agreement has been negotiated and signed, the Event will be transitioned from the Sales process to the Event Planning process; an Event Manager will be assigned, by the Director of Events, to serve as your main contact and liaison to assist with the Event.

## **SATELLITE DISH PLACEMENT**

Should the Event setup require installation of a satellite dish; notify the Event Manager as there are only a limited number of locations for satellite dishes. Satellite dish installation requires prior approval and advanced coordination with our Engineering Department. Labor, equipment, services, and/or permits required will be applied to the final invoice at prevailing rates.



## SECURITY

Security and Guest Services personnel is provided exclusively by the I-X Center and must be scheduled through the Event Manager. The I-X Center is considered a “closed campus” unless exterior facility doors are staffed by security, due to the complexity of the facility, there are minimum requirements for security staff and loading dock patrols, particularly during move-in/out of an Event, minimum requirements vary depending on the type and size of an event. The Event Manager will assist with determining the costs and appropriate staff levels as additional staff may be required to cover breaks, entry and/or exit points, patrol lobbies, etc.

Certain Events may require an on-duty Cleveland Police Officer; qualifications will be determined at the sole discretion of the I-X Center Management Team. If the Event qualifies as a special event requiring Cleveland Police Detail, your Event Manager will contract the service directly with the Cleveland Police Department and charges will be applied to the final invoice at prevailing rates.

## SET-UP INSTRUCTIONS

The I-X Center will require complete daily function information on the physical setup of the Event including equipment and utility needs a minimum of thirty (30) days prior to the first day of the License period. It is imperative that all Event specifications are shared / reviewed in detail with the Event Manager as soon as the information is available to ensure all equipment, staffing requirements, and utility requirements can be accommodated. Placing the Event Manager on the exhibitor and/or delegate mailing list will keep them well informed and enable the staff to anticipate many aspects of your event.

## SHIPPING and RECEIVING

*Refer to: DELIVERIES*

## SIGNS and SPECIAL DECORATIONS

Signs, banners, and posters may not be adhered to any part of the I-X Center or to any furnishings or fixtures without prior approval (Refer: Adhesives). Limited quantities of easels are available for rent to display such material within the Licensed Event space. Use of easels to display signs and posters are limited in the common public spaces due to the availability of extensive electronic signage and three-tiered directional signage frames. If signage is necessary in the common public spaces, it must be deemed of a professional convention quality (no hand-made or paper signs taped to boards are permitted) and approved by the Event Manager. Contact information for local sign services is available through the Event Manager.

## SMOKING and TOBACCO

Ohio voters passed issue Number 5, on Nov. 7, 2006, which calls for a smoking ban in public facilities and places of employment under Ohio Revised Code Chapter 3794. Thus, the I-X Center has been designated as a completely non-smoking facility and is required to enforce the regulations outlined in the code.

- Guests are not permitted to smoke inside of the I-X Center
- Loading dock is considered located inside the facility
- Smoking is prohibited in areas immediately adjacent to building entrances and exits
- Violators may be subject to ejection and potential fines
- Electronic cigarettes (e-cigarettes) are also prohibited
- Giving samples of tobacco is considered the same as selling tobacco – the same rules apply

As a courtesy to our guests that smoke, the I-X Center has designated a few areas as smoking areas:

- Perimeter locations deemed as approved smoking areas are labeled as such with signage and are located a minimum of thirty-five (35') feet from all entry / exit points



## **SOUND SYSTEM**

Permanently installed audio, video and lighting control equipment is to be used only under the direct supervision of the in-house Audio-Visual provider with regards to the house microphone, mixers, patch cables and control devices. Contact and rate information for the in-house Audio-Visual provider is available through the Event Manager upon request.

## **STORAGE**

*Refer to: DELIVERIES*

## **TELECOMMUNICATIONS / INTERNET / NETWORKING**

Smart City is America's leading provider of Event Technology services and is the proud partner of the I-X Center as its exclusive provider of the following services:

- High-Speed Internet Access
- T1 and other Special Data Circuits
- Voice Networking Services
- LAN / WAN / VPN Construction
- Point-to-Point Networking
- Wireless Buyouts and Sponsorship Opportunities
- Webcasting (Internet Broadcasting)
- Internet / E-mail Stations / Cyber Cafes
- VLAN / DNS / DHCP Engineering

Smart City offers high-speed Internet access using fast Ethernet protocols to all exhibit space, common public areas and meeting rooms. Our network service professionals also offer turnkey data networking services that enable clients to create Local Area Networks (LANs), Wide Area Networks (WANs) and Virtual Private Networks (VPNs) all using the latest technology. Custom configurations are available upon request. With Smart City, any area of the I-X Center can be networked together creating dedicated building-wide event networks that make our center a smart place to book your event.

Give your attendees complimentary access to the Internet using one of the many wireless buyout products that can also be used to push users to your own personal website or that of a sponsor by incorporating a wireless splash screen redirect. Show Managers or Exhibitors may order telephones or internet connections directly through Smart City Networks. Smart City Networks ordering forms are available through the Event Manager. For further information and pricing please contact Smart City Networks at 614-827-2670.

## **TICKET SALES and HANDLING**

Specific information pertaining to ticket sales and handling are outlined in detail, in your License Agreement. Should you have any questions or concerns, or know you need to order Box Office Staffing, please contact your Event Manager. Box Office Staffing is required to be scheduled (60) sixty days prior to your first contracted date.

## **TRASH**

Trash placed in aisle nightly at close of show will be removed at no charge. For additional trash services, please contact your Event Manager.

## **VEHICLE INGRESS / EGRESS**

Automobiles and trucks may be displayed in the main lobby or common public areas with prior approval. Contact the Event Manager regarding size and weight restrictions for the main lobby, common public areas and/or exhibit halls and to coordinate the vehicles ingress / egress schedule. Carpeted areas require protective measures (i.e., carpet squares under tires and Visqueen or plastic to prevent damage). Display Vehicles are required to follow all City of Cleveland Bureau of Fire Prevention rules and regulations (Refer: Fire Regulations / Motorized Vehicles).



## **WATER COOLER UNITS**

5-gallon water cooler units and water jugs are available for rent exclusively through OVG Hospitality. Cost per each cooler is \$75.00 per cooler per event, plus \$25.00 per 5-gallon water jug. Should the Event require a water cooler, please contact the Director of Food and Beverage.

## **WEBSITE**

The I-X Center's website ([ixcenter.com](http://ixcenter.com)) contains information about onsite services, room setup capacities, floor plans, schedule of public events, online exhibitor services ordering, and late breaking I-X Center news updates. Our regularly updated website contains all the I-X Center's most current information essential for planning events and acclimating clients and visitors to the facility.

## **WHEELCHAIRS**

The I-X Center does have manual wheelchairs available for clients or guests' personal use. Wheelchairs are located at the main lobby during events hours and are available at a first come / first serve basis.

## **Wi-Fi**

Smart City Networks (exclusive Telecommunication and Internet provider) can provide shared access to the Internet with up to 128 Kbps or greater of throughput (depending on service purchased) via a Wireless Local Area Network connection. It comes with a single Private IP address (DHCP) and provides a single connection to a single computer. Service is accessed via a log-in / access code or a log-in / access code and password. This is normally not available as a pre-purchased service but is available as a do-it-yourself on-site service. You cannot utilize a hub, router, or data switch to distribute to multiple computers with this connection. Streaming Applications, Routers, VoIP, DHCP or Proxy Servers are not allowed with this connection. Smart City can engineer a custom dedicated wireless network(s) to accommodate special requests (WEP Key with 40- or 128-bit encryption, authentication, DHCP, etc.)

## **WEAPONS**

Pursuant with State of Ohio Revised Code 2923.126 (B), it is illegal to carry a firearm, deadly weapon, or dangerous substance inside the I-X Center. Unless otherwise authorized by law, no person shall knowingly possess, have under the person's control, convey, or attempt to convey a deadly weapon or dangerous substance into the facility. A permit to carry a concealed weapon issued by this or any other state does not authorize the holder to carry or conceal weapons inside the I-X Center.

Off-duty law enforcement officers and retired law enforcement officers who are qualified under federal Law H.R. 218., the Law Enforcement Officers Safety Act, and licensed protection professionals with prior approval, are permitted to have concealed weapons on premises. These authorized persons, who carry a concealed weapon to the I-X Center, are required to notify the Director of Security and Event Manager prior to entering the I-X Center so their identification and facility location can be verified and accounted for.

If you have further questions, please do not hesitate to contact [exhibitorservices@ixcenter.com](mailto:exhibitorservices@ixcenter.com).

