



# DENNY SANFORD **PREMIER CENTER** Arena

Dear Exhibitor,

***Welcome to the Arena at Denny Sanford Premier Center!***

Our Arena is the exclusive provider of utilities and food and beverage for the facility. To place your order, please complete and return the order forms located in this packet. The order forms can also be found on our website at [www.dennysanfordpremiercenter.com](http://www.dennysanfordpremiercenter.com) under “Convention Center & Arena/Exhibitors”.

Advanced orders will save you a substantial amount of money. For the discounted prices, orders and payment should be received **10 days** prior to the date of the event move-in. Payment must be made by check, money order, Visa, MasterCard, or American Express. If paying by credit card, please return the order form with an email address, but **WITHOUT** payment information. For security reasons, we cannot accept payments via fax or email. A secure link will be sent prompting you for payment as soon as the order is processed.

As a general rule, our facility does not charge drayage. Exhibitors are responsible for shipping packages to and from the facility. Packages should be mailed to:

Denny Sanford PREMIER Center  
Event Name and Exhibitor Name  
Booth #  
1201 N. West Ave.,  
Sioux Falls, SD 57104

Please make sure to arrange for shipping packages back prior to leaving at the end of your event, as **we are not responsible for any packages left at the facility.**

Our website, [www.dennysanfordpremiercenter.com](http://www.dennysanfordpremiercenter.com) offers a detailed outline of the facility’s policies and procedures, which is located under “Convention Center & Arena/Exhibitors”.

We are looking forward to a successful event. If you need additional assistance at any time, please call our Event Services Department at (605) 367-7288 or email us at [ExhibitorServices@premier-center.com](mailto:ExhibitorServices@premier-center.com).

Sincerely,

Stephanie Ovall  
Director of Events



# DENNY SANFORD PREMIER CENTER Arena

## Electrical Service

(All services are provided by the Arena; if an outside supplier is required additional fees may apply.)

Description	Quantity	Advanced 10 Days prior to show move-in	Floor Less than 10 Days prior to show move-in	Total
Standard 110v Outlet (Shared Circuit)		\$50.00	\$60.00	
Power Box with 6 Standard 110v Outlets with Dedicated 20 Amps Circuits (available in X-Halls, Ballrooms, Hallways, and MR 12)		\$150.00	\$200.00	
208-Volt Single or Three Phase Service 20 Amps		\$140.00	\$160.00	
208-Volt Single or Three Phase Service 30 Amps		\$160.00	\$180.00	
208-Volt Single or Three Phase Service 50 Amps		\$200.00	\$225.00	
208-Volt Single or Three Phase Service 100 Amps		\$400.00	\$425.00	
208-Volt Single or Three Phase Service 200 Amps (Ballroom Only)		\$500.00	\$550.00	
208-Volt Single or Three Phase Service 400 Amps (Ballroom Only)		\$700.00	\$750.00	
Extension Cord (25 ft.)		\$35.00	\$45.00	
Power Strip		\$10.00	\$15.00	

\*Call For Other Power Requirements Not Listed\*

\*All 208-Volt hookups are outsourced and must be ordered at least 5 business days in advance\*

### Please Complete

Event:

Event Dates:

Exhibitor Location/Booth #:

Company Name:

Phone:

Ordered by:

On-Site Contact:

**Payment in full must be received before service is provided.**

*Payment in full must be received 10 days before move-in to qualify for advanced rate.*

If paying by credit card, please provide your email address, and a secure payment link will be sent.

#### EMAIL:

*\*Due to enhanced security, we can no longer accept payments via email or fax.*

If paying by check, return form with payment to:

**Denny Sanford PREMIER Center, Attn: Exhibitor Services, 1201 N. West Ave, Sioux Falls, SD 57104**

**Phone: (605) 367-7288    Email: [exhibitorservices@premier-center.com](mailto:exhibitorservices@premier-center.com)    Fax: (605) 338-1463**

Total Sales	
6.5% Sales Tax	
<b>GRAND TOTAL</b>	



# DENNY SANFORD PREMIER CENTER Arena

## Audio / Visual

*(All services are provided by the Arena; if an outside supplier is required additional fees may apply.)*

Description	Quantity	Advanced 10 Days prior to show move-in	Floor Less than 10 Days prior to show move-in	Total
Video	All Rates Are Per Day Unless Otherwise Noted			
55" Flat Screen Television with AV Cart, Skirt, and Power		\$100.00	\$125.00	
Projector - LCD		\$125.00	\$150.00	
Projector – LCD Large Venue		\$250.00	\$275.00	
Screen (7' X 7')		\$45.00	\$45.00	
Screen (12' X 12')		\$125.00	\$150.00	
DVD Player (plays CDs and MP3 disks)		\$35.00	\$40.00	
VCR - Video Cassette Recorder/Player		\$25.00	\$30.00	
Audio Visual Cart (includes extension cord electrical connection and power strip)		\$45.00	\$45.00	
Lighting				
Spot Lights pre-hung in Ballrooms (per spotlight)		\$100.00	\$125.00	
LED Up Lights		\$30.00	\$35.00	
Hanging Lights for Outside Contractors (including decorators)		\$90.00 per hour	\$100.00 per hour	
Custom Steel Gobo		\$150 Per Gobo		
*Call For Other Audio / Video Needs Not Listed*				
<b>**Any Lost Audio / Video Equipment will be billed back to guest at retail price**</b>				
<b>**All rates are subject to 20% Service Charge and 6.5% Sales Tax**</b> <b>**All rates subject to change without notice**</b>				

## Please Complete

Event:

Event Dates:

Booth #:

Company Name:

Phone:

Ordered by:

On-Site Contact:

**Payment in full must be received before service is provided.**

*Payment in full must be received 10 days before move-in to qualify for advanced rate.*

If paying by credit card, please provide your email address, and a secure payment link will be sent.

**EMAIL:**

*\*Due to enhanced security, we can no longer accept payments via email or fax.*

If paying by check, return form with payment to:

**Denny Sanford PREMIER Center, Attn: Exhibitor Services, 1201 N. West Ave, Sioux Falls, SD 57104**

**Phone: (605) 367-7288    Email: [exhibitorservices@premier-center.com](mailto:exhibitorservices@premier-center.com)    Fax: (605) 338-1463**

<b>Total Sales</b>	
20% Service Charge	
<b>Subtotal</b>	
6.5% Sales Tax	
<b>GRAND TOTAL</b>	



# DENNY SANFORD PREMIER CENTER Arena

## Gas, Compressed Air, Water, and Drain

(All services are provided by the Arena; if an outside supplier is required additional fees may apply.)

Description	Quantity	Advanced 10 Days prior to show move-in	Floor Less than 10 Days prior to show move-in	Total
<b>COMPRESSED AIR SERVICE &amp; NATURAL GAS</b>				
20 CFM @ 90 - 100 PSI: line size 3/8 inch ID Line		\$125.00	\$150.00	
<b>GAS</b> (Line dropped from ceiling)		\$125.00	\$150.00	
<b>WATER AND DRAIN</b>				
Connection 40 - 60 PSI, line size: 1/2 inch or 3/4 inch		\$150.00	\$180.00	
One Time Water Fill and Drain 0-100 gallons		\$90.00	\$120.00	
Additional Gallons above 100 gallons (price per gallon)		\$0.25	\$0.30	

### Please Complete

Event:

Event Dates:

Booth #:

Company Name:

Phone:

Ordered by:

On-Site Contact:

**Payment in full must be received before service is provided.**

*Payment in full must be received 10 days before move-in to qualify for advanced rate.*

If paying by credit card, please provide your email address, and a secure payment link will be sent.

**EMAIL:**

*\*Due to enhanced security, we can no longer accept payments via email or fax.*

If paying by check, return form with payment to:

**Denny Sanford PREMIER Center, Attn: Exhibitor Services, 1201 N. West Ave, Sioux Falls, SD 57104**

**Phone: (605) 367-7288    Email: [exhibitorservices@premier-center.com](mailto:exhibitorservices@premier-center.com)    Fax: (605) 338-1463**

Total Sales	
6.5% Sales Tax	
<b>GRAND TOTAL</b>	



**DENNY SANFORD**  
**PREMIER CENTER**  
Arena

## **Exhibitor Booth Catering Services**

---

The excitement builds as the show draws near...you've worked hard at setting up your exhibit and getting ready for the opening of your show.

Increase your visibility, attract more customers and extend your presentation time with the appeal of fresh brewed coffee, homemade cookies, gourmet hors d'oeuvre trays or themed refreshment carts.

The food and beverage department at the Denny Sanford Premier Center provides world class catering service. We offer a full line of exhibitor catering because we know that booth enticements are a proven tool for increasing exhibitor sales at trade shows and conventions. We guarantee our exceptional service, quality and presentation.

**DENNY SANFORD PREMIER CENTER  
1201 N. WEST AVENUE  
SIOUX FALLS, SD 57104**

**Exhibitor Services**

**PH: 605-367-7288**

**FAX: 605-338-1463**

**E-MAIL: [ExhibitorServices@premier-center.com](mailto:ExhibitorServices@premier-center.com)**

## **IMPORTANT EXHIBITOR FOOD & BEVERAGE INFORMATION**

### **Food and Beverage Exclusivity**

1. All food and beverage must be ordered through the Arena. No food or beverage will be permitted into the Arena by any exhibitor, show decorators or any other vendors hired by the exhibiting company without prior approval and written authorization of the food and beverage department.

### **Complimentary Food and Beverage Samples**

2. Only exhibitors with booths in the trade show exhibit hall may give away sample portions of the product they manufacture, produce or distribute and must be show related. Sample sizes must be limited to one (4) ounces of beverage and/or one (1) ounce (bite size) of food. No products may be sampled or given away outside of the Arena facilities.
3. Requests to provide sample food or beverage at the show must be made in writing at least 10 days prior to the start of the show, and include the name and dates of the exhibit and the exhibitor's product to be sampled. The address to write for approval is:

**Denny Sanford PREMIER Center**  
**1201 N. West Avenue, Sioux Falls, SD 57104**  
**Phone: 605-367-7288**  
**Fax: 605-338-1463**  
**E-mail: ExhibitorServices@siouxfallsc.com**

### **Alcoholic Beverage Regulations**

1. As the property licensee, we retain the right for supplying and serving alcoholic beverages. By state liquor law statutes, no alcoholic beverages may be provided, served or sold by any other entity while at the Arena and will be removed immediately from the premises. Bartender fee to serve alcoholic beverages at your booth is \$18.00 per hour. Only licensed beverage dealers with solicitor's licenses are allowed to provide samples of alcoholic beverages at the Arena. Retailers are not permitted to provide samples of any alcoholic beverages on the Arena premise. There is an \$18.00 per station, per hour charge to staff a Arena employee to check IDs, ensure the state liquor license laws are being followed for the Arena's license, and to oversee consumption. If consumption becomes more than one sample per person, a corkage fee may apply. All alcohol samples must be poured into a cup that is no larger than four (4) ounces for beer and wine and one (1) ounce of liquor. Vendors must provide correct size cups for samples. Approval to distribute alcoholic beverage samples must be received by our Food and Beverage Director 30 days prior to the event. Samples must be given away inside the room in conjunction with the event. No samples may be given out in the pre-function areas. City obtained one-day off-sale package wine license may be obtained by group through the City of Sioux Falls. Approval must be made in writing from the F&B director prior to applying for license and confirmed 30 days prior to the event.

### **Candy Dishes**

2. Items such as candy bars and bottled water must be purchased from the food and beverage department. A candy dish provided complimentary by an exhibitor at their booth may be exempt, as long as the candy is bite sized, individually wrapped in portions of one ounce or less and manufactured in a licensed commercial facility.

### **Catering Services Policies**

3. All food service ordered must be paid in full prior to any service commencing. We will accept company checks, VISA, Master Card and American Express. A credit card is required to be on file for any additional services ordered during the show.
4. Please allow a minimum of 10-20 minutes for all replenishment requests during the show.
5. The exhibitor is responsible for supplying any electricity required for food service equipment and trash removal from the booth.
6. All service will be delivered on disposable ware unless special arrangements are made otherwise.
7. To all prices add 22% Management Charge and 7.5% tax.
8. On-site catering orders are handled in the Events office at the facility. Last minute orders are subject to availability.

**Please take a moment to read our policies!**

### A LA CARTE BOOTH CATERING MENU

#### Coffee Service Menu

Regular and Decaffeinated Coffee	\$31.00 per Gallon
Lemonade	\$24.00 per Gallon
Tropical Fruit Punch	\$24.00 per Gallon
Hot Chocolate	\$24.00 per Gallon
Iced Tea with Lemon	\$24.00 per Gallon
Grip 'n Go Milk	\$42.00 per Dozen
<i>(White, Chocolate, and Strawberry)</i>	
Chilled Fruit Juices	\$42.00 per Dozen
Bottled Water	\$3.00 Each
Regular and Diet Soft Drinks	\$3.00 Each
Assortment of Specialty Teas	\$2.00 per Bag

#### Fresh Bakery Selections

Assorted Scones	\$38.00 per Dozen
Mini Cinnamon Rolls w/Icing	\$24.00 per Dozen
Brownies/Assorted Bars	\$40.00 per Dozen
Homemade Danish	\$44.00 per Dozen
Homemade Muffins	\$36.00 per Dozen
Assorted Donuts	\$32.00 per Dozen
Assorted Bagels w/Cream Cheese	\$30.00 per Dozen
Fresh Baked Cookies	\$30.00 per Dozen
Cinnamon Streusel Coffee Cake	\$30.00 per Dozen
Yogurt Cups	\$16.00 per Dozen

#### Snack Menu

Soft Pretzels w/Mustard & Cheese	\$34.00 per Dozen
Mixed Nuts	\$36.00 per Pound
Snack Mix	\$15.00 per Pound
Tri-Color Tortilla Chips w/Salsa	\$2.00 per Person
Assorted Ice Cream Novelties	\$42.00 per Dozen
Assorted Candy Bars	\$38.00 per Dozen
Individual bags of Kettle Chips/Pretzels	\$24.00 per Dozen

#### Hors D' Oeuvres

Domestic Cheese Tray w/Crackers	\$5.00 per Person
Fresh Vegetables w/Dip Tray	\$4.00 per Person
Specialty Breads and Dips	\$5.00 per Person
Chocolate Dipped Strawberries	\$3.00 per Piece
Carved Smoked Pork Loin	\$6.00 per Person

### Exhibitor Favorites

Looking for a way to attract your next client?  
Try one of these exhibitor favorites at your booth!

<b>Fresh Buttered Popcorn</b>	<b>\$2.00 per Person</b>
<b>Chips &amp; Queso</b>	<b>\$3.00 per Person</b>
<b>Fresh Baked Cookies</b>	<b>\$30.00 per Person</b>

### Exhibit Staffing

Booth attendants \$18.00 per hour (2 Hour Minimum)

**All Prices Subject To 22% Management Charge and 7.5% Sales Tax**



## BOOTH FOOD SERVICE ORDER FORM

CONTACT PERSON AND COMPANY NAME		
ADDRESS/BILLING		
CITY	STATE	ZIP CODE
PHONE NUMBER		FAX NUMBER
TRADE SHOW NAME		BOOTH NUMBER

DAY/DATE	TIME	ITEM DESCRIPTION	QUANTITY	PRICE

Booth Attendant \_\_\_\_\_ hrs. X \$18.00 = \_\_\_\_\_

Estimated Subtotal \_\_\_\_\_

22% Service Charge (food and beverage items only) \_\_\_\_\_

7.5% Sales Tax (food and beverage items) \_\_\_\_\_

6.5% Sales Tax (booth attendants) \_\_\_\_\_

**Estimated Total** \_\_\_\_\_

**INSTRUCTIONS:**

- Please type or print.
- Form must be received no later than **2 weeks** prior to show dates to ensure confirmation.
- A 20% service charge will be added to subtotal in addition to sales tax.
- Food service contract will be sent to you confirming order, signed contract and full payment must be received in our office prior to start of show. No service will commence without full payment prior to show and/or credit card information on file.
- Any replenishment orders during the show must be guaranteed by a major credit card; the balance of charges will be billed to the credit card unless payment is received at the end of the show.

### Payment Information

Names of Authorized Signature for Event: \_\_\_\_\_

Total Estimated Amount of Services: \_\_\_\_\_

EMAIL: \_\_\_\_\_

For credit card payments, a secure payment link will be sent to the email address provided.

\*Due to enhanced security, we can no longer accept payment via fax or email. Check payments will still be accepted.

**Mail, Email or Fax to: Denny Sanford PREMIER Center  
 1201 N. West Avenue Sioux Falls SD, 57104 Fax: 605-338-1463  
 Email: ExhibitorServices@premier-center.com**



# DENNY SANFORD PREMIER CENTER Arena

## POLICIES AND PROCEDURES

**AIR CONDITIONING AND/OR 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** -- Alcoholic beverages must be purchased through Ovations, our exclusive in-house caterer. Additional security may be required for events where alcohol is served.

**AMERICANS WITH DISABILITIES ACT (ADA)** -- As a facility of public assembly, the Arena is sensitive to those with special needs, and complies in all respects with the Americans with Disabilities Act (ADA) and regulations issued there under. 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 CC except in conjunction with an exhibit, display or performance approved by the CC. The Customer is responsible for obtaining all appropriate permits. Guide, signal or service dogs (as defined by Law) are allowed in the CC. All sanitary needs for animals are the responsibility of the Customer.

**AUDIO SYSTEM** -- The CC staff or their designees are responsible for the house audio system and they must supervise any connection made to this system. If an outside vendor needs additional hook-up to the house sound, there will be a \$45 per room fee assessed.

**BANNERS/SIGNAGE** -- Banners, signs, pictures, notices or advertisements may only be placed in locations, and by methods, approved in advance by the CC.

**BILLING** -- For your convenience and clarification, an Event Settlement Sheet summarizing rent, additional charges and any credits is prepared after each event. Final payment is due upon receipt of invoice.

Items included in the rental price:

- General room lighting, heat and air conditioning on show days
- One standard meeting room set-up per day, including theater, classroom, or banquet style
- Cleaning of public areas (lobbies, restrooms, parking lots, etc.)
- Equipment provided will be limited to inventory on hand and availability.

Items not included in the rental price:

- Electrical service
- Telecommunications service
- Audio-visual equipment and dedicated labor
- Compressed air, natural gas, water and drainage service
- Janitorial and cleaning Services
- Trash haul fees
- Insurance
- Security or police officer services
- First aid attendant
- Damages to the Center and equipment
- Additional equipment rental
- Key and lock services
- Coat check services

**BOOTH CLEANING** -- The CC is happy to provide booth cleaning for a fee at a square foot rate. This service includes trash pick-up

and vacuuming the carpet.

**BULK TRASH** -- We ask you, the Customer, to take responsibility for removal of bulk trash, crates, lumber, pallets, packing materials, oil and tape prior to show opening and following move-out. Or, we'll be happy to do it for you. The goal is to keep your show as pristine and clean as it deserves to be. Any removal of these items by CC personnel will be charged 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 CC reserves the right to deny further entry into these spaces in order to protect public safety.

**CARPET** -- The following policy and procedure applies if your event is inside all or part of the Grand Ballroom and displaying any type of heavy machinery, vehicle, or object that may cause damage to the carpet.

- A layer of plastic will be used to cover the existing carpet. Cost for covering the entire Grand Ballroom is \$750 plus applicable taxes.
- Once all equipment is in position, the layer of plastic will be cut as needed around your items, so that carpet is showing during the event.
- In order to place the equipment on the carpet, there will be a minimum requirement of two Arena staff to assist in the process mentioned above.
- Plastic and staffing costs for part of the Grand Ballroom will be determined on a case by case basis depending on the amount of space needed for equipment. Please contact your Event Manager to receive an estimate based on your event's layout.
- If your event requires any type of lift to be used in the Grand Ballroom, the Arena staff will be required to perform these tasks.
- If your event is in one or both of the Exhibit Halls, in addition to the Grand Ballroom, we highly recommend that any of the items mentioned above are placed on the concrete floors of the Exhibit Halls rather than the carpet of the Grand Ballroom, if possible.

In the event that the carpet is damaged, a fee of \$20 per square plus applicable taxes will be assessed to your final invoice.

**CLEANING AND MAINTENANCE/REFUSE REMOVAL** -- The CC provides janitorial services during the course of the event in corridors, lobbies, concession areas and restrooms. The CC provides refuse removal during show hours and immediately after daily show closing in exhibit hall aisles. For your safety and security, CC personnel do not clean and are not permitted to enter exhibit booths or show management areas such as registration without agreement.

**CONTRACTOR'S SERVICE EQUIPMENT AND MOTORIZED VEHICLES** -- For the safety of our exhibitors and employees, all carts, forklifts, bicycles, 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 pre-function or meeting rooms. Only rubber wheeled, 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 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 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 said fryer. All cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e., Underwriters Laboratory or Factory Mutual. All cooking equipment shall have regulator(s) at 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** -- All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The SFCC inspects all exhibits to ensure compliance. Crates, packing materials, wooden boxes and other highly combustible materials may not be stored in the SFCC. Items such as brochures, literature, giveaways, etc., within the booths are limited to a one-day supply.

**DAMAGES** -- The Customer is responsible for all damages, except normal wear and tear. For accuracy in billing, CC representatives and show management should inspect all leased space prior to move-in and during move-out to determine existing conditions. You will be informed of all damages, which occur, after your event with written reports and photographs as soon as they are documented. A final walk-through will take place at the conclusion of your event.

**DECORATIONS** -- The method and location of special installations must be approved in advance by CC management. 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.

Decoration guidelines include the following:

- No one may tape, nail, tack or otherwise fasten to ceilings, painted surfaces, columns, walls, finished floors, or windows decorations of any kind.
- 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, and 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 Sioux Falls Fire Marshal.
- No one may use adhesive-backed decals or stickers nor may they be distributed anywhere on the premises.
- Glitter and confetti may not be used in carpeted areas of the building.
- Only CC personnel may move planters, lobby furniture, and other CC equipment in the public areas.
- Distribution of helium balloons in the CC is not allowed. If helium balloons become detached from a display, the labor cost to retrieve the balloons will be charged to the Customer. For safety reasons, compressed gas cylinders used to inflate balloons must be properly secured to prevent toppling and removed from the hall before the guests enter.
- All pools, decorative fountains, etc. must be waterproofed and may be tested by CC Engineering prior to installation.
- Show management will be responsible for removal and cleanup of any dirt, bark, mulch or similar materials used for decorating purposes.

**FIRST AID** -- The CC recognizes that the safety, health and well-being of events center guests are our top priority. To deal effectively with emergency situations and protect public safety, First Aid services may be required. The CC reserves the right to provide all necessary First Aid personnel. First Aid will be billed on your final settlement at prevailing rates.

**EQUIPMENT INVENTORY** -- For your convenience, CC equipment such as tables, chairs, staging, etc. is available on a first-call basis as available in current inventory.

\*Rates and Conditions subject to change

**EVENT ESTIMATES & RESUMES** -- For your clarification, our Event Manager will provide an Estimate and Detailed Event Resume prior to your event. You will be asked to sign the Estimate and Event Resume, and agree to the charges prior to your event.

**EVENT FLOOR PLAN APPROVAL PROCESS:** -- We truly believe in providing the highest quality of customer service. That's why we have organized a system that makes it as easy as possible (not to mention as efficient and accurate as possible) for you to obtain approval of your floor plan.

1. One (1) copy of the proposed event floor plan must be submitted to the CC Event Management Department for review and approval at least 30 days prior to the first show day. The plans should be no smaller than 8.5 " x 11". The CC staff will work with you to develop your finalized floor plan.

2. After SFCC Management review and approval, the Event Management Department will forward plans to the Fire Marshal for review and approval.

3. After Fire Marshal review and approval, the Event Manager will return a stamped and approved set of plans to show management and to the official service contractor. The review process generally takes between three and four weeks.

4. Floor plans must have an official signed and stamped Approval from both CC Management and the Fire Marshal, and should not be published without this stamped Approval.

5. The Fire Marshal approval of a floor plan is conditional. The final approval is given after an on-site inspection by field inspectors.

6. The Fire Marshal will not accept floor plans for events at the CC that are directly submitted by show management. The Fire Marshal will only accept floor plans that have been approved by CC Management. The Fire Marshal will not meet with show management or service contractor representatives unless CC representatives arrange the conference.

7. If the final floor plan is different from the initially approved floor plan, it must be re-submitted, processed and approved before the first day of move-in.

8. All floor plans should clearly show the following:

- Name and date of the event
- Name of the area in use (e.g., Hall A)
- Official service contractor
- Date of initial drawing and all revisions
- Labeled location of all exits
- Dimensions of all aisle widths
- Lobby and other public access layouts
- All contractor storage areas that will be maintained as on-site storage during exhibition hours.

**EVENT MANAGER** -- For your convenience and to assure the highest quality of service, the CC will assign an Event Manager to coordinate your event. Your Event Manager will provide the most professional, efficient and courteous service you have ever experienced.

Your Event Manager will:

- Contact you following execution of your license agreement.
- Be your primary CC liaison before, during and after your event.
- Be responsible for gathering all event information and disseminating that information to all CC departments.
- Generate an Estimate and Event Resume for your review and approval no later than 4 weeks prior to your event.

**EVENT PERSONNEL** -- The Center is committed to providing first-class customer service, maximum safety and effective cost controls. So we insist that show managers, exhibitors, and service contractors be responsible for the conduct of their employees, subcontractors, and subcontractors' employees. Persons not in compliance with Center policy may be removed permanently and barred from reentry to the CC. This includes the following:

- Some areas of the Center are off limits to all personnel except authorized Center personnel and are marked as such. Unauthorized personnel found in restricted areas will be reported to the appropriate employer and may be subject to permanent dismissal from the CC.
- 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 CC's equipment that may be caused by their employees.
- The CC is a smoke free environment.

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 CC through the entrances and exits designated by CC management and show management.

**EVENT-RELATED EQUIPMENT** -- As a courtesy to those holding the next event, each licensee is responsible to ensure the removal of any of its property, equipment, signs and props from the building at the end of the licensed period. If not, the CC reserves the right to discard all such items.

**EXHIBITOR LIST AND KITS** -- To get the most out of our services, an exhibitor list and sample kit should be supplied to your assigned Event Manager thirty (30) days prior to the event. The CC service order forms (electrical, water, drain, compressed air, and telecommunications) are available and should be included in the exhibitor kit provided to Exhibitors by Show Management.

**FLOOR DRILLING** -- Floor drilling is prohibited. Wall and ceiling drilling are also prohibited.

**FOG/SMOKE MACHINES** -- For public safety, fog/smoke machine usage is restricted to water-based chemicals. Approval must be obtained from the CC.

**FOOD & BEVERAGE** -- For obvious public health reasons and quality control, food and beverage services-including breakfasts, lunches and dinners-- are provided by our exclusive catering department, Ovations. Ovations can provide banquet service, snacks, luncheons, beverage service and concessions. No outside food/beverage is allowed in the CC.

**FOOD SAMPLES** -- Food and beverage samples must not be greater than 1 oz. (bite size) and must be manufactured, processed or distributed by the exhibiting firm and must be related to participation in the event.

For public health reasons, restrooms, concession stands and/or facility kitchens may not be used as exhibitor clean-up areas. Costs associated with the disposal of trash, waste, grease, etc. from exhibitor sampling are the responsibility of the Client. Securing of all

necessary licenses, permits, etc. is the responsibility of the exhibitor.

Exhibitors are responsible for complying with all Minnehaha County Health Department regulations regarding food sampling, storage, equipment, temperature, etc. If they are not in compliance or do not obtain the proper permits, the Health Department can shut down their booth.

**FOOD SHOWS** -- The Client is responsible for making arrangements to provide exhibitors with food waste containers. The container should be accessible for the exhibitors to use on a daily basis.

All food waste products should be contained in plastic bags, tied and disposed in the waste container. Food waste will be dumped on a daily basis.

**GUEST SERVICES** -- The CC provides an added value of highly trained staff to assist the customer with their event. Therefore, CC requires the use of its employees to be paid for by the Customer at the prevailing rate for the following categories: security guards, First Aid, ticket sellers, ticket takers, ushers, and other similar categories of personnel. Determination of the number of personnel and the hours worked by the various categories shall be at the discretion of CC Management after consultation with the Customer. Fortunately, we already have trained employees familiar with our facility for emergencies and a high level of quality customer service.

All other persons employed by the Customer or affiliated with any event that takes place in the CC shall be the responsibility of the Customer. Event personnel rates are outlined on a separate rate schedule.

**HANGING SIGNS** -- Fire safety laws demand that all electrical and neon signs must conform to national electrical codes and are required by the CC. The CC graphic, signs or advertising displays may not be blocked in any manner. During move-out following the event, all wires, hooks, screws and hanging materials used to hang signs must be removed. (See also Banners/Signage)

**HAZARDOUS MATERIALS LABELING** -- For the safety of the public and all employees, OSHA requires that all containers of hazardous materials be labeled with the identity of the hazardous materials contained therein and appropriate hazard warnings. Exhibitors displaying or using hazardous chemicals must submit material Safety Data Sheets and manifests to the SFCC no less than (60) Days prior to move-in.

**HELIUM BALLOONS** -- Distribution of helium balloons in the CC is not allowed. If helium balloons become detached from a display, the labor cost to retrieve the balloons will be charged to the Customer. For safety reasons, compressed gas cylinders used to inflate balloons must be properly secured to prevent toppling and must be removed from the hall before the guests enter.

**INSURANCE** -- For the protection of the Customer and the facility, the General Manager or his/her designee reserves the right to cancel the event upon failure of show management to provide such verification within the specified period.

As a courtesy and convenience, the CC does offer tenants, users and exhibitors the option of purchasing insurance through the CC. For more information about this helpful service, please contact the Event Manager.

**KEY AND LOCK SERVICES** -- The CC provides all locks for securing leased space. As a service to our customers, the CC can provide the added security of custom locks for leased space, at the request of show management, for published prevailing rates, which include \$75 per lock change and \$100 per lost key. Contact the Event Management Department for all special door lock requests.

**LASERS** -- For public safety reasons, only Class I lasers shall be permitted. Class II or greater are prohibited within the building.

**LEAVING THE FACILITY CLEAN** -- We do ask you to do your part to maintain our facility. The building exhibition halls will be delivered to the Customer as specified in the License Agreement. The floor will be clean upon move-in. It is the responsibility of the Customer to return the exhibition hall to its original condition. Or, as part of our customer service, we'll be happy to do it for you, for a fee.

**LIGHTING** -- Rent includes lighting in public concourse areas and meeting rooms during move-in, show and move-out. During move-in and move-out, fifty percent (50%) lighting will be provided at no charge in exhibition halls. One hundred percent (100%) lighting will be provided in exhibition halls during show hours beginning (60) sixty minutes prior to show. This energy conservation policy helps control our utility costs which, in turn keep our rent low.

**MAIL** -- Exhibitor or Show Management mail should be addressed in care of the event and when applicable, booth number. As a customer service, mail will be held until the first day of the client move-in date at which time it will be located near the loading docks.

**MOTORIZED VEHICLE OPERATION** -- For the safety of employees and exhibitors, only trained and certified personnel must operate forklifts and material handling devices. Operating vehicles and engines shall not be left unattended.

Show Management operating the equipment is responsible for damages. And to help maintain our facility, any vehicles which drip oil or other staining solutions must have drip pans or dry absorption powder under the parked vehicles and engines.

**MOVE IN & MOVE OUT** -- During move-in and move-out, the exhibition hall lighting level is set at 50%. Heating or air conditioning is not provided during move-in or move-out.

Additional lights, heat or air conditioning are available at the prevailing rate. The CC reserves the right to maintain sole control of the dock area during dock load in and out. Security staff may be required for everyone's safety at the prevailing rate.

**MOVABLE WALLS** -- Movable walls in the exhibition halls and meeting rooms must be installed and removed by CC personnel only.

**NOVELTIES** -- The CC retains all rights and permissions for the sale of merchandise and novelty items sold within the facility and facility premises. Merchandise and novelty products include, but are not limited to T-shirts, programs, pictures, records, tapes and miscellaneous show promotion items. A facility merchandise fee may be applicable. All negotiations to arrange for event sale and compensation procedures are to be directed to the Event Manager.

**SFCC STAFF** -- To help ensure the highest quality of customer service, we require all CC employee wear CC photo identification badges while servicing events. Show management may refuse access to employees without visible and proper CC identification. Properly badged CC employees on CC business have the right of access, as needed, to all CC space at all times. CC employees are not obligated to wear additional identification for right of access.

**PACKAGE INSPECTION** -- For your safety and security, cartons, package or other containers brought in or removed from the CC by show personnel, exhibitors or service contractors may be subject to inspection.

**PARKING** -- The SFCC has over 3,000 parking spaces on the complex.

**PAYMENT** -- As a service to our customers, cash, check, Visa, MasterCard and American Express are accepted for all payments.

All exhibitors must pay in full at time of orders.

All clients must pay their rental deposit according to the CC Deposit Schedule.

The CC reserves the right to request payment in advance for estimated additional costs beyond minimum rental.

**PYROTECHNICS** -- The rules governing the use of pyrotechnics are very specific. So if you're considering adding pyrotechnics to your event, please spend a few minutes getting fully acquainted with them.

Any contractor that intends to use pyrotechnics in the facility must be a licensed pyro technician. A copy of this license shall be provided to the Event Management Department at least one month prior to the event date. The use of pyrotechnics within the licensed area shall be approved by the licensee who shall remain directly responsible to the CC for all activities as described in the License Agreement. A complete description of the pyrotechnic activity shall be prepared and submitted to the facility 30 days in advance of the event and include the following information:

#### Permit Requirements and Operator Qualifications

- Permit from Sioux Falls Fire Department.
- The plan for the use of pyrotechnics shall be made in writing or such other form as is approved by the Sioux Falls Fire Department.
- The plan shall provide the following:
  1. Number and types of pyrotechnic devices and materials to be used, the operator's experience with those devices and effects, and a definition of the general responsibilities of assistants.
  2. Diagram of the 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.
  3. Certification that the set, scenery, and rigging materials are inherently flame-retardant or have been treated to achieve flame retardancy.
  4. Certification that all materials worn by performers in the fallout area during use of pyrotechnics effects shall be inherently flame-retardant or have been treated to achieve flame retardancy.
- Protective materials and equipment for activity.
- Location and number of fire extinguishers for activity.
- Schedule of activities, number of certified pyrotechnic operators, and their locations.
- Schedule for pre-show pyrotechnic test to be conducted in the presence of CC management and Sioux Falls Fire Inspector.
- Pyrotechnic contractor shall provide a certificate of insurance to CC Management naming CC, Global Spectrum and its employees and Minnehaha County and their employees, agents and assigns as additional insured.

- In addition to the above requirements the contractor must be licensed by the State of South Dakota.
- Licensee and pyro technician are responsible for obtaining all licenses and permits required by applicable laws.

#### Use of Pyrotechnics

- To allow the support personnel to take appropriate action, the use of warning signal lights shall be permitted to indicate the impending firing of a pyrotechnic effect, where necessary.
- Each pyrotechnic device fired during a performance shall be separated from the audience by at least 15 ft. (4.6 m) but not by less than twice the fallout radius of the device.

Exception: Where otherwise approved by the authority having jurisdiction.

- Concussion mortars shall be separated from the audience by a minimum of 25 ft. (7.6 m)
- There shall be no glowing or flaming particles within 10 ft. (3 m) of the audience.
- No part, projectile, or debris from the pyrotechnic material or device shall be propelled so that it damages overhead properties, overhead equipment, or the ceiling, curtains and walls of the performance site.

**RIGGING** -- For public safety reasons, CC management must approve all rigging. The CC reserves the right to retain consultants at the Customer's expense to review or verify rigging specifications.

Nothing may be attached to any CC electrical or mechanical system. This includes ducts, electrical conduit or raceways, plumbing, acoustical baffles, or sprinkler pipes. Rigging may only be attached to structural members.

All rigging in the CC shall be in accordance with all national, state and local safety codes, including, but not limited to, OSHA, BOCA and CC policy.

No rigging is allowed in the meeting rooms.

**ROOM CHANGEOVERS** -- As one of our services to you, ballrooms, meeting rooms and exhibition halls (used for meetings and/or banquets) shall be arranged in theater, classroom, conference, and banquet or reception style one (1) time. Unplanned changes to the original set may be charged per day rental.

**SAFETY/FIRE CODE REQUIREMENTS** -- Of course, the safety of all occupants of the CC is of primary concern. Any unsafe condition or activity should be immediately reported to CC Security and supervisory personnel of the responsible party for corrective measures.

Those provisions of the NFPA 101 Life Safety Code 1994 edition and the 2000 International Fire Code for public assembly facilities have been established as a standard for review of occupancies and events in the Arena. The information contained in this outline is a summary of relevant provisions contained in these Codes as well as standard operating procedures established in cooperation with the Fire Marshal of Sioux Falls. Reference copies of these codes are available in the Event Management Department.

#### GENERAL

1. All materials used in exhibit construction, decoration or as a temporary cover must be certified as flame retardant or a sample must be available for testing. If there is any flame retardant question and no certificate or recognizable identification is readily apparent, the questionable material will be removed from the facility.
2. There will be no use of open flame or any open-flame device unless approved by the Sioux Falls Fire Marshal prior to the event.
3. All fire hose racks, fire extinguishers and emergency exits must be visible and accessible.
4. Excessive storage of any kind is not allowed behind booths or near electrical outlets services.
5. All electrical extension cords shall be 3-wire (grounded), #14 or larger AWG, copper wire. Connectors must not be supported by cords.
6. Cube tap adapters are prohibited. Multi-plug connectors must be UL approved with built-in overload protection.
7. Vehicles, boats or other motor craft equipment on display must have filler caps sealed and batteries must be disconnected. Fuel in tanks cannot exceed one-quarter tank or 5 gallons, whichever is least.
8. Vehicles, boats or other motor craft equipment cannot be fueled or de-fueled within the building.
9. The use of halogen light fixtures is restricted, prior approval must be obtained.



10. Compressed gas cylinders, including LPG, are prohibited inside of the building except as approved by the SFFR Fire Prevention.

11. Flammable or combustible liquids are prohibited inside of the building except as approved by SFFR Fire Prevention.

#### FIRE EXTINGUISHERS

1. Any cooking using a measurable quantity of grease or oil is required to have both an automatic extinguishing system, and a "K" Class fire extinguisher.

2. Fire extinguishers that may be required for cooking or other special hazards shall be placed and accessible in accordance with NFPA 10, *Standard for Portable Fire Extinguishers*.

3. All fire extinguishers shall be currently inspected and tagged by a fire extinguisher company. The inspection tag must be plainly visible on the appropriate fire extinguisher.

#### REQUIREMENTS FOR COVERED AND/OR DOUBLE DECK EXHIBITS

1. Upper decks or covered areas are required to be limited to dimensions, which do not exceed 1000 square feet in contiguous area.

2. Exhibits with upper decks, covered or roofed areas exceeding 200 square feet in size will require the installation of battery operated smoke detectors. All smoke detectors will emit an audible alarm that can be heard outside of the area and must be installed in accordance with NFPA 72.

#### PROPANE REGULATIONS

1. Any use of LPG (Propane) must be approved prior to arrival by SFFR Fire Prevention.

#### EXITS AND AISLES

1. All exits and exit aisles must be kept clear and unobstructed. Designated "no freight" aisles must be maintained clear of crates and exhibit materials during move-in and move-out.

2. A clear access aisle of at least three feet shall be provided to all fire protection appliances.

3. A clear space of at least 10 feet from in front of and the width of all operating concession stands shall be maintained.

4. Booths or exhibits located in the main (East-West) entry hallway can only be located along the North wall, or the East and West wall of the entry vestibule; they must not interfere with exiting. The corridor (North-South) along the West side of the Arena may not have exhibits or booths.

5. Fire lanes are not to be used for parking, loading, or off-loading goods or merchandise. Vehicles found in violation are subject to being ticketed and/or towed.

6. Perimeter aisles shall be a minimum of 10 feet wide; all other aisles shall be a minimum of 6 feet wide.

#### INSPECTION

An inspection of the event shall be conducted during the setup time to ensure these guidelines are being met. A drawing of the layout or floor plan must be sent to the Fire Marshal's office two weeks prior to the event, including the setup schedule. Submit plans as soon as possible to avert unanticipated delays and any relocation of booths. Any questions or comments may be directed to the Sioux Falls Fire Rescue, Fire Prevention office (605) 367-7174.

**SALES TAX** -- Customer is required to adhere to all South Dakota Laws regarding sales tax issues. You can visit <http://www.state.sd.us/drr2/revenue.html> for more information or contact the State of South Dakota Department of Revenue & Regulation by calling 605-367-5800 or toll free 800-829-9188.

**SECURITY** -- The CC may require minimum levels of security coverage in any leased space and other areas (i.e.: loading docks, box office, parking lots, etc.).

The CC also requires security during move-in and move-out to monitor traffic flow on the dock.

No doors may be obstructed or locked when the area is occupied.

Event security requirements are subject to CC approval and must be submitted 30 days prior to your event.  
CC in-house security reserves final rights to admit access of any personnel to any CC space.  
For better customer service, Guards check in 30 minutes early for assignment/briefing.  
The prevailing rate per hour will be charged, per guard with a 3-hour minimum.  
The CC is not responsible for any items left in the building after an event has moved out.

**SET UP INFORMATION** -- In an effort to manage your event as efficiently as possible, no later than 30 days before the first day of the event, we require the Customer to provide for the CC's approval, one (1) copy of a full and complete floor plan for the event, and, if requested, furnish a description of all electrical, communications systems, and plumbing work. The Customer shall also provide the CC with all other information required by CC concerning the event such as room or hall set-ups, staging, and food and beverage requirements no later than 30 days before the first day of the event.

**SHIPMENTS TO THE SFCC** -- For the security of your freight, we ask for a timely delivery of your products and equipment to our facility. We ask that packages arrive no sooner than the week of your event.

**SIGNS & POSTERS** -- We require posters to be mounted on easels and/or individual holders.  
Also, no posters, playbills or any other signage can be taped, stapled or affixed to any surface in the building.  
All signage must be of a printed nature and meet with the approval of the management. Handwritten signs are prohibited.  
At move-out, all posted signage must be removed by the service contractor and/or Customer. If any materials are left in or on the building, the Customer will be billed at the prevailing labor rates to remove.

**SMOKING** -- As designated under the State of South Dakota law, the CC is a non-smoking facility.

**SOUND LEVELS** -- Please use sound thinking when it comes to your sound levels. Maintaining sound levels will make sure that you do not disturb nor interrupt other events. CC Management reserves the right to require sound levels to be lowered.

**STAPLES, TACKS & STICKERS** -- Staples & tacks are prohibited and not to be used on any building surface or equipment.  
No stickers will be allowed to be distributed.

**TAPE REMOVAL** -- It's only natural we want to keep everything looking good. If the Customer contracts for carpet to be laid as a part of the event, it is the responsibility of the carpet contractor to remove all tape from the floors during the final move-out of the event. If this is not done, the Customer will be billed at the prevailing hourly rate for removal of the tape.  
If the tape is on a floor that must be stripped and refinished, the charges to return the floor to its original finish also will be billed to the Customer.  
Tape of any type is prohibited in all areas of the building. Tape should not be placed on tables, chairs, walls, etc.  
The Customer will be billed for any damages resulting from the removal of taped items (i.e.: repainting walls & doors due to peeled paint, etc.)

**TELEPHONES** -- Telephones are only available through the CC, as a service to our clients.  
Telephone order forms for exhibitors are available through the CC. See our Service Order Form.

**TIPS & GRATUITIES** -- CC employees are strictly prohibited from accepting tips or gratuities. But since this truly is a team effort, we encourage customers who may wish to compliment CC staff for excellent performance to fill out a comment card at the Guest Services office.

**TRASH REMOVAL** -- For events producing excessive trash, a trash removal fee of \$250.00 per trash pull will be charged to the Customer.

**VEHICLES ON DISPLAY** -- Automobiles, trucks, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside the CC shall have no more than 1/5 tank or five (5) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and at least one battery cable shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in event of emergency. Carpeting or visqueen must be placed underneath the vehicle for any possible leakage.

**UTILITIES** -- For safety reasons, installation of all utility services involving electrical, air, water, water drainage, or Internet / telephone connections must be performed by the CC.

All electrical equipment must meet the approval rating of U.L. (Underwriter's Laboratory).

The CC electrical equipment, such as extension cords, electrical panels, spotlights and fixtures are not to be removed by exhibitors, show managers, service contractors, or any other unauthorized persons. Violators will be assessed an appropriate charge for any removals.

Under no circumstances shall distribution panels or mechanical equipment be blocked or access impeded.

Floor boxes may not be accessed by anyone other than the Arena Personnel.

**WATER SERVICE** -- To ensure timely, quality service, we must insist that all orders for water service be placed in advance.

**WATER, WASTE DISPOSAL, WARE WASHING** -- Good equipment maintenance is just another form of good cost control. That's why no oils, combustibles, or any liquids other than water may be poured in the CC drainage or sewer systems. No tools, machines, cookware, or any other items may be emptied, washed, or rinsed in CC restrooms.

Fountains, aquariums, cookware, pools, etc., may not be filled from CC restrooms or janitors' closets.

**WELDING** -- For public safety, and to protect our facility, the use of welding equipment and cutting equipment as part of an exhibitor must be specifically approved on an individual basis by the CC and the Sioux Falls Fire Marshal before any cutting or welding can be conducted; the following requirements must be adhered to:

1. Cutting and welding equipment must be in good repair.
2. No combustible or flammables within thirty-five (35) feet of work site.
3. When thirty-five (35) feet cannot be obtained, protected covers, fire resistant shields or guards may be used.
4. All wall and floor openings within thirty-five (35) feet of the site location should be tightly covered to prevent the passage of spark to adjacent areas.
5. Cylinders containing compressed gasses for use at the site shall not be charged in excess of one half (1/2) their maximum capacity. Total gas capacity of cylinders is limited to twenty-five hundred (2500) cu ft.
6. Cylinders located at the site shall be connected for use, except that enough additional cylinders may be stored at the site to furnish approximately one day's consumption of each use. Other cylinders shall be stored in an approved storage area.