



# MIAMI CONVENTION CENTER & MIAMI CONFERENCE CENTER

## POLICIES & PROCEDURES

Policies, Rental rates and equipment rental charges noted herein are subject to change without notice and supersede any version of this guide printed prior to January 2014. This Event Guide and its contents are incorporated by direct reference in your lease agreement



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*Worldwide Entertainment and  
Convention Venue Management*



# Miami Convention Center / Riverfront Hall Policies & Procedures

(Rev 1.2014)

## **Introduction**

This manual outlines the policies and procedures for the use of the Riverfront Exhibition Hall, a 28,000 square foot carpeted space & Miami Convention Center a 35,000 sq ft. which includes the 444 seat Ashe Auditorium and the 117 seat Lecture Hall at the James L. Knight International Center. It is intended for the use of salespersons, decorators, and clients of the Center. Any questions or clarifications of stated policies should be directed to the SMG Office at the Center.

The James L. Knight International Center is owned by the City of Miami and managed by SMG. SMG is an international facility management company providing facility management worldwide. SMG is headquartered in Philadelphia, PA and manages facilities in Chicago, Florida, Virginia, New Jersey, California, Texas, New Jersey and consults on several projects Mexico, Asia and Latin America.

## **Items Included in Rental**

The base rental of the room includes the use of the space defined in the contract for the purposes expressed therein for the given time duration. It also includes air conditioning, lighting as described under a separate paragraph, carpeting, movable partition walls, restroom facilities, outer lobby housekeeping, use of freight elevator in accordance with restrictions listed under a separate paragraph, use of easements leading to the hall, and use of the loading facilities in accordance with building schedules and procedures.

## **Decorator Responsibilities**

The Decorator will have a representative on site and available to client exhibitors from load in to load out. They will set up and an exhibitor service desk, which shall be operational throughout the entire load in and at any time the show, is open.

The decorator is responsible for providing pipe, drape, bases, chairs, tables, stools, signs, booth ashtrays, booth wastebaskets, any other furnishings to be placed within the booths themselves, and all labor to install and dismantle above items unless provided by the facility. In addition, the decorator shall provide drayage, transportation, and all pre- and post-show storage for all decorator and exhibitor equipment. The Center will refer all requests for the above-mentioned items to the exhibitor service desk.

## **Electrical Contractor Responsibilities**

The electrical contractor will have a representative on site and available to client exhibitors from move-in to show close. They will set up and man an exhibitor service desk, which shall be operational throughout the entire load-in and at any time the show is open. This exhibitor service desk can be in conjunction with the decorator or independently at the discretion of the decorator and electrical contractor.

The electrical contractor is responsible for providing electrical outlets, disconnects, extension cords, lighting fixtures (other than integral fixtures), light bulbs for above fixtures, and all labor to install and dismantle above items. The center will refer all requests for the above-mentioned items to the exhibitor service desk.

The center shall charge the electrical contractor a sum of \$300/day or 10% of gross show billings, whichever is greater.

Any exhibitor requiring electrical service at their booth shall contract for such services with the electrical contractor. Any exhibitor using a convenience outlet to supply power to their booth will be charged to the contractor at the contractor's rate for a standard 500-volt service.



### **Animals**

Animals are not permitted on the premises of the Miami Convention & Conference Center, except in conjunction with an approved exhibit, or as service animals for the physically challenged. Animals that are approved to be on the premises must meet the following guidelines.

- Animals are to be on leash at all times, if not confined to a pen.
- Animals must be under constant control at all times.
- All sanitary needs for guide, signal or service animals are the responsibility of the patron and all sanitary needs for approved exhibits are sole responsibility of the Lessee.

### **Broadcast Rights and Recording fees**

In consideration for granting advertising, radio broadcasting, television transcriptions, live broadcast, or recording rights from MCC, there is a minimum fee of three thousand dollars per day or per performance, plus any CD/DVD cover or video tape to broadcast shall contain credits that the CD/DVD or video tapes were made at MCC.

### **Capacities:**

Capacities are provided in the Sales brochure or visit our website at [www.jkcc.com](http://www.jkcc.com)

### **Fire**

In the interest of life safety and fire prevention in the MCC, the following minimum fire safety requirements shall apply to all events, private or public.

- Vehicle: All vehicles on display within an exhibition facility shall comply with the following:
- All fuel tank openings shall be locked and sealed in an approved manner to prevent the escape of gas vapors. Fuel tanks shall not be more than 1/4 full or contain or more than 4 gallons of fuel. Whichever is less
- Vehicles shall not be moved during show hours
- Any usage of gas, propane, or open flame requires the presence of Fire Marshall

### **Post Show Clean Up Charges**

The client shall be responsible for all trash clean up. Clients not fulfilling this requirement will be charged \$500 for clean up plus \$350 per 20 cubic yard trash dumpster required for the removal of the after show trash.

The above clean up charges will be charged to the client in the Event Settlement with SMG.

### **Show Cleaning Charges**

The center requires two housekeeping staff (1 male and 1 female) to be on site from 1 hour before the start of the event to one half hour after the events conclusion. The expense of the housekeeping staff shall be billed to the Client. The Director of Operations or the General Manager of the Center prior to the event must approve deviation from this requirement.

### **Dumpsters**

It is the responsibility of the decorator or Drayage Company to have a trash Dumpster on site for all trash related to the show. Including but not limited to freight boxes, daily booth trash, exhibit trash and any other trash or waste associated with the show. The specific location of the Dumpster must be discussed with the Director of Operations of the Center at least 1 week prior to the show. If no Dumpster is provided and the Center's dumpsters must be used a penalty fee will be assessed to the decorator or Drayage Company.



### **Submission of Floor Plans**

The show decorator shall be responsible for securing all floor plan approvals and permits required from the City of Miami Fire Department. Once the City has approved the floor plan, a copy shall be delivered to the Director of Operations of the Center no later than 7 days prior to the event.

### **Acceptance of Freight**

The Center will not accept freight from exhibitors without prior approval from the Director of Operations Office. The Center will not take responsibility or liability for any equipment or freight either delivered to the property prior to or left on property following a show.

### **Security**

The Center holds exclusive right to Security services within the Exhibition Hall. The Center has a contracted security staff, which is unarmed. If armed guards are required, the Center will use off duty City of Miami Police officers, at prevailing rates. All scheduling of security officers will be in writing through the office of the Director of Operations. If merchandise or equipment is left in the Center overnight security is recommended, as the center assumes no responsibility for lost, stolen or damaged equipment or merchandise.

### **Telephone Service**

Each column in Riverfront Hall is equipped with 25 pairs of telephone cable provided by AT&T. All orders for dedicated phone service in exhibitor booths or association or decorator registration desks shall be placed directly with the local AT&T Office. All charges related to installation and services are the responsibility of the individual exhibitors. There are no house phone lines available.

### **Internet Service**

Internet service in Riverfront hall & Miami Convention Center consists of Wi-Fi throughout the hall and lobbies as well as hard wire connectivity throughout the hall. Service is provided exclusively by Swisscom and can be ordered online from within the hall or in advance through the [www.swisscom/hospitality](http://www.swisscom/hospitality) or Cory White (904) 634-4599 [cory.white@swisscom.com](mailto:cory.white@swisscom.com)

### **Lighting**

Standard room lighting for all meetings, trade shows, exhibits, and any other non-food functions will be fluorescent lighting only. This will not apply to the entry soffit areas, which contain incandescent lights only. All food functions will utilize the dimmable incandescent lighting fixtures for event times, unless otherwise specified by the client. All set up times for any event will utilize fluorescent lighting only. These guidelines are established in the interest of energy consciousness, using more efficient fluorescent lights whenever possible. The last person leaving any of the rooms should be responsible for turning out all lights.

### **Water Service**

There are two sets of hot and cold-water hose bibs, each with an associated drain return, located in the Hall. These services are located adjacent to the restrooms on the southeast wall; one set each in the North and Central Halls.

Water Service to exhibitor booths is available at a charge of \$50 per event. This price includes service via garden hose to the booth itself; all hookups required for the attachment of exhibitor equipment shall be the responsibility of the exhibitor. Every effort shall be made by the meeting planner and decorator to locate booths requiring water service with 75 feet of the water services.



### **Sound System**

The Riverfront Hall is equipped with a public address system usable as a single system for the entire hall or as three separate systems for each of the North, Central, and South Halls. Each Hall contains four inputs, and volume levels are individually controllable for each room. The use of the sound system and one microphone is included in the rental charges for the room. The Director of Operations will oversee all connections to the sound system

### **Load In and Load Out Access**

Main access for freight into and out of the Riverfront Hall is through the freight elevator located at the rear of the building at the entrance to the loading dock. If trucks will be blocking lanes of traffic it is the responsibility of the decorator to contract a City of Miami Police Officer to control traffic outside the Center. No lanes of traffic should be blocked without a City of Miami Police Officer on site. It is the responsibility of the decorator or Drayage Company at their sole expense to furnish a City of Miami Police Officer to direct traffic. **If traffic lanes are blocked no loading or unloading of equipment will be permitted without a City of Miami Police Officer on site.**

The dimensions of the freight elevator are 20' long by 10' wide by 10' high. The elevator will accommodate up to 20,000 lbs. The doors opening at the exhibition hall level are eight feet high, with height access being further limited by a minimum ceiling height of 6'10" in the rear entrance corridor and 6'8" doors into the hall. The entrance from the rear service corridor is via a double 36" door, or a maximum width of 72". Any freight not able to fit through these entrances should be brought in through the front rollup door of the hall, located across from the Box Office just off the entrance plaza of the Center. The rollup door is 10' high by 10' wide, with exterior door into the lobby having a dimension of 9' wide by 10' high. The Center reserves the right to have an elevator operator on the freight elevator at the sole expense of the show decorator or Drayage Company.

### **Move In and Move Out Scheduling**

All Move In and Move Out scheduling must be done through the office of the Director of Operations of the Center. As the freight elevator also services the Center's Convention Hall on the 3<sup>rd</sup> level, the importance of proper scheduling cannot be overemphasized. All attempts will be made to accommodate move-ins and move-outs during straight time working hours; however, if Center scheduling conflicts prohibit this; the Center will not be responsible for overtime charges incurred by the client from the Decorator.

### **Column Spacing**

Support columns located in the North and Central Halls are spaced on thirty-foot centers, with columns each having two square foot dimensions. Therefore, a clear space of 28' exists between columns. Decorator floor plans should only be completed after field checks of the column spacing, however, and every effort should be made in the design of show floor plans to avoid placing columns in public aisles between booths.

### **Column and Walls Defacing**

No nails, pins, tacks, staples, or any other fasteners that cause permanent marking may be used on the columns or the walls. Only masking tape or other non-marking tapes may be used to attach objects to the interior walls and columns, all tapes must be pre-approved by the Director of Operations to avoid damage charges.

The client shall remove any materials hung through the drop ceiling, and the client shall reinstall all ceiling panels to their original condition.



### **Carpeting**

The client and the decorator shall take extreme measures to ensure that the carpet in the Hall is not damaged or stained. The decorator shall provide protective floor covering at all the doors leading from the service hallway; the decorator must ensure that those runners stay in place for the duration of the move in and move out. Visqueune or plastic sheeting should be laid down during any move in or at any display where there exists the possibility of the carpet sustaining damage from the display. Any spills or damage should be rectified immediately by the client or decorator and then reported to the office of the Director of Operations of the Center. Any tape used to mark aisles should be pre-approved by the Director of Operations as to ensure that it will not permanently mark the carpet. Any and all charges for clean up; repair or replacement of the carpet will be charged to Decorator and or Client through Event Settlement.

### **Gasoline Powered Vehicles**

All motor vehicles powered by gasoline engines shall, once in their proper place, contain less than ¼ of a tank of gasoline and shall have their gas cap locked or sealed with tape. In addition, all battery terminals shall be disconnected and plastic sheeting shall be placed under all wheels and under the body of the vehicle.

### **Box Office**

The Center has availability of full box office services for clients selling tickets to the public. Details on charges are to be discussed with the office of the General Manager.

### **Indemnity**

The Company agrees to indemnify and hold harmless the Center, its directors, officers, agents and employees from and against all liabilities, demands, claims, damages, suits and judgments, including attorney fees and other costs and expenses thereto because of harm, injury or death to persons, or loss, damage or destruction of property, including property of the Client, the Company, and third persons resulting from the negligence of the Company, its directors, officers, agents or employees, while such person is acting within the scope of his employment.

The Client agrees to indemnify and hold harmless the Center and its directors, officers, agents or employees from and against all liabilities, demands, claims, damages, suits or judgments, including attorney fees and other costs and expenses incident thereto because of harm, injury or death to persons arising out of the negligence of the Client or its directors, officers, agents or employees, while such person is acting within the scope of his employment.

The Center requires all contractors to have comprehensive general liability insurance coverage. The insurance policy must specify as additionally insured The City of Miami, SMG and its directors, officers, agents and employees. The coverage should have a 1,000,000 limit per occurrence and 2,000,000 limit general aggregate with an umbrella of 5,000,000 limits per occurrence and 5,000,000 limit aggregate and workers compensation coverage for \$100,000 per accident, \$100,000 limit per employee for disease and \$100,000 limit disease aggregate. A copy of this insurance coverage must be on file before the contractor will be permitted to perform services in the center.

### **Damage Deposit**

The Center requires all contractors to have a \$1,000 damage deposit in an escrow account with the Center. This damage deposit will be used to repair damages to the Riverfront Halls as well as cover any costs incurred by the Center due to the contractor. These costs include but are not limited to Miami Police Traffic Officer, dumpsters and cleaning fees. The contractor will be notified anytime that there is a withdrawal made from the damage deposit as well as a detailed account of what the deposit covered.



### **Lost and Found**

All lost and found articles are logged and placed at our Front Desk. We attempt to identify the owner and return all articles. To inquire about lost items contact our Administrative Assistant 305-416-5970.

### **Setup**

Setups are the clients' responsibility. However, if a client prefers that we do it, there will be a fee.

### **Freight Elevator**

**Freight Shipments:** The MCC **cannot** accept shipments of freight or materials (**including overnight mail or C.O.D. services**), prior to the contracted move-in date. All freight must be delivered to the MCC by the official service contractor or freight carrier. All shipments to be delivered to the MCC during the move-in should be sent to the attention of the show organizer or general service contractor. There will be a fee for the freight elevator operator of \$19.50 per hour.

**Freight may not be transported on passenger elevators or escalators.**

Escalators and passenger elevators are for use by the general public and may not be blocked. Adequate freight elevators are conveniently located for such use.

#### **FOH Load-In:**

All loading and unloading of exhibit freight must be through designated loading docks and freight doors only. The main lobby glass entrance doors are not available for this purpose.

However, we have agreed to allow front-of-house load-in on a case-by-case basis (Must be approved by the Director of Operations in advance).



**Cancellation**

**MIAMI CONVENTION AND CONFERENCE CENTER  
CANCELLATION POLICY**

**Miami Convention Center, (Riverfront Rooms, Lobbies, Registrations, Promenades, River Walk, Glass Wall, Dockage, all 3<sup>rd</sup> Floor and 4<sup>th</sup> Floor rooms on the Miami Convention Center Side)**

**CANCELLATION POLICY:** You may cancel without penalty if written cancellation requests are received 60 days or more prior to the start date of the event, conference or booking. **Which means that the latest the cancellation in writing has to be given is 61days prior to the first day of the event, conference or booking.**

There will be no partial cancellations. Partial cancellations will not be refunded.

When a space has been booked and approved, this space is officially reserved. If the client has multiple consecutive days, no matter how many, they will be billed and charged for cancellation of all their days.

Please see example be

**Example:** A client has a booking of six consecutive days. That space is reserved for those days. The client cancels 60 days prior from the 3<sup>rd</sup> date their event is to happen. Three days were within the 60 days cancellation notice period and three days were not. In this instance, the client will forfeit all, as the canceling policy is 60 days from the initial starting date of the event. Therefore, the client will be billed and will be charged for all the days that were reserved for their event.

If a client cancels an event without adhering to the written 60 days policy noted above, that event would be charged even if the event were to be replaced by the client or with another account of the client. One obligation will have nothing to do with another specifically when it comes to credit. Any deviation of this policy must be addressed by a Director or higher Officer of said client and must be approved by the General Manager of the Miami Convention Center. Cancellation or early departure does not warrant any refund of rent.



