



Walter E. Washington Convention Center  
**Event Planning Guide**

# Welcome

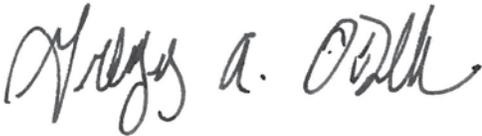
Welcome to the Walter E. Washington Convention Center and thank you for choosing our Center for your next event. Our organizational mission is to provide superior convention services to our customers and serve as an economic engine for the nation's capital. This mission guides us in our day-to-day operations.

Because we are committed to providing the highest quality service, we have created this Event Planning Guide. It will serve as a comprehensive tool to help minimize the complexity of hosting your event and to maximize the experience of your attendees, staff and contractors. The guide introduces you to our team and our services.

It explains our procedures, which conform to the best practices in the facility meeting and convention industry.

We encourage you to discuss the information in this guide with your event manager and look forward to helping make your event successful.

Sincerely,

A handwritten signature in black ink that reads "Gregory A. O'Dell". The signature is fluid and cursive, with the first name being the most prominent.

Gregory A O'Dell  
President and Chief Executive Officer



## Exhibit Halls

# Exhibit Halls

## A. Floor Plan Guidelines

The Walter E. Washington Convention Center and the District of Columbia Fire Department Fire Prevention Bureau approve all floor plans prior to move-in. Floor plans are not approved without signed and stamped approval from the Center and the District of Columbia Fire Department (DCFD) Fire Prevention Bureau. **This approval is only preliminary; final approval is given only after an on-site inspection by the District of Columbia Fire Marshal.**

### Procedures for Floor Plan Submission

Plans must be submitted to your event manager at least three months prior to the move-in for all events in:

- Exhibit Halls A, B, C, D, E
- Ballroom
- Exhibits in Room 146ABC
- Exhibits in East and/or West Salon
- ALL common area plans including Salons.

### **FLOOR PLANS SUBMITTED DIRECTLY TO THE DCFD FIRE PREVENTION DIVISION WILL BE RETURNED WITHOUT APPROVAL.**

Floor plans must be drawn to scale ( $\frac{1}{16}$ ",  $\frac{1}{20}$ " or  $\frac{1}{32}$ ") and should clearly indicate the following:

- Name and date of the event
- Name of the leased space (e.g., Hall B)
- The entire hall(s)/room(s)/lobby must be shown, no matter how much space the event uses
- Official general service contractor
- Date of initial drawings and of revisions
- All exits
- All aisle dimensions

- Bone-yards and proposed on-site crate storage areas, clearly identified as such
- Service desk locations
- Occupancy/expected attendance
- Minimum six feet clearance on all sides of each column
- All proposed perimeter draping or wall treatments

Ten (10) hard copy sets of plans must be submitted to your event manager. **FLOOR PLANS SUBMITTED DIRECTLY TO THE DCFD FIRE PREVENTION DIVISION WILL BE RETURNED WITHOUT APPROVAL.**

**The required fee for review of floor plans is \$150 PER DRAWING to be submitted for payment to the "DC Treasurer." The fire marshal will not review floor plans without advance payment of this fee. Additional fees will be assessed for late submission.**

If the final floor plan is different from the initially approved plan, the final plan must be resubmitted and processed for approval.

### **SAFETY GUIDELINES FOR FLOOR PLAN DESIGN**

Please use the following safety guidelines adapted from the National Fire Protection Association Life Safety Code for acceptable floor plans:

- All points of entrance and exit must maintain a minimum of 15 feet clear space on all sides to the entry way.
- Aisles must be a minimum of 10 feet wide.
- A maximum of 250 feet of aisle travel is permitted from any location to the nearest exit.
- All exits, fire hose connections, extinguishers, cabinets, standpipes, alarm call stations, strobe lights and first aid stations must be visible and accessible at all times.
- A perimeter of (6) six feet must be maintained around all columns in exhibit halls.

## B. Exhibitor Lists and Exhibitor Manuals

Provide your initial exhibitor list and subsequent updates to your event manager when your booth sales effort has begun. We prefer to receive the exhibitor list in Excel format with complete contact information including company name, contact person, phone and email, and booth number. We share your list with our service partners who provide electrical, plumbing, technology and catering services to your exhibitors, so that our partners can offer assistance in planning needs. We may also survey your exhibitors about their experiences at the Center so that we can continue to improve our services. We do not resell or distribute your list to other entities.

Provide your event manager the link to your exhibitor kit.

## C. Exhibitor Service Center

Please indicate the location of the exhibitor service center (service desk) on your floor plan, and provide counter space for our electric, plumbing, and technology services. We require a minimum of two counter spaces per service center location.

## D. Event (“Show”) Security

Your contracted show security must be on duty as soon as you take possession of the leased space, including move-in and move-out days.

## E. Floorload

The maximum weight capacity in all exhibit halls is 350 lbs per square foot.

## F. Freight Deliveries

We do not accept event-related freight or materials. All exhibitor materials, booths and other drayage must be consigned to the general service contractor once the license period has begun. **We are unable to accept these deliveries and will return to sender.**

## G. Exhibitor Privately Owned Vehicles (POVs)

If you or your contractor permit exhibitors to deliver and unload booth materials at the loading dock or on the exhibit floor from privately owned vehicles (POVs), you must designate which loading dock bays are to be used for POV unloading. You or your contractor must also control the POV access to the dock. Public safety is of utmost concern and transportation services monitor this so that vehicles are removed as soon as possible.

Inform your event manager if you permit POVs so that transportation services can develop a plan with you or your general service contractor.

## H. Overhead Lighting

We set overhead lights at worklight (50%) level during move-in and move-out. Please inform your event manager if it is too dark over a critical area during your move-in, and we will make an adjustment in that location.

We provide full lights from one hour before your event opens each day until the show closes, when we restore the work light level. We charge for full lights requested during move-in and move-out.

If you have multiple functions in an exhibit hall, such as registration or poster sessions that vary from your exhibit hours, additional overhead lighting can be arranged. We will provide full overhead lighting for approved photo sessions or press coverage.

Labor fees will be assessed to create special lighting patterns in an exhibit hall.

Lighting is operated at 10% during late nights or closed periods.

Discuss your complete overhead lighting requirements with your event manager.

## **I. HVAC**

We do not operate air-conditioning or heat in exhibit halls during move-ins and move-outs except in extreme conditions. We work with the general service contractor to identify freight doors that must be closed to assist in maintaining comfortable temperatures.

We maintain a comfortable temperature in the exhibit halls from one hour before your event opens each day through your event hours.

Please inform your event manager if you require air-conditioning or heat during move-in or move-out, so that our engineering department can determine the additional fee. This will require that your general service contractor restrict freight and personnel movement to only one freight door per exhibit hall.

## **J. Noise**

Volume levels in booths and events may not infringe on other events. Decibel levels must not exceed safe limits, or the rules set by show management.

## **K. Paging Microphones**

There are microphone paging stations in the permanent show offices. Use of these paging microphones is complimentary upon request. There is a fee if you choose to have a paging microphone installed in a location other than the permanent show offices.

## **L. Right of Entry Permit**

All general service contractors, exhibitor-appointed contractors, audio-visual and production contractors performing services in the Center are required to file annually for a right of entry permit which obligates them to comply with the Center's rules and regulations, including compliance with the safety and substance abuse program. This program includes random substance testing under controlled conditions.

## **M. Labor Unions and "Show" Labor**

Skilled union trade labor is employed by your general service contractor, exhibitor appointed contractors, and certain Center service partners to perform most of the "show" labor work associated with events.

Carpenters (United Brotherhood of Carpenters and Joiners) are responsible for decorating, installation and dismantling of exhibit displays, hanging lightweight (under 200lbs) signs and banners, carpet installation and any work requiring the use of power tools.

Teamsters (International Brotherhood of Teamsters) are responsible for material handling, unloading, freight movement and reloading, as well as operating mobile equipment including tractor trailers and forklifts.

Stagehands (International Alliance of Theatrical Stage Employees, Moving Picture Technicians, Artists and Allied Crafts of the United States), hired by your audio visual or production contractor, install, operate and dismantle theatrical lighting and audio equipment associated with general sessions, performances and exhibits.

Electricians (International Brotherhood of Electrical Workers), are provided by HiTech Electric, our exclusive provider of temporary installations of electrical services, plumbing services and rigging.

## N. Maximum Occupancy in Exhibit Halls

The maximum fire code occupancies for the exhibit halls are:

|        |       |
|--------|-------|
| Hall A | 9705  |
| Hall B | 12418 |
| Hall C | 8504  |
| Hall D | 7550  |
| Hall E | 7115  |

For safety reasons, we reserve the right to deny further entry into these spaces when maximum occupancy is reached.

## O. Multi-Story Booths (“Double Deckers”)

Exhibit booths that are multi-story or contain covered assembly areas, such as conference areas or theatres are permitted in the exhibit halls providing they meet the following minimum life safety requirements:

- Each enclosed or covered area must be protected by an audible smoke detector. This includes storage closet(s) built into the exhibit.
- Each enclosed or covered area must have a porous roof or cover so that the Center’s sprinkler system can operate.
- Each enclosed or covered area must display a charged fire extinguisher with a minimum rating of 3A40BC.

- The maximum occupancy of the load-bearing area(s) in a multi-story exhibit is limited to one person per fifteen square feet of floor space, not to exceed a total of 25 persons. The maximum occupancy must be posted.
- There must be at least two means of egress from each load bearing area(s) in excess of 200 square feet in a multi-story exhibit, or from each covered assembly area in excess of 200 square feet.
- A fire prevention attendant who has been trained to operate fire extinguishers must be on duty at all times that the exhibit hall is closed, from the time that the enclosure is completed until the time that the enclosure is dismantled.
- Four copies of the exhibit plan must be submitted to the Center at least 45 days prior to the installation. The plans must be certified and sealed by a licensed structural engineer or licensed architect. Plans will be reviewed by the Center and the DC Fire Department Fire Prevention Division for approval.
- Exhibits may not be installed without approval. The DC Fire Prevention Division has the authority to stop work and prohibit occupancy of booths that are not in compliance.

## P. Crate Storage and Boneyards

Crate storage and boneyards are permitted in occupied exhibit halls and on loading docks with advance written approval. Crate storage and boneyards must be shown and labeled on all exhibit hall floor plans submitted for approval.

### a. Exhibit Hall Storage

- Each crate storage island in exhibit halls must:
- Be separated from exhibit area (if in an occupied exhibit hall) by a minimum 20-foot-wide continuous, clear aisle.
- Be separated from exhibit hall walls by a minimum 20-foot-wide continuous, clear aisle.
- Be no larger than 20 feet by 20 feet by 12 feet high.
- Have 10 feet clear aisle (minimum) around all four sides.

- Each storage area must be protected by at least one fully charged 3A40BC fire extinguisher for every 200 square feet of storage. A 20' x 20' crate island requires a minimum of two fire extinguishers.
- Fire extinguishers must be mounted securely above the floor level to prevent damage.
- Fire extinguishers must be present from the creation of the area.

#### **b. Loading Dock Bays Storage**

- Crate storage is permitted in alternate loading dock bays only.
- Storage is not permitted in bays which contain trash compactors, open-top trash containers or other building equipment.
- Storage is not permitted in bays #4, #5 or 6, which are reserved for ballroom access.
- Crate storage in loading dock bays must be contained within the footprint of the bay, and be no higher than 8' from loading dock platform.
- Crate storage in Hall D and E dock bays may not extend beyond the overhead roof.
- Each storage area must be protected by at least one fully charged 3A30BC fire extinguisher for every 200 square feet of storage. A typical loading dock bay will require at least four fire extinguishers.
- One ABC fire extinguisher is mounted for every two (2) bays throughout the facility.
- Access to fire exits and fire extinguishers must never be blocked.
- Storage must not block access for emergency or trash removal vehicles, or other Center equipment.
- Crates may not be stored in bays containing load leveling systems.
- Propane powered equipment may only be stored on loading docks and other approved areas.

#### **c. Loading Dock Apron/Platform Storage**

- Fiber case, carton, and boneyard storage is permitted on the loading dock aprons/platforms if it is contained within the painted yellow lines on the floor and walls, and conforming to the same fire extinguisher guidelines as above.

- Storage must not block life safety equipment, doors, mechanical, electrical, ventilation, or vending areas.
- Crate and boneyard storage is not permitted against the perimeter walls of the loading dock roadway, and is not permitted on the exhibit hall drive-in ramps without prior approval. Storage is permitted against the slurry wall with prior approval of Transportation Services.

#### **d. Fire Prevention Attendants**

Dedicated fire prevention attendants ("fire watch") are required during non-show hours for all crate storage locations inside the hall and on the loading dock. Event security officers may serve as fire watch attendants. All fire watch personnel must be trained to operate the fire extinguishers and must know the locations of:

- The nearest standpipe or fire hose connection
- The nearest fire hose cabinet
- The nearest house telephone station
- All fire extinguishers in the crate and boneyard storage area

#### **e. Other Crate and Boneyard Storage Guidelines**

- Exits, fire emergency and mechanical equipment may not be blocked or partially obstructed at any time.
- Storage of loose scrap or packing materials is only permitted in sealed crates.
- Storage of flammable or combustible materials, mixtures, liquids, gases, hazardous or medical waste is not permitted inside the Center including exhibit halls and loading docks.
- Storage of carpet rolls is permitted only in approved bone yard storage areas.
- Gas cylinders (full or empty) may only be stored in approved storage cages. The location of temporary cages must be confirmed with Transportation Services Manager in advance.
- The official general contractor is responsible for housekeeping, cleanup and security of all storage and bone yard areas.



## Public Safety

# Public Safety

## A. Overview

The Public Safety Division of the Walter E. Washington Convention Center is comprised of the Security Services, Transportation Services and Support Services departments. **Security Services** is responsible for providing guests and staff with a safe, secure and orderly environment in which to hold and to facilitate world class tradeshow, exhibitions and events. **Transportation Services** manages all modes of transportation servicing the Center. Members work with decorators, contracted security firms, contracted shuttle companies, and Center Security to accomplish their mission. **Support Services** performs activities necessary to enable Security Services and Transportation Services personnel to deliver quality line services to Center staff and guests. Such services include, but are not limited to, emergency preparedness and related training, command center operations, guest services, and access control.

Responsibilities of our Public Safety staff include:

- Regular patrols of all entrances, common areas, service corridors, loading docks, parking areas and the entire perimeter.
- Greeting guests and checking badges at all designated entrances, including labor entrance and loading docks entrances.
- Responding to medical and non-medical emergencies along with show contracted medical providers and security providers.
- Investigating and documenting incidents.
- Programming and issuing keycards.
- Securing and un-securing doors.
- Monitoring closed circuit TV surveillance of selected areas.
- Liaising with contracted security and medical providers.
- Liaising with local and federal law enforcement agencies.
- Oversight of our emergency preparation and response plan.

## B. First Aid

All security services staff are trained and certified by the Red Cross in basic first aid and CPR practices, and are trained to use automatic external defibrillators (AEDs). AEDs are located throughout the center and one is issued to all contracted medical providers on duty.

## C. Medical Emergencies

In the event of a medical emergency requiring an ambulance, please call the Command Center at x 3333 from a house or public telephone in the Center, or call the Command Center at (202) 249-3333 from a portable phone. Describe the patient's symptoms and the patient's location in the center. The Command Center will dispatch a medical services provider and contact 911 to inform them of the nature and location of the emergency. Center officers will watch for, and direct, the medical personnel to the patient.

## D. Contracted Medical Services

Customers are required to contract with a medical services provider dedicated to their event. All events with attendance of at least 500 people must have medical personnel on site. Depending on the nature of the event, other events with less than 500 persons in attendance may also be required to provide medical services.

**Note:** Medical services are required during move-in, event hours and move-out.

There are two (2) first aid rooms, one in Hall A and one in Hall D. Both rooms are accessible from inside the hall and from the loading dock. Each first aid room contains standard equipment, an exam table, refrigerator, a wheelchair, a water cooler, a private restroom and a telephone.

A list of medical providers is included in the appendix. Companies on this list meet the District of Columbia requirements for medical certification and insurance, and follow the Center's service standard guidelines which include where to report, uniform, communication methods, etc.

Medical providers are required to check in daily at the Walter E. Washington Convention Center Command Center where they are issued a Center radio and an AED. Medical providers must bring their own medical supplies.

Customers without access to either first aid room should designate a temporary first aid room near their event space. A telephone will be provided at no charge at designated alternate first aid locations.

## E. Contracted Event Security Services

Customers are responsible for the security needs of their event space, and must contract with an independent security company to provide event security and crowd management services. To promote the safe and orderly conduct of events, we require that contracted security firms meet the following criteria:

- Contractor must be licensed and bonded in the District of Columbia.
- Contractor must hold current District of Columbia Business License.
- Contractor must provide appropriate insurance.
- All contracted security personnel who work at the Center must possess a current District of Columbia Security Guard License.
- All contracted security personnel who work at the Center must wear proper uniforms, and identification, and display a professional and courteous attitude.
- All contracted security personnel who work at the Center must be trained to know the layout of the Center and the location of exits.
- Contractor must have the ability to supply additional personnel as required.

- Contractor must attend scheduled briefing and operational meetings.
- Contractor must abide by all Center rules of conduct.

A list of preferred security companies that meet the criteria above who wish to be considered for contract security services is in the appendix.

Your event security contractor controls access to your licensed areas, provides security and safety services for all event-related activity, and promptly informs Security Services of all incidents.

You are required to maintain contracted security services throughout your licensed move-in, event days, and move-out. See appendix for minimum numbers of security officers required at each location.

Your security deployment plan should be submitted 45 days in advance of your event. The plan must include dates, times, assigned posts and number of supervisors. We review the plan and advise if it should be adjusted. Show security personnel must be posted inside exhibit halls overnight when the hall is locked to perform overnight security services and to act as fire watch officers.

The standard for event security personnel is that they be unarmed. Uniformed, District of Columbia Metropolitan Police Department officers are the primary source for armed security services. Armed contract security services must be approved in writing by the Manager of Security Services.

## F. Securing Your Meeting Rooms

Electronic keycards are issued for the opening of secured meeting rooms. Public Safety personnel program each keycard to access the meeting room(s) you designate. We can add additional rooms to a specific card without having to retrieve it for reprogramming. The Center's command center is able to track key card usage PIN codes can also be assigned for entry into secure meeting rooms at your request.

Your event manager will help you determine which rooms should be secured based on your event requirements and convey programmed keycards to you.

At the conclusion of your event, keycards must be returned to your event manager.

**Note:** There is a \$10 charge for each unreturned keycard.

Event managers will also confirm PIN codes that are designated for specific meeting rooms.

Please instruct staff to whom you issue keycards to bring them each event day. We will not unlock rooms for which keycards have been issued without authorization from show management or in the case of an emergency.

## G. Lost and Found

Items lost or found during an event must be handled by the customer. We recommend that you designate the show office or the show information desk as the "lost and found." At the end of the event, any unclaimed items may be submitted to security services, which inventories and holds the items for 60 days. After 60 days, the items are disposed of according to WCSA Property Disposal Guidelines.

## H. Protests and Demonstrations

Security services maintains relationships with local and federal law enforcement and emergency response agencies and will coordinate with the appropriate agencies to work with you and your security staff to create a plan to manage the protest or demonstration. Please let your event manager know if you anticipate protesters, demonstrations or other potentially disruptive activity during your event.

The interior of the Center is not open to the public for the purpose of conducting demonstrations or distributing leaflets. The sidewalks around the building are legally considered public space, but persons may not block entrances, or force guests to take leaflets.

## I. Exhibitor Hand-Carry Procedures

We have designated the entrance at 9th St and Mt. Vernon Place for exhibitors who wish to hand-carry materials to their booth. Exhibitors may use this entrance to transport materials they can carry in one trip to their booths.

Examples of acceptable hand-carry materials include boxes, suitcases or fiberboard shipping cartons, portable displays on wheels and small luggage racks.

The following items are not considered hand-carry items: two wheel dolly loads, hotel Bellman's carts, boxes or crates requiring two people to carry.

Other entrances for hand-carry may be designated based on the event location, and other events in the building.

Discuss the hand-carry needs for your event with your event manager.

## J. Metropolitan Police Department Officers

For the safety of all building occupants, we require Metropolitan Police Department officer(s) to be stationed at active cash handling stations such as box offices, registration and bookstores. Security services can make arrangements for these off-duty officers and bill you for their services.



# Fire and Safety Guidelines

# Fire and Safety Guidelines

The National Fire Protection Association Life Safety Code is the established safety standard for events. The Code, as well as standard operating procedures established in cooperation with District of Columbia safety agencies included in the following fire and safety guidelines:

## A. Cables Across Doorways

No cables or hoses that are required for power, audio, video, lighting or any other applications are permitted on the floor across doorways or entrance thresholds.

Cables may be positioned in the cable trays installed above some service entrances, such as the Ballroom.

## B. Candles

Under no circumstances are open flame devices such as lighted candles, lighters or sparklers permitted in exhibit booths.

Lighted candles may be used at special events such as banquets and only under the following conditions:

- Candles must have a solid base and flames must be enclosed in a fire resistant vessel. Votive candles and "hurricane lamp" candles are examples of acceptable candles.
- Candles must be placed on tables or other stable surfaces.
- Samples of all candles proposed for use must be submitted in advance to the event manager for approval.

Tapered candles, candelabras, and votives hanging from décor are examples of candles which are not permitted.

## C. Compressed Gases/Flammable Liquids/Aerosols

The use, display or storing of compressed gasses, flammable liquids or dangerous chemicals is prohibited without prior written authorization. Pressurized containers having flammable propellants (aerosols) are prohib-

ited without prior written authorization from the District of Columbia Fire Marshal.

## D. Cooking in Exhibit Booths

Cooking is permitted in exhibit booths when food or food equipment products are featured in the event, and with advance written approval from the Center and the Fire Marshal.

Please note the following:

- Devices producing open flames are not allowed in exhibit areas.
- The use or storage of any flammable or combustible liquids, compressed gases cylinders, hazardous materials or chemicals as fuel is strictly prohibited.
- Frying equipment must be equipped with a grease shield.
- A fire extinguisher with a minimum rating of 3A40BC must be displayed in each booth that features cooking.
- Deep fat fryers, wood or coal burning equipment and bottled gas cylinders are prohibited without prior advance written approval from the Center and the District of Columbia Fire Marshal.
- After review, the Fire Marshal may require certain types of commercial cooking equipment that produce grease laden vapors to install a supplemental exhaust system over the equipment.
- The Center and District of Columbia Fire Marshal will inspect all cooking equipment before show opening and daily during show operation.

Events involving cooking or food preparation must provide an appropriate number of utensil clean-up areas. In addition, proper containers, such as grease barrels must be provided for disposal of oil and grease and other excess wastes. Disposal of cooking residue into Center's drainage system is strictly prohibited.

Our service partners are able to provide portable sinks and grease barrels at prevailing rates. Consult your event manager for further information.

## E. Crate and Boneyard Storage

Empty crate storage is permitted only with prior approval and within specific guidelines. See crate storage and boneyards in the “Exhibit Halls” section above.

## F. Decorations

All materials used for decorating including drapes, curtains, table coverings, skirts, carpet or any other materials must be constructed of flameproof material or treated with an approved fire-retardant solution. Random testing may be performed at any time by the District of Columbia Fire Marshal. Please have fire retardancy certificates for the materials on site.

## G. Gasoline and Diesel Fuel

Gasoline-powered equipment such as industrial vacuum cleaners for show carpet cleaning are permitted. Refueling is not permitted inside the Center. Please see Subsection T, *Vehicles on Display*, for in-Center storage requirements.

Gasoline, kerosene, combustible gases or other flammable liquid containers may not be stored inside the Center.

Use of diesel fuel in the Center is prohibited.

## H. Electrical Equipment

Electrical equipment must meet applicable local and National Electrical Codes. Electrical fixtures and fittings must be U.L. listed. The use of 14-gauge wire or better is required for all connections. All extension cords must be 3-wire grounded. Only Center staff and authorized service partners are authorized to move the Center’s electrical equipment. Utility panels and mechanical equipment rooms may not be blocked under any circumstances.

## I. Exits

Exit doors may not be obstructed, locked or held open. Nothing may be placed within 15 feet of a means-of-egress doorway. Exit signs may not be obstructed from

view by booths, decorations or any other objects or hanging materials.

Temporary illuminated exit signs, or large exit signs of dimensions approved by the Center, must be installed at/near any exit whose view of the exit is obstructed by drape, decoration or structure, such as within a room constructed in an exhibit hall. These signs should be illuminated by electrical power with battery-operated back up.

## J. Fire Fighting and Emergency Equipment

Fire fighting and emergency equipment may not be blocked or obstructed under any circumstances. Fire hose connections, extinguisher cabinets, fire alarm call stations, strobe lights, automatic external defibrillators, adaptive escape chairs and First Aid Rooms must be visible and accessible at all times.

## K. Fog and Smoke Machines and Lasers

Water-based chemical fog and smoke machines are permitted with advance approval by the Center. Fog and smoke machines may not be operated in common areas where the effect could enter or affect a space used by another customer.

Lasers are permitted with advance notification in locations where access to a water source.

A schedule for use of fog and smoke machine use or laser use (to include rehearsal and event time) must be submitted to your event manager in advance so that appropriate inspections and ventilation measures are taken.

## L. Hazardous Chemicals and Materials

The use of hazardous chemicals and materials are strictly prohibited without prior written approval. Most hazardous chemicals and materials, including but not limited to pesticides, herbicides, poisons, flammable and combustible liquids, hazardous gases, pressure cylinders and tanks, and hazardous chemicals including oxidizers are prohibited inside the Center.

## M. Hazardous Waste

You are responsible for the removal of hazardous waste from the center and must comply with all applicable federal and local regulations. Hazardous waste includes materials that are ignitable, corrosive, reactive, toxic, or biohazardous. These products include paint, ink, certain chemicals, particularly petroleum-based and ketone-based, and certain medical supplies. A separate charge will be applied by the Center for fees and fines for the removal of hazardous waste. Should you require you require assistance please contact your event manager.

## N. Medical Testing and Waste

Medical testing is permitted with advance written approval from the Center when in conjunction with an event.

Medical tests must be performed by licensed practitioners. The use of animal or human organs or body parts must conform to federal and local regulations.

All medical waste must be removed at the end of the event according to federal and local regulations.

## O. Propane

Propane tanks may not be stored inside the Center. Propane tanks must be stored in locked storage cages on the loading docks. Contractors must provide their own storage cages. Contractors must contact the Manager of Transportation Services to ensure compliance with the Center's specific storage limits imposed by the District of Columbia Fire Marshal.

## P. Pyrotechnics

The use of pyrotechnics is strictly controlled and monitored and must be approved in advance by the Center. Customers requesting the use of pyrotechnics must hire a federally licensed pyrotechnics contractor and must obtain all relevant permits from the DC Fire Department Fire Prevention Division. Consult your event manager for further information and guidelines.

## Q. Rigging/Overhead Hanging Procedures

The Center has designated its service partners HiTech Electric and Projection and its partner GLP as official providers of all rigging except for lightweight loads such as banners and signs under 200 pounds. All rigging and hanging from hang points in the Center must conform to all national and local safety codes and is subject to mandatory approval by the Center. The following general procedures have been established to ensure the safe installation of overhead rigging (including hanging of banners, signs or equipment), and to ensure the protection of the structure and finished surfaces of the building.

We reserve the right to stop any installation of rigging if in our opinion the installation is not proceeding in a safe and prudent manner.

- a. All attachments to the interior or exterior building must be temporary, and of a type and process approved in advance by the Center.
- b. Overhead rigging or hanging of equipment may only be performed by persons who have been certified in all safe hanging procedures, including the use of OSHA-certified personal fall arrest systems, and the safe use and operation of overhead rigging, powered work platforms and man-lifts for overhead work.
- c. All equipment used for overhead rigging installations must be certified as safe for intended application.
- d. An effective two-way voice communication system between overhead installation crew and supervisor must be used during all overhead installations.
- e. All areas below overhead hanging installations must be properly protected from damage caused by overhead working platforms.
- f. Visible public notice of overhead work being installed in common areas, such as cautionary signage, barricades, orange traffic cones or similar systems must be in place before overhead work may begin.

**g.** All crews performing overhead rigging installations must include at least one ground person to direct personnel away from the work area while overhead work is performed.

**h.** All work performed on the Center's roof must be done under the supervision of Center personnel. Damage to the roof and other resulting damages is the responsibility of the customer. All equipment, cables, connections, etc., must be removed from roof at conclusion of the event. Any items left on roof will be removed and costs to be charged to the installer.

**i.** Each person working on the roof of the Center must walk or perform work only from the roof path system.

**j.** Each person working on the roof of the Center must utilize an OSHA-approved personal fall arrest system that is properly secured to the roof anchors and tie-off points.

**k.** Exterior rigging installations on the L Street facades may be secured to the vertical aluminum truss work provided that the truss work is protected by approved protective padding.

**l.** Lifts to be used for exterior hanging must be driven to and from the jobsites only from the M Street loading dock entrances. Lifts may not be driven through glass doors.

**m.** Proposed installation schedule must be included in production schedule and submitted to your event manager for Center approval. The event manager will confirm the approved times for installation in writing.

**n.** Restricted hanging points: Hall A, B, C: Conduit bundles, air ducts, and all-thread.

## R. Smoking

In accordance with DC regulations, **the Walter E. Washington Convention Center is a non-smoking facility.** We reserve the right to remove violators.

## S. Temporary Structures

There must be at least two (2) means of egress from any temporary hardwall structure in excess of 200 square feet built in the Center. Temporary structures may not have a cover or ceiling unless the sprinklers will be able to permeate it. This must be approved in advance by the Center and DC Fire Department.

## T. Vehicles/Watercrafts on Display

Liquid- or gas-fueled vehicles, equipment, boats or other motor crafts must be maintained in the following condition when displayed or stored inside of the Center:

- Batteries must be disconnected.
- Fuel in fuel tanks cannot exceed one-quarter tank or 5 gallons (19L) (whichever is least).
- Fuel tanks and fill openings must be closed and sealed to prevent tampering (tape may be used).
- Vehicles, fueled equipment, boats or other motor craft equipment cannot be fueled or defueled within the building.

Source: Section 314.4 of the International Fire Code

The DCFD requires a permit for each event where vehicles are on display.

**Note:** Show management is accountable for enforcement action by the Office of the Fire Marshal due to non-compliance with any facet of this requirement.

Failure to comply with any of the above requirements is the sole responsibility of show management.

## U. X-Ray Equipment

The DC Department of Health prohibits the use of x-ray equipment and other radiated materials in the convention center.



## Appendix

# Hi-Tech Electric: Overview

Hi-Tech Electric provides electrical and plumbing contracting services for trade shows and special events at convention and exposition centers, large hotels, and other venues from coast to coast. This includes overhead truss and motor rigging, exhibit lighting, and coordinating skilled trades labor.

In 2003, Hi-Tech Electric was chosen as the exclusive electrical contractor for the Walter E. Washington Convention Center — a world class endorsement of our ability to ensure total quality service.

**Hi-Tech's pre-show planning is unsurpassed in the industry.** Weeks and months in advance, we'll partner with you to produce a detailed, step-by-step schedule of your electrical and plumbing needs. We go the extra mile to be proactive, because we know that careful planning yields two important results: a show that unfolds without a hitch, and real savings.

**Hi-Tech is dedicated to complete satisfaction for all of our clients — exhibitors and event managers alike.** Our exhibitor clients have consistently awarded us top ratings in post-show quality surveys. And event managers appreciate our team-player attitude, both in show planning and in providing cost discounts.

**We've worked with the world's best for years.** Hi-Tech regularly provides complex wiring for special display and power needs ranging from video and lighting to hydraulics and refrigeration. And our international clients love working with an American firm that knows European voltage equally well.

**Hi-Tech is an independent contractor.** That means venues and show managers can incorporate our proven quality into any unique event team they want to assemble.

For exhibitors, the first two questions are: what is the size of your booth and what in your booth requires electricity? These questions lay the groundwork for everything that's needed. At the onset, every exhibitor is assigned a customer care representative who personally handles all the exhibitor's requirements for the duration of the show.

For show management an exclusive team is dedicated from move-in to move-out.

Hi-Tech's goal: raise the standards of customer service, pre-show research and execution of show plans. And its attitude: can-do, will-do, anything-is-doable.

# Hi-Tech Electric: Show Management Agreement

### 1. Scope of Services

Hi-Tech Electric shall furnish all of the Show Management electrical / plumbing installation, which includes labor and materials for the work specified as it pertains to the above named event.

**1a.** Initial pre-event electrical / plumbing requirements are to be submitted no later than (14 days prior to event), in order for an estimate of charges and applied discounts to be prepared for Owner of Account (or authorized contact) for review.

Areas for pre-event requirements for estimate would include but are not limited to:

- Exhibitor Registration
- Areas included in the areas of Exhibitor Registration (Attendee Registration, Pre-Registration, On-Site Registration, Badge Pick-Up, etc. )
- Show Management Offices
- Meeting Rooms
- General Sessions / Production / Special Function
- Press Room
- Speaker Ready Room

**1b.** Pre-Show estimate is strictly for budgeting purposes only, unless specified otherwise in an addendum to this agreement.

**1c.** Work will be scheduled upon acceptance of this signed agreement.

**1d.** The Owner or pre-appointed contact person must authorize all on-site additions or revisions on a Hi-Tech Electric Work Order prior to any work performed, and shall be incorporated into the agreement.

### 2. Labor

**2a.** Installation Labor has a minimum of one (1) hour per man on the current published rates. Return labor work orders will be charged at a minimum of 1/2 hour per man.

**2b.** All work orders must be signed by the authorized appointed contact for the owner.

**2c.** Dismantle Labor of floor installation will be at half of the total installation hours.

**2d.** Dismantle Labor for Truss / Lighting will be entered as real-time dismantle hours, also at the current hourly rate.

**2e.** Dismantle charge for Lift Rental will be entered as real-time hours.

### 3. Payment Schedule

**3a.** A prepayment of 75% of estimate is required prior to installation.

**3b.** Production / Special Events not associated with a Trade Show require a 100% prepayment.

**3c.** Additional on-site charges may be invoiced net 30 days.

### Accepted By:

\_\_\_\_\_  
Owner of Account Date

### Hi-Tech Electric:

\_\_\_\_\_  
Representative Date

# Hi-Tech Electric: Show Information and FAQs

## ORDERING AIR / NATURAL GAS / WATER / DRAIN SERVICES

### Compressed Air Lines

- Determine how many pieces of equipment will require a separate compressed air line in your booth.
- If you require more than one outlet, order the first outlet at the appropriate rate from item 1.b. under Description of Services.
- Each additional outlet is to be ordered from Item c. This is based on the floor distribution for the additional outlets.
- Determine your CFM (cubic feet per minute) requirements and include this information. It can be located on the equipment itself. If this information is not available to you, contact us via telephone, fax or e-mail with the names of the particular equipment, and a technician will advise you on the CFM requirements.
- The size and number of connections must be included.

### Natural Gas Lines

- Determine how many pieces of equipment will require a separate gas line in your booth.
- If you require more than one outlet, order the first outlet at the appropriate rate from item 1.a. under the Description of Services. Each additional outlet is to be ordered from item c. This is based on the floor distribution for the additional outlets. The size and number of connections must be included.

### Water Lines

- Determine how many pieces of equipment will require a separate water line connection in your booth.
- If you require more than one water outlet, order the first outlet at the appropriate rate from item 2.a. under Description of Services.
- Each additional outlet is to be ordered from Item b. This is based on the floor distribution for the additional outlets.
- The size and number of connections must be included.

### Drain Lines / Continuous Water and Drain

- Determine how many pieces of equipment will require a separate drain line connection.
- If you require more than one drain line outlet, order the first outlet at the appropriate rate from item 3.a. under Description of Services.
- Each additional outlet is to be ordered from Item b. This is based on the floor distribution for the additional outlets.
- The size and number of connections must be included.
- Fill and drain requirements are based on how many gallons of water each fill and drain requires.
- Please order a separate fill and drain for each piece of equipment.

# Hi-Tech Electric: Ordering Electric

## Where is my power located?

Inline and peninsula booth power is generally located along the back center curtain wall, unless you request the power to be distributed from this main location (drop) to other locations in the booth.

Island booths will have the main drop installed at the location requested by you. This main drop must be indicated on a scaled floor plan. Neighboring aisles and booths should also be included on this floor plan. Should no floor plan be provided, the main drop will be installed in the booth at our discretion.

## What if I need power in one or more additional locations?

Supply Hi-Tech Electric with a floor plan of your booth showing the exact outlet locations needed, and the amount of electricity designated at each one.

Feel free to download any of the scaled grids (10 x 10, 10 x 20, 10 x 30, 20 x 20, 20 x 30, 20 x 40) from the FAQs link at our website: [www.hi-techelectric.com](http://www.hi-techelectric.com). If a different size grid is needed, please contact our exhibitor services department.

## How can I determine how much power to order?

Calculate your electrical needs by adding the amperage (amps) or wattage (watts) of the equipment requiring power. This would include lighting not indicated on your service order.

## How do I know if my booth requires labor and materials?

- Since all island booths stand alone, they require electricity to be brought to a main drop location from the closest power source in the exhibit hall. Therefore, a minimum one-hour (per technician) labor is charged for installation. Materials used to complete the installation are determined on-site.
- Any booth requesting multiple outlet locations (power distribution) will require labor set-up with a minimum one-hour (per technician) for installation. Materials used to complete the installation are determined on-site.
- Any booth with a service order for 208V motor and equipment outlet will require labor with a minimum one hour (per technician) to configure the connection. Materials used to complete the installation are determined on-site.
- Please complete the Labor Request Form for Electrical Distribution.

## What is the dismantle labor?

Dismantle labor is charged for all booths with installa-

tion work orders. The fee is one half (1/2) of the total installation charges.

## Where do I go for assistance at show-site?

Hi-Tech Electric will have an electrical services desk stationed with the other contractors at the general contractor service center.

## How can I get an invoice of my electrical charges?

A detailed invoice will be available upon request at the electrical service desk at show-site. If a pre-event invoice is required, please contact our corporate office in Hayward, CA.

## Can I bring my own extension cords or power strips?

Any extension cords or power strips that are not provided by Hi-Tech Electric are subject to inspection, and may not be placed under any carpet or flooring. These items are also available to rent at the show site. Our electrical services desk will supply them.

## Will my international equipment be compatible with USA power source connections?

Please call our office in Hayward, CA or Washington, DC for technical support.

## How do I send a wire transfer payment from another company?

Please e-mail your request for our banking information to: [accounting@hi-techelectric.com](mailto:accounting@hi-techelectric.com).

## Do I need a floor plan for lighting?

All lights require a floor plan for placement and focusing.

## How is payment made to Hi-Tech Electric?

Full payment for all items ordered from the electrical or plumbing service order forms are required 30 days prior to the event in order to process installation. Any additional charges will be invoiced at show site.

- The correct credit card billing address must be on the service order form, complete with city, state and zip code.
- Purchase orders are not accepted as payment. Please call 202-293-6151 extension 223 or e-mail [accounting@hi-techelectric.com](mailto:accounting@hi-techelectric.com).

## What if another company is paying for my electrical services?

A third party credit card authorization form must be submitted with the service order.

# Hi-Tech Electric: Electric Service



Hi-Tech Electric  
 24209 Clawiter Road  
 Hayward, California 94545  
 510-293-6151  
 510-293-6155 (FAX)  
 dcexhibitorservices@hi-techelectric.com

Full payment is required to process order. Return with 100% remittance to above address.  
 Retainer Credit Card is required. Fed. ID # 88-0437088 2010-2011\*\* Order Form

|   |  |                            |  |   |  |
|---|--|----------------------------|--|---|--|
| Name of Event _____   |  | Show Dates _____           |  | Incentive Deadline _____                |  |
| Company Name _____  |  | Booth Number _____         |  | Check Number (if paying by check) _____ |  |
| Credit Card Billing Address (exact address for credit card) _____ |  |                            |  | Purchase Order Number _____             |  |
| City, State, Zip _____  |  |                            | Country _____  |   |  |
| Credit Card Number _____  |  |                            | Expiration Date _____  |   |  |
|   |  |                            | <input type="checkbox"/> VISA <input type="checkbox"/> MC <input type="checkbox"/> AMX |   |  |
| E-mail _____  |  | Phone _____                |  | Fax _____                               |  |
| Authorized Contact- please print _____                            |  | Cardholder Signature _____ |  | Print/Type Cardholder Name _____        |  |

\*\*\* Please have your Payment 21 days in advance to receive incentive price rates.\*\*\*

**120/208/480 Volt • Electrical Outlets • Lighting**

| Description of Service  | Quantity | Incentive   | Base        | TOTAL |
|---|----------|-------------|-------------|-------|
| <b>120V Outlet -- Place asterisk (*) for 24 hr. Power - Maximum of one (1) connection per outlet</b>  |          |             |             |       |
| 5 Amp / 500 watts   |          | \$ 92.00    | \$ 111.00   |       |
| 10 Amp / 1000 watts   |          | \$ 113.00   | \$ 136.00   |       |
| 20 Amp / 2000 watts   |          | \$ 166.00   | \$ 204.00   |       |
| <b>208V 1Ø Motor &amp; Equipment Outlets - Maximum of one (1) connection per outlet</b>   |          |             |             |       |
| 20 Amp - Minimum order for European Power   |          | \$ 305.00   | \$ 374.00   |       |
| 30 Amp  |          | \$ 414.00   | \$ 510.00   |       |
| 40 Amp  |          | \$ 524.00   | \$ 646.00   |       |
| 50 Amp  |          | \$ 578.00   | \$ 719.00   |       |
| 60 Amp  |          | \$ 754.00   | \$ 926.00   |       |
| 100 Amp   |          | \$ 936.00   | \$ 1,143.00 |       |
| <b>208V 3Ø Motor &amp; Equipment Outlets - Maximum of one (1) connection per outlet</b>   |          |             |             |       |
| 20 Amp  |          | \$ 412.00   | \$ 507.00   |       |
| 30 Amp  |          | \$ 599.00   | \$ 723.00   |       |
| 60 Amp  |          | \$ 912.00   | \$ 1,129.00 |       |
| 100 Amp   |          | \$ 1,654.00 | \$ 1,985.00 |       |
| 200 Amp   |          | \$ 3,250.00 | \$ 4,064.00 |       |
| 400 Amp   |          | \$ 5,349.00 | \$ 6,686.00 |       |
| <b>Transformer(s) Circle Outlets Requiring Boost Please check if you have European power (see minimum order requirements in addition to European Transformer)</b>   |          |             |             |       |
| Boost 208V to 230V / Euro Transformer 208V-240V (min 20A 208V1P) <input type="checkbox"/>   |          | \$ 153.00   | \$ 183.00   |       |
| European Transformer 480v to 380v (min 60 amp 480v 3P)  |          | \$ 366.00   | \$ 608.00   |       |
| <b>480V 3Ø Motor &amp; Equipment Outlets</b>  |          |             |             |       |
| 30 Amp  |          | \$ 608.00   | \$ 730.00   |       |
| 60 Amp  |          | \$ 1,095.00 | \$ 1,314.00 |       |
| <b>200 AMP 1Ø &amp; 3Ø Motor &amp; Equipment Outlets -- Call for Quote</b>  |          |             |             |       |
| Booth Lights - Special lighting Requests will require a Labor Charge (subject to availability). <sup>1</sup> On Stanchion In-Line Booths Only <sup>2</sup> May Require Rigging Labor and / or Lift at Additional Charge |          |             |             |       |
| 90 Watt <sup>1</sup>  |          | \$ 92.00    | \$ 111.00   |       |
| 250 Watt Krypton <sup>1</sup>   |          | \$ 144.00   | \$ 173.00   |       |
| Overhead Quartz Light <sup>2</sup>  |          | \$ 334.00   | \$ 408.00   |       |
| Stem Lights (Hard Wall use only)  |          | \$ 92.00    | \$ 111.00   |       |
| Track Lighting (3-75watt fixtures) 10ft. Spreader bar required.   |          | \$ 200.00   | \$ 210.00   |       |

Hi-Tech Electric, LLC is not responsible for Acts of God, voltage fluctuation or power failure due to temporary conditions. For your own protection you should install a surge protector on your equipment. A HTE electrician should make all electrical installation connections to all electrical services. HTE will not be responsible for damage or injury to any person caused by the installation, connection, or plugging in of electrical outlets other than by a HTE electrician. By signing and delivering this form to Hi-Tech Electric, LLC, customer agrees to all terms and conditions printed on this form. All payments must be paid in full before services or any credits or claims can be processed. The Exhibitor, Display House, and Show General Contractor will Indemnify Hi-Tech Electric LLC, for any and all work related accidents.

|                         |           |
|-------------------------|-----------|
| <b>SUBTOTAL</b>         | <b>\$</b> |
| <b>PAYMENT ENCLOSED</b> | <b>\$</b> |

|  |   |   |   |
|--|---|---|---|
| <p><b>Special Requirements:</b></p> <ol style="list-style-type: none"> <li>Dedicated circuits require 20 Amp outlets</li> <li>24 hour service is double the outlet rate</li> <li>Higher wattages, voltages or special Lighting, please call for quote</li> </ol> | <p><b>Island Booths:</b></p> <ul style="list-style-type: none"> <li>All Island booths require a scaled floor plan showing main power drop, exact outlet locations, dimensions, and orientation</li> <li>Installation will be delayed without the above</li> </ul> | <p><b>Labor</b></p> <ul style="list-style-type: none"> <li>Installation: One hour minimum</li> <li>Dismantle: ½ hour minimum</li> </ul> <p><b>Labor Rates:</b></p> <ul style="list-style-type: none"> <li>Straight Time \$ 88.00</li> <li>Premium Time \$ 168.00</li> </ul> | <p><b>Scaled Floor Plan required for:</b></p> <ol style="list-style-type: none"> <li>All booths with multiple outlet locations</li> <li>All Island booths</li> <li>All booths with 208V and higher</li> <li>All booths with lighting orders</li> </ol> <p>Various booth size grids may be downloaded from our FAQ page at:<br/> <a href="http://www.hi-techelectric.com">www.hi-techelectric.com</a></p> <p>Multiple quote requests for any booth due to revisions are subject to surcharge</p> |
|--|---|---|---|

**SEE REVERSE SIDE TO COMPLETE SERVICE ORDER FORM**

05/04BD: rev08/04BD nDT

## TERMS AND CONDITIONS

### IMPORTANT

1. 24-hour power & dedicated circuits will be double the listed price. Use \* to indicate 24-Hour Outlet(s).
2. Electricity will be turned on within 30 minutes of show day.
3. To receive the incentive rate, we must receive your order, along with payment in full or credit card authorization, on or before deadline date. All other orders will be charged at the base rate.
4. No credits will be issued on unused outlets or lights installed as ordered.
5. Exhibitors using outlets without an order will be charged the base rate for outlets used.

### HI-TECH ELECTRIC JURISDICTION

(Requires Hi-Tech Electric labor and/or materials)

1. Only HTE equipment is allowed for electrical distribution. Exhibitors are not permitted to bring their own electrical distribution system.
2. HTE installs all motor and equipment hook-ups requiring hard Wiring connections.
3. HTE performs all installations and/or repair of electrical fixtures.
4. HTE performs installation of all electrical motors and electrical Apparatus to be energized
5. HTE electrical labor is required to inspect pre-wired equipment that connects to HTE distribution systems.
6. HTE provides labor for all overhead truss rigging and overhead Booth lighting.
7. HTE performs all installations of electrical cords under all flooring
8. The Exhibitor, Display House, and Show General Contractor Will Indemnify Hi-Tech Electric LLC, for any and all work related Accidents.

### RIGGING LABOR

1. \$ 88.00 per hour Straight Time 8am-4:30pm M-F
2. \$168.00 per hour Premium Time After 4:30pm M-F Weekends & Holidays

### ELECTRICAL LABOR: OUTLET DISTRIBUTION

1. Labor rates: \$88.00 per hour Straight time 8:00 am - 4:30 pm.
2. Labor rates: \$168.00 per hour Premium Time Premium Time applies after 4:30pm M-F /weekends and Holidays.
3. Lift Rates: \$152.00 per hour one hour minimum plus operator's time
4. Starting time can only be guaranteed when labor is requested
5. The minimum charge per booth is one hour installation and ½ the total time for dismantle.

### OUTLET LOCATION & DISTRIBUTION

1. All electrical outlets will be installed on the floor at the baseline back wall of in-line pipe and draped booths unless otherwise ordered.
2. All electrical outlets for island booths will be dropped from one main drop location per the exhibitor's floor plan. If no main drop location is provided this may cause a delay in distribution.
3. Any additional power drops or locations are chargeable on a time and material basis.
4. Distribution and connection of outlets are chargeable on a time and material basis.

### RIGGING JURISDICTION

1. All exhibit hall rigging must provide a floor plan for approval by Hi-Tech.
2. All motors for rigging must be ordered through Hi-Tech.
3. All labor for rigging-to-building structures will be provided by Hi-Tech.
4. No other contractors may attach motorized equipment for rigging to Building.
5. Rigging includes all motorized rigging-to-building structures.
6. Failure to start labor as scheduled due to Exhibitor or any delays Will still result in the hourly charges per man hour.

### THIRD PARTY CREDIT CARD AUTHORIZATION

Third-Party Credit Card information: Exhibiting firm acknowledges the responsibility for any additional charges in the event the third party named does not make payment. All balances must be settled prior to the event closing.

|   |                          |                            |  |
|---|--------------------------|----------------------------|--|
| Company Name  |                          | Booth Number               | Check Number <i>(If paying by check)</i>   |
| Credit Card Billing Address (Exact address for credit card) |                          |                            | Purchase Order Number  |
| City, State, Zip  |                          | Country                    |  |
| Credit Card Number  |                          | Expiration Date            | <input type="checkbox"/> VISA <input type="checkbox"/> MC <input type="checkbox"/> AMX |
| E-mail  | Telephone Number         | Fax Number                 |  |
| Authorized Contact- please print                            | Cardholder Signature (1) | Print/Type Cardholder Name |  |

### LABOR REQUEST FOR ELECTRICAL DISTRIBUTION: Please Complete

Please send a PDF or DWG of all Island booths 30'x30' or larger to: [dcexhibitorservices@hi-techelectric.com](mailto:dcexhibitorservices@hi-techelectric.com)

- Floor Plan attached showing neighboring booths/aisles/main drop location
- Floor Plan will follow
- OK to Proceed without Exhibitor Present
- DO NOT Proceed without Exhibitor Present
- Date \_\_\_\_\_
- Time \_\_\_\_\_
- Booth Number

Installation of electrical order will be delayed without all of the above information.

|   |   |   |  |   |
|---|---|---|--|---|
| <b>Electrical Labor Rates:</b><br>\$88.00 Straight Time<br>\$168.00 Premium Time<br>One hour minimum Installation<br>1/2 hour minimum Dismantle | <b>Rigging Labor Rates:</b><br>\$ 88.00 Straight Time<br>\$168.00 Premium Time<br>Labor charges will be based from work order | <b>Cancellations:</b><br>Prior to Event 20%<br>At Show Event 50%<br>Once Installed NONE | <b>Supervision Fee:</b><br>20% Supervision Fee<br>For all booths requiring labor | <b>Revisions:</b><br>Revisions are subject to a 10% surcharge |
|---|---|---|--|---|

|   |
|---|
| Size of Booth _____<br>Type of Booth <input type="checkbox"/> Island<br><input type="checkbox"/> Peninsula<br><input type="checkbox"/> Inline |
|---|

|                       |
|-----------------------|
| Questions or Comments |
|-----------------------|

Hi-Tech Electric  
 24209 Clawiter Rd.  
 Hayward, California 94545  
 510-293-6151  
 510-293-6155 (FAX)  
[dcexhibitorservices@hi-techelectric.com](mailto:dcexhibitorservices@hi-techelectric.com)

Tipping is not permitted. Any request from personnel for gratuities should be reported to the WCCA management immediately

# Hi-Tech Electric: Plumbing Service



Hi-Tech Electric  
 24209 Clawiter Road  
 Hayward, California 94545  
 510-293-6151  
 510-293-6155(FAX)  
 dcexhibitorservices@hi-techelectric.com

Full payment is required to process order. Return with 100% remittance to above address.  
 Retainer Credit Card is required. Fed.ID#88-0437088 2010-2011\*\* Order Form

|   |  |                             |                       |                                    |  |
|---|--|-----------------------------|-----------------------|------------------------------------|--|
| Name of Event _____   |  | Show Dates _____            |                       | Incentive Deadline _____           |  |
| Company Name _____  |  |                             | Booth Number _____    |                                    | Check Number (If paying by check) _____  |
| Credit Card Billing Address (exact address for credit card) _____ |  |                             |                       | Purchase Order Number _____        |  |
| Country _____   |  |                             |                       |                                    |  |
| Credit Card Number _____  |  |                             | Expiration Date _____ |                                    | <input type="checkbox"/> VISA <input type="checkbox"/> MC <input type="checkbox"/> AMX |
| E-mail _____  |  | Phone _____                 |                       | Fax _____                          |  |
| Authorized Contact-please print _____                             |  | Card holder Signature _____ |                       | Print/ Type Card Holder Name _____ |  |

\*\*\*Please have your Payment 21 days in advance to receive incentive price rates.\*\*\*

### Plumbing Connections

| Description of Service   | Incentive | Base      | TOTAL     |
|--|-----------|-----------|-----------|
| <b>1. Compressed Air: 90-100lbs. PSI</b>   |           |           |           |
| A. Service charge for first GAS outlet at rear of booth  | \$ 336.00 | \$ 497.00 |           |
| B. Service charge for first AIR out let at rear of booth-AirOnly   | \$ 218.00 | \$ 262.00 |           |
| C. Each additional outlet with in island+peninsula booths only   | \$ 171.00 | \$ 209.00 |           |
| D. Number of connections—size of connection _____  | \$ 62.00  | \$ 75.00  |           |
| E. .CFM's Required _____ -Air Only   | \$ 7.00   | \$ 10.00  |           |
| F. 24-hour service required? No Yes (If yes ,add 50%)  |           |           |           |
| <b>2. Water 1/2" and 3/4"</b>  |           |           |           |
| A. Service charge for first water outlet at rear of booth  | \$ 218.00 | \$ 262.00 |           |
| B. Each additional outlet with in island+peninsula booths only   | \$ 122.00 | \$ 148.00 |           |
| C. Number of connections—size of connection _____  | \$ 73.00  | \$ 89.00  |           |
| D. PSI Required _____ GPM Required _____   |           |           |           |
| <small>NOTE: Pressure may vary. No guarantee can be made of minimum or maximum pressure. If pressure is critical, Exhibitor should arrange to have a pressure Regulator valve or pump installed. Plumbing contractor not responsible for sediment, color or taste of water. Water filters are recommended we have them on request.</small> |           |           |           |
| <b>3. Drains 1/2" and 3/4" / Continuous Water &amp; Drain</b>  |           |           |           |
| A. Service charge for first drain outlet at rear of booth  | \$ 165.00 | \$ 201.00 |           |
| B. Each additional outlet with in the same booth   | \$ 122.00 | \$ 148.00 |           |
| C. Number of connections—size of connection _____  | \$ 73.00  | \$ 89.00  |           |
| D. Continuous Water & Drain  | \$ 305.00 | \$ 365.00 |           |
| <b>4. Sinks and Water Heaters</b>  |           |           |           |
| A. Single Sink (Includes water & drain)  | \$ 410.00 | \$ 470.00 |           |
| B. Double Sink (Includes water & drain)  | \$ 489.00 | \$ 594.00 |           |
| C. Water Heater / 40 gallons each (Requires electrical connections ordered separately)   | \$ 300.00 | \$ 350.00 |           |
| A. Fill and Drain _____ 0-199 Gallons  | \$ 122.00 | \$ 148.00 |           |
| B. Fill and Drain _____ 0- 200 - 399 Gallons   | \$ 181.00 | \$ 222.00 |           |
| C. Fill and Drain _____ 0-400 Gallons and over   | \$ 270.00 | \$ 323.00 |           |
| <b>SUBTOTAL</b>  |           |           | <b>\$</b> |
| <b>PAYMENT ENCLOSED</b>  |           |           | <b>\$</b> |

**SEE REVERSE SIDE TO COMPLETE SERVICE ORDER FORM**

Straight Time: \$88.00 Monday–Friday 8:00am–4:30pm  
 Premium Time: \$168.00 Weekends /Holidays and after 4:30 pm Monday–Friday

### TERMS AND CONDITIONS

1. Credit will not be given for connections installed and not used.
2. All materials and equipment furnished by Hi-Tech for this Service order shall remain property and shall be removed ONLY by Hi-Tech at the close of the show.
3. Claims will not be considered unless filed by exhibitor prior To close of exposition.
4. Prices based up on current wage rates and are subject to Change with out notice.
5. Under no circumstances shall any one other than Hi-Tech Electric/Plumbing personnel make service connections.
6. All equipment using water must have inlet and outlet Properly tagged.
7. Unless other wise directed, Hi-Tech Electric personnel are Authorized to cut floor coverings to permit installation of service.
8. A separate connection fee will be made for each piece of Equipment using connected service, whether connected Directly or other wise.
9. Hi-Tech will not be responsible for moisture, oil or waterin airlines. Exhibitors should supply their own filter or other Equipment to handle moisture or water.
10. Hi-Tech must have 30 days notice in order to supply special Regulators, strainers, traps, etc.
11. All utility outlets include up to 50 feet of accomplished distance. Use of additional footage or equipment will be Charged at the prevailing labor and materials rates.
12. All outlets will be installed on the floor at the back wall of booth.
13. Hi-Tech will not be responsible for sediment, color or taste Of water in line or loss of pressure.
14. All services will be disconnected / shut off at conclusion Of show unless advance notice has been given and acknowledged.
15. All cylinders must be firmly attached to exhibit. If cylinder Must be made secure by Hi-Tech Electric labor charge May be added.
16. A connection of a regulator to cylinder or equipment will be Subject to a 1 hour minimum labor charge plus material sat Prevailing labor rate.
17. Orders for electricity or electrical labor to connect and Operate any plumbing apparatus must be placed separately Using the Electrical Service Contract.
18. The Exhibitor, Display House, and Show General Contractor will Indemnify Hi-Tech Electric LLC, For any and all work related accidents.

### THIRD PARTY CREDIT CARD AUTHORIZATION

**Third-Party Credit Card information:** Exhibiting firm acknowledges there sponsibility for any additional charges In the event the third party named does not make payment. All balances must be settled prior to event closing.

Account#   
 Expiration Date

Card holder Name: \_\_\_\_\_

Address: \_\_\_\_\_  
City State Zip

VISA     MC     AMX

### LABOR REQUEST FOR PLUMBING DISTRIBUTION: Please Complete

- |   |   |
|---|---|
| <input type="checkbox"/> Floor Plan attached showing neighboring booths / aisles<br><input type="checkbox"/> Floor Plan showing main drop location<br><input type="checkbox"/> Floor Plan to follow<br><input type="checkbox"/> OK to Proceed with out Exhibitor present<br><input type="checkbox"/> DO NOT Proceed without Exhibitor present | Date: _____<br>Time: _____<br><br><div style="border: 1px solid black; padding: 5px; width: fit-content; margin-left: auto;">Booth Number</div> |
|---|---|

*Installation of plumbing order will be delayed without all of the above information.*

|   |   |   |  |
|---|---|---|--|
| <b>LaborRates:</b><br>\$88.00 Straight Time<br>\$168.00 Premium Time<br>One hour minimum Installation<br>1/2 Hour minimum Dismantle | <b>Cancellations:</b><br>Prior to Event: 20%<br>At Show Site: 50%<br>Once Installed: None | <b>Supervision Fees:</b><br>20% Supervision Fee:<br>All Island Booths<br>All booths with a floor plan | <b>Revisions:</b><br>Revisions are subject to<br>A 10% surcharge |
|---|---|---|--|

Size of Booth: \_\_\_\_\_

Type of Booth:     Island  
                            Peninsula  
                            Inline

#### QUESTIONS OR COMMENTS

Hi-TechElectric ☐ 24209 Clawiter Road    ☐ Hayward,CA 94545 ☐ 510-293-6151 ☐ 510-293-6155FAX

\*\*Tipping is not permitted. Any request from personnel for gratuities should be reported to the WCCA management immediately.\*\*

# Hi-Tech Electric: Truss/Motorized Hoist Order

**TRUSS / MOTORIZED HOIST/ LABOR ORDER 2011\*\***

24209 Clawiter Road Hayward, CA 94545 510-293-6151 Phone:  
 510-293-6155 Fax:(510)293-6155  
 Email:exhibitorservices@hitelectric.com



Full payment is required to process order - Incentive Deadline Date (21 days in advance):      Order increases 50% at show-site

|                           |                  |          |
|---------------------------|------------------|----------|
| Event                     | Company Name     | Booth No |
| Date of Event             | Billing Address  |          |
| Order Date                | City, State, Zip | Country  |
| Contact name-Please Print | Telephone        | FAX      |
|                           | E-mail           |          |

Labor Rates: Important Information! Straight Time: \$88.00 Premium Time: \$168.00 Lift Rates: \$152.00 per hour (one hour minimum) plus operator's time

| Qty | Description  | Incentive Price                     | Base Rate | Total |
|-----|--|-------------------------------------|-----------|-------|
|     | 10'x12x12 Truss  | \$ 178.00                           | \$ 205.00 |       |
|     | Corner Blocks  | \$ 116.00                           | \$ 132.00 |       |
|     | Chain Motor up to 1 Ton (HTE provides all motors for all overhead rigging) | \$ 498.00 Includes power and points | \$ 527.00 |       |
|     | Rigging Points   | \$ 105.00 per point                 | \$ 120.00 |       |
|     | Overhead Quartz Lights   | \$ 333.00                           | \$ 407.00 |       |
|     | All Dimmer Boards & Custom Truss (Please call for quote)                   |                                     |           | \$    |

| Day / Date | Installation | No. Stagehands | No. Riggers | Day / Date | Dismantle | No. Stagehands | No. Riggers |
|------------|--------------|----------------|-------------|------------|-----------|----------------|-------------|
| M          |              |                |             | M          |           |                |             |
| T          |              |                |             | T          |           |                |             |
| W          |              |                |             | W          |           |                |             |
| Th         |              |                |             | Th         |           |                |             |
| F          |              |                |             | F          |           |                |             |
| Sa         |              |                |             | Sa         |           |                |             |
| Su         |              |                |             | Su         |           |                |             |

- a. All exhibit hall rigging must provide a floor plan for approval by HTE - PDF or DWG format required
- b. All labor for rigging-to-building structures will be provided by HTE
- c. No other contractors may attach motorized equipment for rigging- to- building structures.
- d. Rigging includes all motorized rigging-to-building structures.
- e. Failure to start labor as ordered due to delays of client-owned equipment will still result in the hourly charges per man hour

Visa     MC     Amex     
 **COMPANY CREDIT CARD AUTHORIZATION**

Account # / Expiration date   

Cardholder's Name (please print) \_\_\_\_\_ Signature \_\_\_\_\_

Third Party Billing Information must be entered for this order to be scheduled  
**Third Party Credit Card Information:** Exhibiting company acknowledges the responsibility for any additional charges in the event the third party does not make payment. All balances must be settled prior to the event closing.

Visa     MC     Amex     

Account # / Expiration date

Cardholder's Name (please print) \_\_\_\_\_ Signature \_\_\_\_\_

## TERMS AND CONDITIONS

### IMPORTANT

1. 24-hour power & dedicated circuits will be double the listed price. Use \* to indicate 24-Hour Outlet(s).
2. Electricity will be turned on within 30 minutes of show day.
3. To receive the incentive rate, we must receive your order, along with payment in full or credit card authorization, on or before deadline date. All other orders will be charged at the base rate.
4. No credits will be issued on unused outlets or lights installed as ordered.
5. Exhibitors using outlets without an order will be charged the base rate for outlets used.

### HI-TECH ELECTRIC JURISDICTION

(Requires Hi-Tech Electric labor and/or materials)

1. Only HTE equipment is allowed for electrical distribution. Exhibitors are not permitted to bring their own electrical distribution system.
2. HTE installs all motor and equipment hook-ups requiring hard Wiring connections.
3. HTE performs all installations and/or repair of electrical fixtures.
4. HTE performs installation of all electrical motors and electrical Apparatus to be energized
5. HTE electrical labor is required to inspect pre-wired equipment that connects to HTE distribution systems.
6. HTE provides labor for all overhead truss rigging and overhead Booth lighting.
7. HTE performs all installations of electrical cords under all flooring
8. The Exhibitor, Display House, and Show General Contractor Will Indemnify Hi-Tech Electric LLC, for any and all work related Accidents.

### RIGGING LABOR

1. \$ 88.00 per hour Straight Time 8am-4:30pm M-F
2. \$168.00 per hour Premium Time After 4:30pm M-F Weekends & Holidays

### ELECTRICAL LABOR: OUTLET DISTRIBUTION

1. Labor rates: \$88.00 per hour Straight time 8:00 am - 4:30 pm.
2. Labor rates: \$168.00 per hour Premium Time Premium Time applies after 4:30pm M-F /weekends and Holidays.
3. Lift Rates: \$152.00 per hour one hour minimum plus operator's time
4. Starting time can only be guaranteed when labor is requested
5. The minimum charge per booth is one hour installation and ½ the total time for dismantle.

### OUTLET LOCATION & DISTRIBUTION

1. All electrical outlets will be installed on the floor at the baseline back wall of in-line pipe and draped booths unless otherwise ordered.
2. All electrical outlets for island booths will be dropped from one main drop location per the exhibitor's floor plan. If no main drop location is provided this may cause a delay in distribution.
3. Any additional power drops or locations are chargeable on a time and material basis.
4. Distribution and connection of outlets are chargeable on a time and material basis.

### RIGGING JURISDICTION

1. All exhibit hall rigging must provide a floor plan for approval by Hi-Tech.
2. All motors for rigging must be ordered through Hi-Tech.
3. All labor for rigging-to-building structures will be provided by Hi-Tech.
4. No other contractors may attach motorized equipment for rigging to Building.
5. Rigging includes all motorized rigging-to-building structures.
6. Failure to start labor as scheduled due to Exhibitor or any delays Will still result in the hourly charges per man hour.

### THIRD PARTY CREDIT CARD AUTHORIZATION

Third-Party Credit Card information: Exhibiting firm acknowledges the responsibility for any additional charges in the event the third party named does not make payment. All balances must be settled prior to the event closing.

|   |                          |                            |  |
|---|--------------------------|----------------------------|--|
| Company Name  |                          | Booth Number               | Check Number <i>(If paying by check)</i>   |
| Credit Card Billing Address (Exact address for credit card) |                          |                            | Purchase Order Number  |
| City, State, Zip  |                          | Country                    |  |
| Credit Card Number  |                          | Expiration Date            | <input type="checkbox"/> VISA <input type="checkbox"/> MC <input type="checkbox"/> AMX |
| E-mail  | Telephone Number         | Fax Number                 |  |
| Authorized Contact- please print                            | Cardholder Signature (1) | Print/Type Cardholder Name |  |

### LABOR REQUEST FOR ELECTRICAL DISTRIBUTION: Please Complete

Please send a PDF or DWG of all Island booths 30'x30' or larger to: [dcexhibitorservices@hi-techelectric.com](mailto:dcexhibitorservices@hi-techelectric.com)

- Floor Plan attached showing neighboring booths/aisles/main drop location
- Floor Plan will follow
- OK to Proceed without Exhibitor Present
- DO NOT Proceed without Exhibitor Present
- Date \_\_\_\_\_  
Time \_\_\_\_\_  
Booth Number \_\_\_\_\_

Installation of electrical order will be delayed without all of the above information.

|   |   |   |  |   |
|---|---|---|--|---|
| <b>Electrical Labor Rates:</b><br>\$88.00 Straight Time<br>\$168.00 Premium Time<br>One hour minimum Installation<br>1/2 hour minimum Dismantle | <b>Rigging Labor Rates:</b><br>\$ 88.00 Straight Time<br>\$168.00 Premium Time<br>Labor charges will be based from work order | <b>Cancellations:</b><br>Prior to Event 20%<br>At Show Event 50%<br>Once Installed NONE | <b>Supervision Fee:</b><br>20% Supervision Fee<br>For all booths requiring labor | <b>Revisions:</b><br>Revisions are subject to a 10% surcharge |
|---|---|---|--|---|

|   |                       |   |
|---|-----------------------|---|
| Size of Booth _____<br>Type of Booth <input type="checkbox"/> Island<br><input type="checkbox"/> Peninsula<br><input type="checkbox"/> Inline | Questions or Comments | Hi-Tech Electric<br>24209 Clawiter Rd.<br>Hayward, California 94545<br>510-293-6151<br>510-293-6155 (FAX)<br><a href="mailto:dcexhibitorservices@hi-techelectric.com">dcexhibitorservices@hi-techelectric.com</a> |
|---|-----------------------|---|

Tipping is not permitted. Any request from personnel for gratuities should be reported to the WCCA management immediately

# Hi-Tech Electric: Service Order Form Request



## Service Order Form Request

**TO:** Kathy Simon      [kathys@hi-techelectric.com](mailto:kathys@hi-techelectric.com)  
**CC:** Denise Santos      [denises@hi-techelectric.com](mailto:denises@hi-techelectric.com)  
**Date:**  
**Re:**

\_\_\_\_\_  
.OFFICIAL SHOW TITLE:

SHOW DATES

FORM TYPE: Hard Copies ( ) Yes ( ) No      PDF ( ) Yes ( ) No

Electrical: \_\_\_\_\_

Truss: \_\_\_\_\_

Plumbing: \_\_\_\_\_

Date Due: \_\_\_\_\_

**SEND TO:** (Name, Address, Phone, Fax, email)

1. HARD COPIES:

2. PDF

FAX to: (510) 293-6155 :

Phone: 510-293-6151

[denises@hi-techelectric.com](mailto:denises@hi-techelectric.com)

# Smart City: Event Technology Services

## Overview

Founded in 1984, Smart City is the nation's leader in providing quality, advanced technology and telecommunication services to the trade show and event industry. Smart City provides 35 Facility clients with design, installation and maintenance of data, voice, electrical and utility platforms, audio visual services, telephone and computer network engineering, security and monitoring. Smart City provides network services to more than 5,500 events each year.

## Services

Smart City provides all, or part, of the following services to various locations from a convenient single source:

- Complete Telephone Services (Single line, multi-line, dedicated line, advanced calling systems )
- T-1, DS3, ISDN and other Special Data Circuits
- High-Speed Internet Access
- Temporary LAN/WAN/VPN construction
- Point-to-Point Networking
- Webcasting (Internet Broadcasting)
- Internet/E-mail stations/"Cyber Cafes"
- Wi-Fi (Instant Wireless Internet) for Convention/ Meeting Venues
- Custom Security Solutions
- Dedicated Network Performance Monitoring
- Network design and engineering solutions
- Cable TV
- Broadcast Media Services
- Web Casting

## Expertise

As Smart City is part of the Cisco Powered Network program, we are often asked to beta-test new technology from Cisco and other network manufacturers. That means convention centers and facilities serviced by Smart City always have access to the most advanced technological resources. Smart City has a centralized Network Operations Center (NOC) dedicated to supporting all event networks across the country. We have over 4,500 devices and monitor more than 75,000 ports on a continuous basis. Every piece of equipment connect to Smart City's network is monitored 24/7 and performance-checked every 3–5 minutes.

## Dedication

With on-site customer service and technical professionals, Smart City maintains a thorough working knowledge of all our venue's infrastructure and systems to ensure you have the best possible service during events. We offer a 24/7 commitment to satisfying event needs from event planning until the last customer has left the building.

# Smart City: 10 Technology Savings Tips

Find out what Smart City can do for you today by calling our Customer Service Department at 202-249-3280. Smart City understands that our clients are looking for ways to operate more efficiently and ways to stretch their dollars for their event. Here are 10 tips and questions that everyone in the trade and convention industry can use to assess and reduce your show's technology expenses.

**1. ORDER EARLY.** Most companies have incentive rates to place your order before certain show deadlines. Create reminders in your calendar to take advantage of early order pricing.

**2. KNOW YOUR TECHNOLOGY NEEDS.** Be specific so you get exactly what you need. Don't order more than you need, but also be sure the technology will provide the speed, access and service you must have to showcase your product or service. For example, if you are going to be streaming video, you may need a higher speed Internet connection, greater bandwidth, and a network protocol to support streaming media. Our local team can help you in selecting the most cost effective solution for your needs.

**3. CUSTOMER SERVICE REPRESENTATIVES CAN HELP.** Let customer service help you plan your Internet order based on your technology needs. They can provide estimates and suggestions while helping you limit on-site changes or additional charges. Their goal is to ensure your connectivity experience goes smoothly. They understand that your time on the show floor needs to be focused on your attendees, not on fixing technical difficulties.

**4. KNOW THE BUILDING'S CAPABILITIES.** Discover what the center's minimum and maximum services are and see how they match your needs. You may need to adjust your presentation in advance based on those capabilities.

**5. WIRED OR WIRELESS?** Wired Internet is more reliable, although wireless may allow you to move around the showroom floor to show off your product or service. Be sure to ask where the wireless networks are located; in the exhibit hall or in common hallway areas? Text yourself or write down the wireless network name (also

known as the SSID) to ensure you connect to the right wireless network and not to other rogue wireless devices.

**6. VPN OR NO VPN?** Do you need virtual private network (VPN) access to your corporate computers or can you function with a standard Internet access? A VPN allows computer users to access a network via an IP address other than the one that actually connects their computer to the Internet. These are usually used for security reasons and to get past an internal firewall.

**7. WHERE AND WHEN DO YOU NEED TO CONNECT?** You may be able to run your presentation without Internet capabilities, but you want to be connected occasionally. When you ask where wireless networks are located, be sure to also ask if you can purchase it for a daily rate and if there are any limitations that you should be aware of. Some common area wireless services may only cover the common area and will not extend onto the exhibit floor.

**8. SHARED OR DEDICATED?** The shared Ethernet is typically appropriate unless you will be using a lot of bandwidth to run streaming videos from another site. Ask your customer service representative the differences between shared and dedicated networks. Most importantly, test your connection during the typical hours you will be using the network for your presentation.

**9. ADDITIONAL SERVICES.** Will you want video conferencing or webcasting capabilities? Secure live and on-demand webcasting technology and video conferencing services are available to enhance your organization's event. These services are another way for those who could not attend the event to learn from and experience the event.

**10. STRETCHING YOUR FUNDS.** What is your bottom line? In other words, how low can you go on technology needs and still have a good connectivity? Everyone is on a tight budget. Again, talk to your Internet customer service representative. Order forms are usually industry standard services, but the capabilities of networks could be something not listed on the order form. Don't be afraid to ask what alternative solutions may meet your connectivity needs.

# Smart City: Products & Services

Smart City is dedicated to making sure your event is a success. All of our services include installation before the show, on-site support for the services during the show and billing after the show. Smart City offers Show Management and exhibitors a complete package of Telephone, Internet and Data Networking Services from a convenient single source.

## Internet Services

Dependable Internet connectivity is the backbone of many business transactions today. Smart City delivers various levels of Internet services for general or demanding connectivity. No matter the bandwidth demands or number of devices simultaneously connecting, our team can build a network for your needs. Our range of services include Standard and Advanced Internet access, Shared and Dedicated Ethernet service, Special Circuits, Custom VLAN, Multi-location networks.

### DEDICATED INTERNET SERVICES

Our dedicated service is geared towards customers needing a secure connection where no other user on the network can interrupt their service. This is best for mission critical demonstrations or applications.

### SHARED INTERNET SERVICES

Our shared service is a shared network connection with many other customers utilizing a common bandwidth pool. Its primary use should be for web browsing and checking emails. This service is not recommended for mission critical demonstrations.

### SPECIAL NETWORKING SERVICES

Our special engineering enables us to listen to what the customer's needs are and design a network to meet those needs. We are able to provide point to point or multi point networking to any location in and outside the venue our customers may require for the event. Customized bandwidth packages are available, with or without internet access. Virtual local area networks, webcasting, video streaming, video conferencing, and many other special services are available.

### Cable and Broadcast Video Services

Digital Cable TV services are available throughout the facility. Smart City offers Broadcast Video services through a state of the art fiber infrastructure and media interface solution. Video can be distributed internally via fiber or channel insertion into the Digital Cable Television Infrastructure. Broadcast Video is distributed externally via Video Circuit, Satellite Truck or Dish by connecting via the fiber broadcast infrastructure.

### Voice Services

Smart City offers a range of voice services technology to round out your communications program. From analog phone lines to process credit card transactions, to local-only calling plans, our customizable voice services offerings will help you stay in touch when you need to do so most. Some of our Voice Services include: Standard telephone lines, with or without a telephone, along with a variety of calling plans including local calling only, credit card calling and long distance, Deluxe modem services featuring dedicated lines ensuring you always get a line out and you stay logged on as long as you want, Multiline telephones with speaker-phone capability for distributing calls among multiple phone lines in your booth. Also available are large capacity conference speakerphones.

## Wireless Programs

Smart City offers a variety of wireless connectivity programs to fit your event needs. Below are brief descriptions on the wireless service packages that we offer. Duration of wireless services is throughout the entire show from show start until show end.

### Wireless Hotspot Package

A wireless hotspot is a small area within the event public space where wireless connectivity is provided for attendees with wireless devices within the specified area sponsored by show management or an exhibitor. Packages begin with services for a block of 50 users.

### Wireless Buyout Package

Single sponsored purchase to provide wireless access in the entire contracted space of the event, except exhibit halls. Wireless service is programmed for unlimited users and bandwidth within the contracted square footage for the event. Package also includes one redirect page.

### Wireless Sponsorship Process

Individual Attendee and Exhibitor Options:  
Instant Internet  
Exhibitor Internet

## Additional Marketing Opportunities:

Want to drive more to your exhibitor booths? Over 80% of attendees have a Wi-Fi enabled device. With their attention captured by one of the above packages, drive more traffic to your site by using one of these additional marketing opportunities.

### LANDING PAGE

The website page that appears once the service has been purchased and/or logged into. Landing page graphics are submitted to Smart City to host on our server.

### REDIRECT PAGE

A website link that directs wireless users to a specific website after wireless connection has been established. Smart City does not host or operate the submitted webpage.

### SPLASH PAGE

The very first webpage once the user's browser is launched when they are within the purchased wireless service area. The splash page is hosted and operated by Smart City. Website graphics are submitted to Smart City to be hosted on our server.

# Smart City: Network Capabilities & “Always Up” Policy

Smart City is the leading provider of event technology services in the United States. With two decades of experience, Smart City provides clients with design, installation and maintenance of telecommunications and data systems coupled with unparalleled Customer Service.

## Technical Infrastructure

Our bandwidth consists of 200Mbps main connection with 100Mbps of back up. Our fiber infrastructure is capable of supporting Gigabit speeds up to 10Gigabit to the desktop. Our wireless networking uses 802.11 a/g/n managed through Cisco controllers and is available throughout the entire facility.

## Reliability & “Always Up” Policy

We design our networks to be redundant. This enables our customers to never experience a network outage if the primary circuit was to be cut at any time. Our “Always Up” policy means that we have spare equipment configured, tested and ready to be deployed if a component was to fail.

## Onsite Support

We have a 24/7 onsite technical support team. You will never have to dial a 1-800 number and wait in queue to speak with someone.

## Networks Operations Center

Our network operations center provides 24/7 monitoring of all our network equipment. Smart City has over 3600 device and 63,000 ports deployed in the field that are monitored on a continuous basis. Stats are polled every 3-5 minutes 24 hours a day, 7 days a week.

## Special Services

Let Smart City's certified network engineers develop a secure and reliable network for your event. Big and small events alike can benefit through the array of technological options Smart City offers. Whether you need data networking within your booth, require large bandwidth or need to network multiple locations within the building, our engineers can build your network and stay on-site throughout the event to ensure your data system runs smoothly. Our specialized services include, but are not limited to:

- Data Networking
- Networking your booth to a hotel or other location outside the facility
- Virtual Private Networks
- Wireless Ethernet
- Wireless Local Area Networks
- Booth to booth and intranetworking
- Eight and Twenty-four Port Hub Rental (10/100/1000 Base-T)
- Equipment Rentals (PC; video conference; fiber transmitter & receivers for video connectivity)
- 50-foot patch Cable – Cat 5

# Smart City: It's the People

Smart City's technical team trains, tests and prepares for every level of show/event. Our Managers and Supervisors are certified and trained in all aspects of service management and resolution. The Marketing, Sales and Customer Service Team are trained to provide excellent customer service in all circumstances including but not limited to; service after the sale, issue identification and quick resolution. Both teams are available 24/7 365 days a year.

Supporting your local team is Smart City's Corporate IT and technical support departments including our National Operations Center (NOC), Help Desk and Engineering. These award winning departments provide all of Smart City's clients with an invaluable resource to overcome any technical issue or obstacle. In addition to providing our clients with round the clock technical support we also offer our nationally centralized Sales and Customer Service department to all clients and exhibitors. Our Customer Services and Sales department is able to develop processes, procedures and sales operations from a practical standpoint while working closely with the center's staff in the field. By covering all of these bases we are able to meet the needs of our customer quickly and efficiently.

Additionally, each one of our sister centers supports and backs up our local staff during large events and conventions to provide services in operational and customer service, administration and ancillary support.

## Our Motto, Credo and Business Principles

### "IN A HECTIC WORLD, WE PROVIDE PEACE OF MIND"

At Smart City we emphasize integrity. We pride ourselves in consistently seeking out and retaining the best team members. Surveying our customers is an important part of our success. We listen and respond to client's needs through our comprehensive surveys from both the Show Management level and Exhibitor level. Teamwork and being ambassadors of service excellence for Smart City as well as your event are two very important qualities that we take pride in at Smart City.

### TEN BUSINESS PRINCIPLES

1. Integrity Without Compromise.
2. Do Right By All Our Customers.
3. It's the People.
4. Seek The Best.
5. Continually Improve Processes.
6. Speak, Listen and Respond.
7. Teams Work.
8. Customers Define Quality.
9. Think Fast, Move Fast.
10. We Care And Give Back.

### CREDO

"Smart City provides quality event telecommunication and technology solutions. We anticipate our customer's needs and respond to them in a way that creates a pleasant experience. We pledge to deliver our services as promised with a level of professionalism and attention to detail that is unrivaled in the event industry. Smart City's services enable our customers to learn, communicate and thrive in the venues that we service."

# Smart City: Wi-Fi Marketing Connect

Your event is coming to the Walter E. Washington Convention Center! Let us help get your event's messages to your attendees.

## What is Wi-Fi Marketing Connect?

In today's demand for wireless connectivity, our Wi-Fi Marketing Connect program delivers your information to attendees as they connect to our Wi-Fi networks. Wi-Fi Marketing Connect provides events the ability to purchase Marketing Profiles that display on four different webpages as attendees set up their wireless Internet access in the Walter E. Washington Convention Center. Our wireless services will display your Marketing Profile on our building-wide Wi-Fi networks within the convention center. When your Marketing Profile is clicked, your website will open up a window to allow them to visit your site, without the need to purchase our wireless service. A sample webpage is shown below.

To view full sized demo versions of these pages, please visit: <http://splash-sample.smartcity.com/index.php?test=1&product=instantinternet>

## Show Management Revenue Opportunities

Wi-Fi Marketing Connect offers an opportunity for you to purchase some or all of the WMC profiles and resell them to exhibitors or sponsors, taking advantage of a revenue opportunity to help offset some of the costs of your event.

## Marketing Profile Details

- There are a maximum of 10 Marketing Profiles available per event.
- Marketing Profiles are rotated randomly on all four pages.
- Marketing Profiles must meet specific size and file type. (See order form)
- Graphic design services are available.



# Exhibitor Cooking Request

If you will be cooking in a booth, please complete and return this form along with the manufacturers specifications for your cooking and/or heating appliances to the Event Services Department of the Walter E. Washington Convention Center. In accordance with the District of Columbia Fire Codes, the District of Columbia Fire Prevention Division **must have** this form if you are operating any of the following:

**Cooking Appliances:** Stoves, barbecues, hot plates, crock pots, woks, frying equipment or any other electrical cooking device.

**Heat Producing Appliances:** Ovens or microwave ovens.

**PLEASE NOTE:**

- No open flames will be allowed in the exhibit hall
- The use or storage of any flammable or combustible liquids, compressed gas cylinders, hazardous materials and chemicals is strictly prohibited.

- Frying equipment must be equipped with a grease shield.
- A 3A40BC rated, or better, fire extinguisher must be displayed in each booth that will feature cooking.

After review, the DC Fire Marshal may require that certain types of commercial cooking equipment (especially those which produce grease laden vapors) include a supplemental exhaust system installed over the equipment.

Please complete and return this form **ONE MONTH PRIOR TO YOUR SHOW OPENING DATE TO:**

Event Services Department  
Walter E. Washington Convention Center  
801 Mt. Vernon Place, NW  
Washington, DC 20001  
Fax: 202.249.3111

Event Name: \_\_\_\_\_ Event Dates: \_\_\_\_\_

Exhibiting Company: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Booth Number: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Description of Cooking and Heating Equipment to Be Used: \_\_\_\_\_

---

---

---

---

The Walter E. Washington Convention Center will forward this form to the District of Columbia Fire Marshall for Review. You will be notified by the Walter E. Washington Convention Center's Event Services Department should a special need arise. The District of Columbia Fire Prevention Division and WEWCC will inspect equipment, and may require a test of cooking equipment prior to show opening.

# Production Presentation Technology: Production Guide

The Center's Audio Visual Production Department (AVP) welcomes you to the Walter E. Washington Convention Center. The Audio Visual Production Department (202-249-3779) was established to assist in the coordination of all audio-visual, presentation, production and related technical systems utilized to support meeting and convention activities. It is our desire to partner with you and your organization to produce a successful conference, meeting, and/or special event for your attendees. We have developed the following guide in an effort to facilitate your use of the facility and should answer many of your basic questions concerning audiovisual applications in the building.

## AV Service Provider

Projection Presentation Technology (202-249-3700) is the Walter E. Washington Convention Center's in-house production and audiovisual provider. Projection is a nationwide audiovisual and computer rental company serving the meeting and convention industry for over three decades. Specializing in audiovisual equipment rentals, sound production, computer technology, production staging and design, video production and data/video image projection, Projection has both the talented personnel and state-of-the-art equipment to meet any event's most demanding application. With offices in 18 cities and operating as the audio-visual provider in 15 convention centers across the country, Projection is well positioned to be the provider of choice for all of your meeting and convention audiovisual and production needs.

At the Walter E. Washington Convention Center, Projection has teamed with GLP, Inc. to offer a range of production services. GLP specializes in theatrical lighting production and also provides rigging services, lighting equipment and pre-production services including computerized design layouts for conventions, trade shows, television, film, custom exhibits and special events. So, whatever your audiovisual or production needs are, the team brings together the most knowledgeable and proficient experts to provide you with the highest quality

service. Seamless, efficient, user-friendly, responsive to your budget and creative, Projection and GLP can provide for all of your audiovisual, sound, staging and production needs at the Walter E. Washington Convention Center.

## Infrastructure Services

### A. DIGITAL SIGNAGE

The Oculus Digital Signage Network (DSN) is a state-of-the-art full motion digital signage network. The DSN facilitates the implementation of interactive media campaigns for organizations. This is an excellent opportunity for clients and exhibitors to showcase their products and services. The network consists of more than 200 eye-catching, high-definition, LCD flat panel displays strategically installed in highly visible locations throughout the Walter E. Washington Convention Center. Digital Conventions Inc. serves as the Center's exclusive DSN Operator. They can be reached at 202-249-3900. Digital Conventions operates the Oculus Digital Signage Network, and can assist you with content development, video production and media. Digital Conventions Inc. also sells local and national advertising on the "house" displays.

### B. ASSISTED LISTENING SYSTEM (ALS) HEADSETS

In compliance with the Federal ADA guidelines, a high-end assisted listening system is available throughout the facility. The Walter E. Washington Convention Center provides ALS headsets for use throughout the Center's meeting rooms and ballrooms. Induction Loops (used in conjunction with hearing aids) are also available. The Assisted Listening System will not work in areas outside of the meeting rooms/ballrooms, or where the presenter is not using the in-house audio system. Licensee must provide assistive listening services either by utilizing their own portable system, or by providing the appropriate signal to the Center's permanent assistive listening system. Connections to the system shall be billed by Projection (202-249-3700) at prevailing audio patch fee rates.

### C. AUDIO/VIDEO SYSTEMS

The Walter E. Washington Convention Center features a state-of-the-art audio infrastructure. Featuring the latest in audio digital signal processing and control interfacing, this robust system offers total flexibility for your meeting and convention needs. The meeting room, Ballroom, and Exhibit Hall systems provide distinct and ample audio levels for any type of event. Furthermore, Projection is able to supplement sound requirements with a variety of full-range portable systems.

The audio infrastructure is matched by a video interface, which allows signal routing to any location throughout the facility.

### D. AV POLICY

Projection is designated as the official contractor authorized to provide audio and visual services utilizing the permanent audio and video infrastructure of the Walter E. Washington Convention Center.

Projection will provide all equipment and labor necessary to install and operate any audio, video or data systems that interface with the Walter E. Washington Convention Center infrastructure and all labor and equipment necessary to operate the building's permanent AV systems. Clients or their contractors are not allowed to attach any systems, microphones, speakers, instruments or cabling that interfaces directly with the infrastructure of the building.

### E. AV PROCEDURES

The following items are standard operating procedures at the Walter E. Washington Convention Center.

- One wired lectern microphone in each meeting room is provided free of charge. Lectern microphones in Exhibit Halls, common areas or areas utilizing/requiring external sound systems are excluded, published labor charges are applicable.

- Projection will place mixers in any meeting room with two or more microphones. Mixers will be charged at the prevailing rate. Audiovisual technicians will be placed in any meeting rooms with a microphone complement exceeding four mixer inputs. A technician will also be assigned to all Ballroom events with multiple microphones. The technician will be billed at the following rates:

|                                   |               |
|-----------------------------------|---------------|
| Monday–Friday, 6:00am–6:00pm      | \$65.00/hour  |
| Monday–Friday, 6:00pm–Midnight    | \$97.50/hour  |
| Saturday and Sunday 6:00am–6:00pm | \$97.50/hour  |
| All other times                   | \$130.00/hour |

Production Specialists will be quoted upon request.

- All labor quotations are estimates only. Labor will be billed at the conclusion of the event based upon actual hours worked.

### F. OUTSIDE MEDIA OUTLETS

The entire staff of the Convention Center is here to work with you and assist in producing a successful event. If you anticipate media coverage of your event, please contact the Audio Visual Production Department (AVP). All requests for media connections should be directed to 202-249-3779 as early as possible. The AVP will serve as liaison to the service partners who will bill directly for their services.

### G. AUDIO RECORDING

The Walter E. Washington Convention Center has a number of conveniently located patch bays to assist recording companies to capture your sessions. Should your audio recording company desire to record multiple sessions from central locations, Projection will provide technical assistance to assist these companies to interface with the house patch bays. A four-hour minimum technical assistance fee of \$75.00/hour straight time will be charged for assistance during the initial set-up. Overtime charges will be applied where applicable.

The Projection technician provides assistance for interfacing the recording company's lines with the house system. Any assistance required beyond the four-hour call will be charged at the prevailing hourly labor rate. Projection must be contacted at least 48 hours prior to the start of the event to receive the Pre-Show rate. In addition, the client and/or contractor must comply with the guidelines contained in the Procedures for Audio Recording Company guide.

Patch Fees are charged according to the following schedule:

**Pre-Show Request Rate:**

- 1–5 Rooms at \$30.00 per day per room
- 6–10 Rooms at \$25.00 per day per room
- 11 or more Rooms at \$20.00 per day per room

**On-Site Request Rate:**

- 1–5 Rooms at \$60.00 per day per room
- 6–10 Rooms at \$50.00 per day per room
- 11 or more Rooms at \$40.00 per day per room

**H. PROCEDURES FOR AUDIO RECORDING COMPANIES**

The Washington Convention Center's Audio System has four locations where you can access audio feeds from meeting rooms:

- Location 1: Rooms 101 thru 103
- Location 2: All 200 numbered meeting rooms
- Location 3: Rooms 301 thru 306
- Location 4: Rooms 140 thru 160

At these four locations, Projection will provide a **Male XLR** connector with a **Balanced Line Level** signal for each room you are recording.

Please keep in mind the following:

- The three Ballrooms and the five Exhibit Halls are not accessible from a central location. You will need to get your feeds directly from within those rooms.

- You may need to bring your own special adaptors to go from our XLR-Male feed into your particular equipment.
- AC power will be available. You will need the necessary cords and power strips to distribute it to your equipment
- You will be located in a non-secure public area and will need to secure your equipment on a daily basis.
- We strongly suggest that you bring your own mixers to place in line to adjust signal levels coming to you. The in-house infrastructure does not have the ability to adjust your levels independent of the actual room levels.
- If an outside audiovisual company is using external public address systems in the meeting rooms that you desire to record, you must get your feed directly from them.

**I. BACKGROUND MUSIC**

The Center's audiovisual system has four background music (BGM) busses; each BGM can deliver a unique style of music. Background music can be presented at any speaker throughout the facility. Background music is available at no cost to the Licensee. AVP (202-249-3779) will contact the customer on-site to review the music selection/choice. AVP is responsible for completing the audio patch from the AV NOC to the designated area. The client may be charged for AVP's labor.

Projection Presentation may charge for amplification equipment required to facilitate background music playback. AVP in conjunction with Projection Presentation will adjust sound levels to ensure noise bleed does not occur.

The Comcast cable music channels listed below are not available as they have a service rating of TV-MA or higher and may contain objectionable content:

- 405 Rap (TV-MA)
- 415 Metal (TV-MA)
- 416 Alternative (TV-MA)
- 417 Classic Alternative (TV-MA)
- 418 Adult Alternative (TV-MA)

## J. ELECTRICITY

You or your organization is responsible for ordering all electrical services required to support the audiovisual services Projection Presentation provides. Generally there are additional electrical charges required for the ballroom, exhibit halls, common areas, registration areas and special set-ups inside of meeting rooms. Any external lighting or sound systems will also require electrical support. Your Projection or GLP representative will supply a list of power requirements well in advance. The additional services are available at the prevailing rates. You or your organization must provide the power requirements to Hi-Tech, the in-house electricity vendor, prior to your event. Hi-Tech will provide you with a quote for your power requirements and payment arrangements. Hi-Tech can be reached at 202-249-3600.

## K. FEEDS

The Walter E. Washington Convention Center has a state-of-the-art signal distribution system. Contact the Audio Visual Production Department (202-249-3779) to coordinate and manage these installations. If your signal distribution requires the temporary placement of your satellite or microwave dish on the building's roof, please refer to the Satellite/Microwave Roof Installation requirements on page 11.

Higher resolution signals, such as signals required for broadcast quality television, HDTV and digital applications may be routed through the building via fiber optics and Cat 5 connections. Please contact AVP for further information.

Cable Television feeds are also available throughout the building. The cable television provider for the building is Comcast Cable. Please contact Smart City Washington (202-249-3800) for the complete cable channel listing and to order available service levels (Basic; HDTV; On Demand and DVR).

Flat panel displays and LCD projectors are available for rental from Projection Presentation (202-249-3700) at the prevailing equipment rate.

## L. LIGHTING

The Walter E. Washington Convention Center provides wall-mounted lighting controls in all meeting rooms and the ballrooms. Each room has a wall control panel that features four lighting presets that have been programmed to accommodate most meeting applications.

Custom programming, which includes changing the intensity of a group of lights or taking a group of lights off-line, is available, upon request to tailor room lighting to your specific needs. Technical assistance will be provided to program room lighting at a rate of \$75.00 per hour straight time with a four-hour minimum. Overtime charges are applicable.

Wireless remotes to operate the room lighting controls in many of the meeting rooms are available upon request. Please contact Projection at 202-249-3700 upon your arrival to sign out and receive instructions on the operation of the room lighting remote controls.

## M. PAGING MICROPHONE

Paging microphones are located in Show Management Offices A, B, C, D and E are provided free of charge. These microphones broadcast to their respective Exhibition Halls and adjacent common areas.

Paging microphones requested in any other location in the building will be charged as follows:

- **Wired Paging Microphone:** \$200 Show Rate (The use of a wired paging microphone may not be available in all areas of the building)
- **Wireless Paging Microphone:** \$400 Show Rate

## N. USING PAGING MICROPHONE IN SHOW OFFICE

1. Press and HOLD the microphone switch
2. Speak when GREEN light is lit.
3. RELEASE switch when done.

- The Exhibit Halls are large and reverberant — **remember to speak slowly and clearly**

- The green light will stay on for a maximum of 30 seconds. For longer announcements, repeat procedure.
- Buttons 1,2,3,4 can be individually reconfigured to suit your particular needs. If your zone requirements differ from those above, contact Projection at extension 3700.

## O. PATCH FEES

Patch fees are charged when presenters require an audio connection from a video playback device, DVD, CD ROM, and/or computer sound to the house audio system. A request for this service received at least 24 hours before the event will be billed to your organization by Projection at a rate of \$75.00 per patch, per room, per day. Last minute, on-site requests will be billed at a rate of \$125.00 per patch, per room, per day.

## P. RIGGING

Due to the unique architectural design features of the building, the Walter E. Washington Convention Center has designated GLP, Inc. as the building's official rigging contractor for production. GLP must be used for all overhead rigging of pieces exceeding two hundred pounds or pieces or sets that require complex bridling. In addition, GLP is the only source allowed to rig any materials from the ceiling of the Ballroom. The Walter E. Washington Convention Center's designated rigging contractor is not required for the rigging of lightweight loads such as banners or signs that weigh less than two hundred pounds. The official general contractor may hang these items provided that the official show general contractor uses only trained workers certified to install these items.

For further information please contact GLP at 202-391-4400.

## Q. SOP FOR GUEST A/V COMPANIES

- All cables must be taped. Tape may adhere only to carpet. Only gaffers tape or clear poly tape may be utilized.

- Cables may not cross public entrances. Cables ¼ inch or larger must be flown or run adjacent to the perimeter baseboards and may not cross aisles or public walkways.
- Screens shall not block emergency exits.
- Equipment, stands, carts or microphones shall not impede free access (ingress or egress) through doors or aisles.
- Equipment carts shall enter meeting rooms through the service corridor doors. Equipments carts shall not utilize the public (main) doors of a meeting room.
- Equipment carts and cases are not permitted on the public passenger elevators. Equipments carts and cases shall only utilize the service elevators.
- Do not plug-in to meeting room audio or video wall plates/jacks.
- Do not change existing room set configurations. Contact the Event Manager to request any changes to an existing Event set; this includes moving/removing chairs and tables to add your equipment.
- Do not use an existing table as a tech table unless it was ordered for that purpose.
- All equipment, tables, cases, cables, etc., shall maintain no less than a six (6) inch separation from the Ballroom wooden walls.
- All road cases and equipment shall be stored in your assigned event space. Service corridors are not leased space and shall not be utilized for AV equipment storage.
- You are responsible for the safety and security of your equipment.
- All[WM1] AV personnel shall wear an official event badge or obtain a temporary labor badge. The temporary labor desk is located at the 9th&L Street entrance. A valid picture ID is required to obtain a badge; badges are issued daily.
- If assigned, contact the Event's General Contractor to determine exact move-in time and dock space assignment.
- Projection Presentation is available to assist you in any way. Contact Projection Presentation (202-249-3700) to adjust room lighting, assist with a requirement or answer any questions.

Contact the Center's Audio Visual Production Department (202-249-3779) if you have any questions regarding these procedures.

# Production Presentation Technology: Broadcast Media Access Services

The Audio Visual Production Department (AVP) will assist in the coordination of all audio-visual, presentation, production and related technical systems utilized to support meeting and convention activities. All requests for media connections should be directed to the Center's Audio Visual Production Department (AVP) at 202-249-3779. The AVP will serve as liaison to the Center's service partners who will bill directly for their services.

## **The following information will be required for each Media Access Request:**

- Who is the client (Fox News; CSPAN; etc?)
- Who will be the on-site contact, cell phone number, email address?
- What signal path will be utilized to transmit audiovisual content?
- What is the connection type (BNC/XLR; SDI; SC or ST)?
- Who is providing the fiber transmission gear if required?
- What type of fiber transmission gear will be utilized if required?
- What event/activity is being covered?
- What is the Truck call time (if applicable)?
- What street parking is required (if applicable)?
- What loading dock access is required (if applicable)?
- What is the Camera crew call time (if applicable)?
- What is the start time of that event?
- What is the end time of that event?
- Where is the event/activity located within the venue?
- How many feeds are required?

**Broadcast Media or Video Production customers have three (3) options to access the WEWCC for Broadcast transmissions.**

## **1. Video Circuit (TV1, VYVX, AVOC etc)**

Customers can bring in 3rd party audio/video circuits through their current provider or directly through the local Verizon Office at 301-989-4703. All 3rd party circuits shall be ordered by the customer. These circuits must be delivered to the 801 Mt Vernon Place NW DMARC located on Concourse B at the Walter E. Washington Convention Center.

The customer will lease a Dark Fiber Extension from Smart City to extend the provisioned circuit from the DMARC to the Telco closet location closest to the customer's location.

**\*It is the responsibility of the customer to provide ample coax or fiber tie lines to run to their final location.**

It is the customer's responsibility to provide Smart City and AVP with the following:

- Carrier Information, Point of Contact, Order Number
- Circuit Installation Date
- Circuit ID#

## **2. Satellite Truck Connections**

The primary media access panel is installed at 9th and L Streets. A secondary connection is available at 9th and M Streets.

There are a total of three (3) locations for truck parking.

1. Northeast side of 9th Street at L Street in the 1st three (3) pairs of numbered metered spaces identified (09-11-01NW; -03NW; -05NW; -07NW; -09NW; -11NW).
2. Northeast side of M Street at 9th Street.

3. The Convention Center can also accommodate some trucks on the loading docks of Halls DE depending on what sky shot/look angle they require. The AVP Liaison in conjunction with the client will determine if this is feasible and coordinate dock access as required.

It is the customer's responsibility to obtain proper parking authorization from DDOT, Traffic Operations Administration at 202-673-6813. The AVP Liaison will provide additional information regarding parking operations as required.

**Each location can accommodate the following connections:**

Video Tie Line = BNC feed-thru, female 75-ohm  
Audio Tie Line = XLR-M and XLR-F, balanced line-level  
Single-mode Fiber = SC/APC  
Multi-mode Fiber = ST

All pathways from the media access points are established over fiber optic cable and terminated at an IDF Closet (serving meeting rooms and public space), IDF Column (serving the exhibit halls), or wall jack (various locations). The service is provided by Smart City Washington. A path is established with one strand of fiber either single-mode or multi-mode depending on what type of signal or equipment requirement the customer has. Orders for this service must be placed with Smart City Washington.

**Additional Parking Operations Information**

- Customers must submit their invoice in person at the Public Space Management Office located at 1100 4th Street, SW; Washington, DC 20002; on the Second Floor. Customers should submit parking requests at least 10 days in advance whenever possible.

It is the responsibility of the customer to provide and run their cabling from their truck to the media panel or infrastructure connection point.

The AVP Liaison will ensure the Center's safety and cabling guidelines are followed:

- Cables may not cross public entrances. Cables ¼ inch or larger must be flown or run adjacent to the perimeter baseboards and may not cross aisles or public walkways.
- All cables must be taped. Tape may adhere only to carpet. Only gaffers tape or clear poly tape may be utilized.

### **3. Satellite/Microwave Dish Roof Installation Requirements**

All satellite and microwave dish roof installations must be coordinated with the AVP. For safety and security purposes, all laborers requesting access to the roofs of the Washington Convention Center must obtain a roof access pass from AVP. Laborers must present valid photo identification (Drivers License preferred) to receive an access pass.

To ensure the most convenient installation access, please contact the AVP at 202-249-3779 to obtain a pass. Office hours are 8:30 am – 5:30 pm M-F. Access passes are good for one-day only. Photo identification will be retained until passes are returned at the completion of work. Access Passes are non-transferable and subject to revocation at any time. Any person(s) found upon the roof without a valid access pass are subject to trespass and criminal prosecution.

- Smoking and the use of any type of wheeled cart on the roof is strictly prohibited.
- OSHA Guidelines MUST be followed including tie off within 6 ft of roof edge

All antennas must be placed on designated roof pad locations and must display an identification tag, indicating name of booth, booth number and a contact phone number for the Customer & Installer.

All antennas must be placed on 1/2" carpeted plywood or roof pad. Antennas must use non penetrative roof mount system that can resist 90 miles per hour winds. No equipment may be mechanically attached to any portion of the facilities roofing system or existing hardware, such as cap flashing, screws, nuts, bolts, etc.

To protect the membrane roof, carpet or roof pad must be used in any area where a portion of the installation may come in contact with the roof, roof flashing, exterior structure or columns. All protection materials and cabling must be removed and disposed of after the conclusion of the show or you will be billed for removal.

Several contractors can extend an antenna feed via cabling to a booth location. 2 and 3 inch weather head conduit drops are provided to extend cabling into the exhibit halls for cable drops. The AVP liaison will determine the correct contractor to extend cabling and provide the client with their contact information.

Coaxial cable may be distributed from antennas to various booth locations. Category Five cabling must use weather heads to access the exhibit halls for distribution and may be distributed to one booth location.

## Installation Management/Coordination

Your AVP Liaison will remain in contact with you until you depart.

- The AVP will track the orders status and installation schedule(s) with the appropriate service partner(s).
- Establish a timeline to test installations to ensure broadcast quality transmissions.
- Monitor all installations as required and inform all parties of room changes and or changeover schedules that will require relocation or additional security concerns for their equipment.

## Equipment Removal

All equipment (fiber transmission gear, satellites; cables, etc.) must be removed when the transmission is complete. AVP will ensure the installation site within the facility is clean and clear and returned to its pre-event state.

The removal of equipment in the public areas (lobbies, meeting room corridors) must be treated as a priority.

# Production Presentation Technology: Smart City Broadcast Media Transmission Feed Contract



Smart City  
5795 W. Badura Ave, Suite 110  
Las Vegas, Nevada 89118  
202-249-3800 • 202-249-3801 (Fax)



WALTER E. WASHINGTON  
CONVENTION CENTER

|  |                           |   |            |
|--|---------------------------|---|------------|
| Company Name   |                           | Booth / Room  | Show Name: |
| Billing Name   |                           | Show Dates:<br>/ / To / /                                   |            |
| Billing Address  |                           | Incentive Order Deadline:<br>(see Incentive Price, Ts & Cs) |            |
| City, State / Country, Zip   |                           | Email   |            |
| Contact  | Telephone Number<br>( ) - | Fax Number<br>( ) -   |            |
| Credit Card Number: <input type="checkbox"/> AMX <input type="checkbox"/> MC <input type="checkbox"/> Visa |                           | Expiration Date (MM / YY):                                  |            |
| Print Card Holder Name:  |                           | Card Holder Signature:                                      |            |

| Description of Service  | Type  | QTY | Incentive   | Base          | Total |
|---|-------|-----|---|---------------|-------|
| <b>1. Broadcast Transmission Feed Connections – Video Circuit &amp; Satellite Truck</b>   |       |     |   |               |       |
| a. Video Circuit (TV1, VYVX, AVOC etc) – Extension from Dmarc to IDF  | BM-VC |     | \$ 995  | \$ 1,495      |       |
| b. Satellite Truck (Provisioned) <b>Fiber – Multi-Mode</b> <input type="checkbox"/> <b>Single-Mode</b> <input type="checkbox"/>   | BM-ST |     | \$ 995  | \$ 1,495      |       |
| <b>2. Broadcast Transmission Feed Connections – Satellite Roof Installation</b>   |       |     |   |               |       |
| a. Smart City Provided Cable (Install) <b>RG6</b> <input type="checkbox"/> <b>RG11</b> <input type="checkbox"/> <b>Cat5</b> <input type="checkbox"/> <b>Cat6</b> <input type="checkbox"/>                 | CR    |     | \$ 3 / Ft   | \$ 4 / Ft     |       |
| b. Smart City Provided Cable (Install) <b>Fiber – Multi-Mode</b> <input type="checkbox"/> <b>Single-Mode</b> <input type="checkbox"/>   | CR    |     | (Call 888-446-6911 for quote)                     |               |       |
| c. Customer Provided Cable (Install) <b>RG6</b> <input type="checkbox"/> <b>RG11</b> <input type="checkbox"/> <b>Cat5</b> <input type="checkbox"/> <b>Cat6</b> <input type="checkbox"/>                   | CR    |     | \$ 2 / Ft   | \$ 3 / Ft     |       |
| d. Customer Provided Cable (Install) <b>Fiber – Multi-Mode</b> <input type="checkbox"/> <b>Single-Mode</b> <input type="checkbox"/>   | CR    |     | \$ 3 / Ft   | \$ 4 / Ft     |       |
| e. Customer Provided Cable (Return)-Same price as original install <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/><br>If Yes – Smart City will need customer shipping account info | CR    |     | \$ 2 - 3 / Ft                                     | \$ 3 - 4 / Ft |       |
| <b>3. Special Quote – Attachment A or SOW (if applicable)</b>   | MI    |     | (Call 888-446-6911 for quote)                     |               |       |
| <b>4. Same Day Order / Installs (if ordering service &amp; requesting install for the same day).</b>  |       |     | (\$ 250 ) x (number of lines)                     |               |       |
|   |       |     | <b>SUBTOTAL</b>                                   |               |       |
| Unused portions of deposits returned with final billing.  |       |     | ESTIMATED 10% TAX / FEES DEPOSIT = SUBTOTAL x 10% |               |       |
| <b>TOTAL PAYMENT MUST ACCOMPANY ORDER.</b> Credit Card users may fax order to 202-249-3801  |       |     | <b>GRAND TOTAL</b>                                |               |       |

**\*\* Incentive Price applies to orders received With Payment 72 Hrs prior to installation. \*\***

### Terms and Conditions / Payment Options

- Incentive Price** applies when a completed order with payment is received no later than 72 hours prior to required installation. **Base Price** applies to (a) all orders received less than 72 hours before required installation (b) orders received on or before the 72 hour Incentive Deadline without payment (c) **order / installs within 24 hours (if ordering service & requesting install within a 24 hour time frame / window) will be at Base Price plus an additional \$250 per line.**
- CANCELLATION** – There is a minimum \$150 Cancellation fee. Cancellations must be in writing. Additional cancellation charges will apply for orders that have already incurred labor, material, and / or engineering costs. Some custom designed services and special requests cannot be cancelled once ordered and will incur full charges listed / quoted. Credit will not be given for service(s) installed and not used.
- Service problems must be reported to the Smart City Service Desk. Service claims will not be considered unless filed in writing by Customer prior to close of show.
- Any additional cost incurred by SMART CITY to: 1) assist in trouble diagnosis or problem resolution found not to be the fault of SMART CITY or 2) collect information required to complete the installation that customer fails to provide (i.e. profile content or special design requirements) may be billed to the Customer at the prevailing rate.
- The prices listed on this contract do not include Federal, State, Local or Other Taxes and Tax surcharges. Taxes / Tax surcharges will be included on your final bill. **Federal Tax ID is 65-0524748.**
- Purchase Orders are not accepted as a form of payment but as a convenience can be referenced on your invoice upon prior written request.
- There will be a \$25 service charge for all returned checks.
- Any unpaid balance after close of show will incur a 1.5% / month service charge.
- Prices are based upon current rates and are subject to change without notice.

### Customer Acceptance of All Smart City Terms and Conditions / Attachments:

With execution of this document the Customer hereby authorizes Smart City to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the Terms and Conditions and Attachments contained herein & Website.

|   |                           |      |
|---|---------------------------|------|
| Print Authorized Name                       | Authorized Signature      | Date |
| FOR SMART CITY USE: Payment Rec'd (Amount): | Customer No: 2011 - 015 - |      |

Smart City-015 3/31/10

BROADCAST MEDIA TRANSMISSION FEED CONTRACT

**Criteria for Broadcast Transmission Feed Connections (Broadcast Media / Video Production Co. Only):**

All requests for media connections should be directed to the WEWCC Audio Visual Production Department (AVP). The AVP will serve as liaison to WEWCC partners for coordination of logistics and services; however, Smart City will bill the customer directly for their portion of the services. A representative from AVP will remain in contact with the client until they depart. Your AVP liaison can be reached at 202-249-3779.

**Video Circuit Connections (TV, VVX, AVOC etc)** – ► Can bring in 3<sup>rd</sup> party audio/video circuits through current provider or directly through the local Verizon Office at 301-989-4703 ► Circuit must be delivered to: Walter E. Washington CC, 801 Mt Vernon Place, Washington, DC 2001, NW DMARC located on Level 1 Concourse B ► A Dark Fiber extension will be provided from the DMARC to the Telco closet (IDF) closest to the customer's location. **It is the responsibility of the customer to provide ample coax or fiber tie lines to run to their final location** ► Smart City will need: **Carrier Information**; Point of Contact; Order Number; Circuit Installation Date; and Circuit ID#.

**Satellite Truck Connections** – ► There are **three (3) locations** for truck parking: (a) Northeast side of 9<sup>th</sup> St. at L St. in the 1<sup>st</sup> three pairs of numbered metered spaces identified (09-11-01NW; -03NW; -05NW; -07NW; -09NW; -011NW); (b) Northeast side of M St. at 9<sup>th</sup> St; (c) Some trucks can be accommodated on the loading docks of Halls DE depending on what sky shot / look angle is required.

► It is the customer's responsibility to obtain proper **authorization from DDOT**, Traffic Operations Admin at 202-671-1344 or email [diedre.mccane@dcogov](mailto:diedre.mccane@dcogov). The AVP Liaison can provide additional information regarding parking operations.

► Media Panel connections are located at both designated street parking areas. From Media Panel to the Telco closets / IDF servicing each meeting room, public and exhibit space within the center, service is provisioned via one (1) strand of Multi-Mode or Single-Mode Fiber (customer's choice). Each Media Panel location can **accommodate the following type connections / terminations:** (a) Video Tie Line BNC feed-thru female 75-ohm; (b) Audio Tie Line XLR-M and XLR-F; 3 pin connection; (c) Single-Mode Fiber - SC/APC; (d) Multi-Mode Fiber - ST. ► Any other termination requirement is not guaranteed to be available. It will be the responsibility of the customer to bring the appropriate patch cables to convert their gear to connect into the building infrastructure. ► **It is the responsibility of the customer to provide and run their cabling from their truck to the media panel or infrastructure connection point.** ► **It is the responsibility of the customer to provide and run their cabling from the switch at the Telco Closet / IDF to their booth.**

**Satellite Roof Installation** – ►

- Prior to any installation**, please make sure that your installer has coordinated the installation with the WEWCC AVP.
- For safety and security purposes**, all laborers requesting access to the roofs of the Walter E. Washington Convention Center must obtain a roof access pass from AVP. Laborers must present valid photo identification (Drivers License preferred) to receive an access pass.
  - **To ensure the most convenient installation access**, please contact WEWCC AVP in advance at (202) 249-3779 to obtain a pass. Office hours are 8:50 a.m. – 5:30 p.m. M-F. Access passes are good for one-day only. Photo identification will be retained until passes are returned at the completion of work. ► **Access Passes** are non-transferable and subject to revocation at any time. Any person(s) found upon the roof without a valid access pass are subject to trespass and criminal prosecution. ► **Smoking** and the use of any type of **wheeled cart** on the roof is strictly **prohibited**. ► **OSHA Guidelines** MUST be followed including **tie off within 6 ft of roof edge**.
- All antennae must be placed on designated roof pad locations** and must display an identification tag, indicating name of booth, booth number and a contact phone number for the Customer & Installer.
- All antennae must be placed on ¼" carpeted plywood or roof pad**. This would include any portion of the installation that may come in contact with the roof, roof flashing, exterior structure or columns. Antennas must use non penetrative roof mount system that can resist 90 miles per hour winds. No equipment may be mechanically attached to any portion of the facility's roofing system or existing hardware, such as cap flashing, screws, nuts, bolts, etc.
- All protective materials** and cabling must be removed and disposed of after the conclusion of the show or customer will be billed for removal.
- Several Contractors** can extend your antenna feed via cabling to your booth location. 2 and ½ inch weather head conduit drops are provided to extend cabling into the exhibit halls for all cable drops. Your AVP liaison will put you in contact with the correct contractor to extend your cabling.
- Coaxial cable may be distributed from antennae to various booth locations. Category Five cabling must use weather heads to access the exhibit halls for distribution and may be distributed to one booth location only.
- All Satellite feed runs from the roof are non-terminated. Basic male F connectors or RJ45 ends can be installed upon request at 6 ends per tech hour.

**LIMITATION OF LIABILITY**

**Limited Warranty.** SMART CITY warrants that: (a) it has the right to provide all CTV and Cable TV services (the "Services"). In the event that the Services are not performed in accordance with this warranty you agree to inform SMART CITY of such fact, by written notice prior to close of the Show / Event, and, as your sole and exclusive remedy, SMART CITY will either: (a) repair or replace the Services to correct any defects in performance without any additional charge to you, or (b) in the event that such repair or replacement cannot be done within a reasonable time, terminate the Customer Contract and provide you with a pro rata refund of the fees paid to SMART CITY for the Services hereunder with respect to such calendar year.

**LIMITATION OF LIABILITY.** EXCEPT FOR OUR WILLFUL MISCONDUCT OR GROSS NEGLIGENCE, YOU AGREE THAT UNDER NO CIRCUMSTANCES IS SMART CITY LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OR LOST PROFITS ARISING OUT OF THE SYSTEMS OR OUR SERVICES OR OBLIGATIONS UNDER THIS AGREEMENT EVEN IF SMART CITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY EVENT, YOUR EXCLUSIVE REMEDY AND OUR ENTIRE LIABILITY TO YOU FOR ANY REASON UPON ANY CAUSE OF ACTION ARISING OUT OF THE SYSTEM OR OUR SERVICES UNDER THIS AGREEMENT SHALL BE THE AMOUNT ACTUALLY PAID BY YOU TO SMART CITY WITH RESPECT TO THOSE DEFICIENT SERVICES. THE LIMITATION OF LIABILITY PROVIDED BY THIS SECTION IS LIMITED TO OUR DUTIES AND LIABILITIES BY REASON OF THIS AGREEMENT ONLY, AND DOES NOT AFFECT ANY OTHER RELATIONSHIP SMART CITY MAY HAVE WITH YOU.

NO ACTION, REGARDLESS OF FORM, ARISING OUT OF OR RELATED TO THE USE OF THE SERVICES PURSUANT TO THIS AGREEMENT MAY BE BROUGHT BY YOU MORE THAN 12 MONTHS AFTER THE CAUSE OF ACTION FIRST AROSE.

(1) All Customer contracts and agreements are solely between SMART CITY and the prospective Customer; (2) SMART CITY is not the employee, agent or partner of the Facility; (3) The Facility is not a party to, nor shall it have any obligations or liabilities whatsoever to any Customer, under any Customer Contract including without limitation, the obligation to provide any of the services covered by such Customer Contract; (4) No representations or warranties are being made by the Facility with respect to any Customer Contract or any Communications Services; (5) The right of the Customer to receive any Communications Service will be terminated if this Agreement is terminated for any reason provided therein; and the Facility will have no obligation to continue providing such service unless the Facility elects in its sole discretion to continue to provide such services itself or through a third party; (6) The provisions of the Customer Contract are separate and independent from the provisions of the Customer's lease space in the building and shall not affect the Customer's obligations under such lease and without limiting the foregoing, in no event shall any default by SMART CITY under the Customer Contract or any failure with respect to any Communications Services have any effect on any Customer's obligations to the Facility under any lease or any other occupancy agreement between such Customer and the Facility.

|  |   |
|--|---|
| <p><b>Terms and Conditions / Payment Options – Continued from page 1</b></p> <p>10. A valid Credit Card number with signature <b>MUST</b> be on file regardless of payment method. For your convenience we will use this authorization to charge your credit card for any additional amounts incurred.</p> <p>11. Smart City accepts payments in US dollars, Checks drawn on a US bank, Wire Transfers or the following Credit Cards: (Amex, MasterCard, Visa.). Make all checks payable to: <b>Smart City</b>.</p> <p>12. Due to the cost of processing checks, any refunds due in the amount of \$10.00 or less will not be refunded except upon written request</p> | <p><b>Mail or Fax Completed Orders with Payment To</b></p> <p>SMART CITY<br/>5795 W. BADURA AVENUE, SUITE 110<br/>LAS VEGAS, NEVADA 89118<br/>(888) 446-6911 FAX (702) 943-6001<br/>(202) 249-3800 FAX (202) 249-3801</p> |
|--|---|

**\*\*\* Tipping is not permitted. Any request from personnel for gratuities should be reported to Management immediately. \*\*\***

# Production Presentation Technology: Smart City Cable TV Order Form



SMART CITY  
5795 W. BADURA AVE, SUITE 110  
LAS VEGAS, NEVADA 89118  
888-446-6911  
702-943-6001 (FAX)



WALTER E. WASHINGTON  
CONVENTION CENTER

|  |                                |   |            |
|--|--------------------------------|---|------------|
| Company Name   |                                | Booth / Room  | Show Name: |
| Billing Name   |                                | Show Dates:<br>/ / To / /                                   |            |
| Billing Address  |                                | Incentive Order Deadline:<br>(see Incentive Price, Ts & Cs) |            |
| City, State / Country, Zip   |                                | Email   |            |
| Contact  | Telephone Number<br>( ) -      | Fax Number<br>( ) -   |            |
| Install Date / Time<br>/ / : /   | Removal Date / Time<br>/ / : / | Cell Number<br>( ) -  |            |
| Credit Card Number: <input type="checkbox"/> AMX <input type="checkbox"/> MC <input type="checkbox"/> Visa |                                | Expiration Date (MM / YY):<br>/ /                           |            |
| Print Card Holder Name:  |                                | Card Holder Signature:                                      |            |

**Important! Important!** Please review the "Product Overview and T's & C's" section of our literature to assure that the services you have selected will provide the required functionality for any application(s) you will be utilizing. **A complete description of all services and Terms & Conditions can be found online at [www.smartcity.com](http://www.smartcity.com) "Conventions" section.** Please call if assistance is needed.

| Description of Service  | Type   | Qty | Incentive                         | Base      | Total              |
|---|--------|-----|-----------------------------------|-----------|--------------------|
| <b>1. Standard Cable TV Services</b>  |        |     |                                   |           |                    |
| a. Basic Service – Digital (Local & Basic Cable Channels, CNN)<br>▪ One Cable TV drop is provided with each service ordered.      | CTV-B  |     | \$ 525.00                         | \$ 655.00 |                    |
| b. Premium Service - Digital (Local & Expanded Cable Channels, CNN)<br>▪ One Cable TV drop is provided with each service ordered. | CTV-P  |     | \$ 625.00                         | \$ 780.00 |                    |
| c. Cable TV Converter / Set-Top Box Rental (1 per TV) – Potentially Required<br>▪ Not required if TV has a built in QAM Tuner.    | CTV-BX |     | \$ 50.00                          | \$ 65.00  |                    |
| d. Custom Requests (Additional Premium Channels & Other Services)   | MTV    |     | (Call 202-249-3800 for quote)     |           |                    |
| <b>2. Special Services</b>  |        |     |                                   |           |                    |
| a. Labor / Floor Work – Fee per hour  | FW-TV  |     | \$ 125.00                         | \$ 125.00 |                    |
| <b>3. Special Quote – Attachment A or SOW (if applicable)</b>   |        |     | MTV (Call 202-249-3800 for quote) |           |                    |
| <b>4. Move - In / On - Site order fee (if ordering service after show move-in has started).</b>                                   |        |     | <b>( 20% ) x ( Base Price )</b>   |           |                    |
| <b>5. Distance Fee of \$500 for each drop / line outside the convention venue.</b>  |        |     | <b>x (number of lines)</b>        |           |                    |
| <b>SUBTOTAL</b>   |        |     |                                   |           |                    |
| <b>ESTIMATED 10% TAX / FEES DEPOSIT = SUBTOTAL x 10%</b>  |        |     |                                   |           |                    |
| <b>TOTAL PAYMENT MUST ACCOMPANY ORDER. <small>Credit Card users may fax order to 702-943-6001</small></b>                         |        |     |                                   |           | <b>GRAND TOTAL</b> |

**\*\*\* Incentive Price applies to orders received With Payment 21 days prior to the 1<sup>st</sup> day of show move-in. \*\*\***

### Customer Acceptance of All Smart City Terms and Conditions / Attachments:

With execution of this document the Customer hereby authorizes Smart City to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the Terms and Conditions and Attachments contained herein.

Smart City-015TV 7/29/09

|   |   |                                  |  |                        |
|---|---|----------------------------------|--|------------------------|
| Print Authorized Name                       |   | Authorized Signature             |  | Date                   |
| FOR SMART CITY USE: Payment Rec'd (Amount): |   | Customer No: <b>2011 - 015 -</b> |  |                        |
| Payment Type:                               | <input type="checkbox"/> Check <input type="checkbox"/> Money Order <input type="checkbox"/> Cash <input type="checkbox"/> Wire Transfer <input type="checkbox"/> American Express <input type="checkbox"/> MasterCard / Visa | Note:                            |  | CSR: _____ Date: _____ |

ORDER ON LINE: [www.smartcity.com/orders/placeorder.asp](http://www.smartcity.com/orders/placeorder.asp)

**CABLE TV ORDER FORM**

**TERMS AND CONDITIONS (continued from page 1)**

|   |   |
|---|---|
| <p>1. <b>Smart City is the exclusive provider and installer of all Cable TV, Voice, Data and Network</b> services (wired and wireless) including communications cabling. This includes <b>all cabling</b> to meeting rooms, booths, within booths (under carpet and flooring), fiber optic, twisted pair (Category 3, 5 and 6), coaxial and all other data and telecommunications related cabling.</p> <p>2. The use of the Cable TV connection(s) provided by Smart City may be used only by the directors, officers and employees of the Company, its guests, its agents and consultants while performing service for the Company and <b>cannot be resold or distributed to other companies or individuals.</b></p> <p>3. <b>Incentive Price</b> applies when a completed order with payment is received no later than 21 days prior to the first day of show move-in. <b>Base Price</b> applies to (a) all orders received from One (1) to Twenty (20) days before show move-in has started or (b) orders received on or before the 21 day Incentive Deadline without payment (c) <b>orders placed on site or after show move-in has started will be at Base Price plus an additional \$75 line/drop.</b></p> <p>4. Unless otherwise directed, Smart City is authorized to cut floor coverings to permit installation of service.</p> <p>5. Only Smart City personnel are authorized to modify system wiring or cabling. Material and equipment furnished by Smart City for this service contract shall remain the property of Smart City.</p> | <p>6. <b>CANCELLATION</b> – There is a minimum \$150 Cancellation fee. Cancellations must be in writing. Additional cancellation charges will apply for orders that have already incurred labor, material, and / or engineering costs. Credit will not be given for service(s) installed and not used. Service problems must be reported to the Smart City Service Desk. Service claims will not be considered unless filed in writing by Customer prior to close of show.</p> <p>7. <b>Any additional cost incurred by SMART CITY to: 1) assist in trouble diagnosis or problem resolution found not to be the fault of SMART CITY or 2) collect information required to complete the installation that customer fails to provide (i.e. floor plans ) may be billed to the Customer at the prevailing rate.</b></p> <p>8. A per line move fee starting at \$200 may apply to relocate the line(s) after it is installed.</p> <p>9. The prices listed on this contract do not include Federal, State, Local or Other Taxes and Tax surcharges. Taxes / Tax surcharges will be included on your final bill. <b>Federal Tax ID is 65-0524748.</b></p> <p>10. Prices are based upon current rates and are subject to change without notice.</p> <p>11. The Customer will be responsible for returning all rental equipment to the Smart City Service Desk within one (1) hour following close of the show. Missing equipment will incur charges at prevailing rates.</p> |
|---|---|

**RESTRICTIONS / CHANGES**

Customer acknowledges and agrees that it is prohibited by federal copyright law and the Cable Company's agreements with its programming providers from several usage scenarios as follows - Customer shall not, nor authorize or permit any other person to: (a) charge a cover charge or admission fee to the Premises for any cable television programming or cable related event, including, but not limited to, premium services and pay-per-view events, without the prior written consent of Smart City; (b) copy, record, dub, reproduce or alter any cable television programming/service or any part thereof; (c) transmit cable service beyond the outlets on the Premises installed by Smart City or authorized hereunder; or (d) permit the transmission, display or recording of any premium channel or pay-per-view event; or (e) tamper with or modify the cable converter unit, remote control device or any other equipment provided by Smart City to the Customer.

In the event the Customer engages in any of the conduct described above, in addition to any other remedies available at law or in equity, Smart City may terminate the cable services. All charges will apply and no refunds will be given. Additional charges may apply for problem resolution of any restriction violation.

Customer acknowledges and agrees that the Cable Company has the right at any time to preempt, without prior notice, specific programs and to determine what substitute programming, if any, shall be made available.

**LIMITATION OF LIABILITY**

**Limited Warranty.** SMART CITY warrants that: (a) it has the right to provide all CTV and Cable TV services (the "Services"). In the event that the Services are not performed in accordance with this warranty you agree to inform SMART CITY of such fact, by written notice prior to close of the Show / Event, and, as your sole and exclusive remedy, SMART CITY will either: (a) repair or replace the Services to correct any defects in performance without any additional charge to you, or (b) in the event that such repair or replacement cannot be done within a reasonable time, terminate the Customer Contract and provide you with a pro rata refund of the fees paid to SMART CITY for the Services hereunder with respect to such calendar year.

**LIMITATION OF LIABILITY.** EXCEPT FOR OUR WILLFUL MISCONDUCT OR GROSS NEGLIGENCE, YOU AGREE THAT UNDER NO CIRCUMSTANCES IS SMART CITY LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OR LOST PROFITS ARISING OUT OF THE SYSTEMS OR OUR SERVICES OR OBLIGATIONS UNDER THIS AGREEMENT EVEN IF SMART CITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY EVENT, YOUR EXCLUSIVE REMEDY AND OUR ENTIRE LIABILITY TO YOU FOR ANY REASON UPON ANY CAUSE OF ACTION ARISING OUT OF THE SYSTEM OR OUR SERVICES UNDER THIS AGREEMENT SHALL BE THE AMOUNT ACTUALLY PAID BY YOU TO SMART CITY WITH RESPECT TO THOSE DEFICIENT SERVICES. THE LIMITATION OF LIABILITY PROVIDED BY THIS SECTION IS LIMITED TO OUR DUTIES AND LIABILITIES BY REASON OF THIS AGREEMENT ONLY, AND DOES NOT AFFECT ANY OTHER RELATIONSHIP SMART CITY MAY HAVE WITH YOU.

NO ACTION, REGARDLESS OF FORM, ARISING OUT OF OR RELATED TO THE USE OF THE SERVICES PURSUANT TO THIS AGREEMENT MAY BE BROUGHT BY YOU MORE THAN 12 MONTHS AFTER THE CAUSE OF ACTION FIRST AROSE.

(1) All Customer contracts and agreements are solely between SMART CITY and the prospective Customer; (2) SMART CITY is not the employee, agent or partner of the Facility; (3) The Facility is not a party to, nor shall it have any obligations or liabilities whatsoever to any Customer, under any Customer Contract including without limitation, the obligation to provide any of the services covered by such Customer Contract; (4) No representations or warranties are being made by the Facility with respect to any Customer Contract or any Communications Services; (5) The right of the Customer to receive any Communications Service will be terminated if this Agreement is terminated for any reason provided therein; and the Facility will have no obligation to continue providing such service unless the Facility elects in its sole discretion to continue to provide such services itself or through a third party; (6) The provisions of the Customer Contract are separate and independent from the provisions of the Customer's lease space in the building and shall not affect the Customer's obligations under such lease and without limiting the foregoing, in no event shall any default by SMART CITY under the Customer Contract or any failure with respect to any Communications Services have any effect on any Customer's obligations to the Facility under any lease or any other occupancy agreement between such Customer and the Facility.

|  |  |
|--|--|
| <p>12. A valid Credit Card number with signature <b>MUST</b> be on file regardless of payment method. For your convenience we will use this authorization to charge your credit card for any additional amounts incurred.</p> <p>13. Smart City accepts payments in US dollars. Checks drawn on a US bank, Wire Transfers or the following Credit Cards: (Amex, MasterCard, Visa,). Make all checks payable to: <b>Smart City</b>.</p> <p>14. Due to the cost of processing checks, any refunds due in the amount of \$10.00 or less will not be refunded except upon written request.</p> | <p><b>Mail or Fax Completed Orders with Payment and Floor Plan To</b></p> <p>SMART CITY<br/>5795 W. BADURA AVENUE, SUITE 110<br/>LAS VEGAS, NEVADA 89118<br/>(888) 446-6911 FAX (702) 943-6001</p> |
|--|--|

ORDER ON LINE: [www.smartcity.com/orders/placeorder.asp](http://www.smartcity.com/orders/placeorder.asp)

**\*\*\* Tipping is not permitted. Any request from personnel for gratuities should be reported to Management immediately. \*\*\***

# Production Presentation Technology: Using the Assistive Listening System (ALS) Headsets

The Washington Convention Center maintains ALS Headsets for use in its meeting rooms and ballrooms. Induction Loops are available for use with t-coil equipped hearing aids.

When utilizing the system, please keep in mind the following:

- The headsets receive their audio signal from an infrared transmitter located in each room. Your headset receives the audio for the room you are in as you move about the facility.
- Wear the headset below your chin, with the letters facing front.
- A small wheel on the bottom turns the headset on and controls the volume. To conserve battery life, turn volume control off when not in use.
- Effective reception depends on your headset's location in relation to the wall-mounted transmitter. The transmitter is the small black box mounted just below the ceiling on the meeting room walls, usually above the entrance door at the rear of the room. You will hear a hissing sound if you are out of range of the transmitter. If that's the case, position yourself closer to the transmitter.
- You may wear the headset on the back of your neck instead of below your chin if it improves reception.
- If using an Induction Loop (Neck Loop), place it around your neck and plug it into the small jack on the bottom of your headset. Use the volume control to adjust level.
- It is suggested that you trade in your headset each day to insure that you have a fully charged battery.
- Finally, our Assisted Listening System will not work in areas outside of the meeting rooms, or where the presenter is not using the in-house audio system. In these instances, a separate system will be provided for your use.

Please contact your Show Manager if you have any questions or encounter any problems.



WALTER E. WASHINGTON  
CONVENTION CENTER

801 Mount Vernon Place NW  
Washington, DC 20001

202.249.3000

800.368.9000

[www.dcconvention.com](http://www.dcconvention.com)