



POLICIES & PROCEDURES

SAINT CHARLES CONVENTION CENTER



WELCOME TO THE CONVENTION CENTER

Thank you for deciding to be an exhibitor and/or show promoter at the St. Charles Convention Center!

The St. Charles Convention Center (SCCC) is the exclusive provider of utilities, internet, booth cleaning services and so much more for the facility. To order services, please [order online at Exhibitor Services](#), and choose the event you will be attending. Be sure to read all the materials carefully. Payment must be made by credit card (Visa, Mastercard, American Express, or Discover) or electronic bank transfer (ACH). Please note that ordering your items in advance (14 days prior to scheduled move-in date), will reduce the cost of services.

Additional features for being an exhibitor at SCCC include:

- **Concessions Discounts***
 - 15% discount on purchases at our Compass Café and St. Charles Grill. Simply show your exhibitor badge to take advantage of the discount. *Discount does not apply at specialty kiosks or to alcoholic beverages.
- **Preorder Exhibitor Food Delivery**
 - Food Service Delivery is available online if ordered ten (10) days in advance through the Exhibitor Services portal. Exhibitors can order lunch, dinner, or specialty items and have it delivered right to the booth. Contact Exhibitor Services for further details. Outside food or beverages are not permitted.
- **Convenient Parking**
 - Parking Lot C is located next to the exhibit hall, creating a convenient parking lot for exhibitor passenger vehicles, during exhibit shows. Larger vehicles such as trucks, trailers, buses, etc. must utilize Parking Lot D.
- **Marketing and Advertising**
 - Utilize in-house marketing department to drive traffic to your booth with our internal flat panel displays and for other graphic design needs. Call the Marketing Manager directly at 636.669.3009 for more information and pricing.

The following document outlines our policies and procedures in alphabetical order. If you need additional assistance or have questions, please contact our Exhibitor Services Department at 636.669.3011 or exhibitorsvs@scmocc.com.

We look forward to a successful show for you and your team. Upcoming events can be found on the website at www.stcharlesconventioncenter.com.

Sincerely,
The Team at the St. Charles Convention Center



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Alcohol

Alcoholic beverages must be purchased through the St. Charles Convention Center, who holds the liquor license for the facility. Additional security will be required for events where alcohol is served. In compliance with state liquor laws, alcohol may not leave the premise. The Saint Charles Convention Center will comply with responsible alcohol beverage service. No alcoholic beverages may be consumed in any of the SCCC parking lots unless it is being served by the SCCC staff.

Animals & Service Animals

The ADA defines a service animal as any guide dog, signal dog, or mini horse individually trained to aid an individual with a disability. Apart from ADA service animals or animals used as part of SCCC approved exhibits (i.e. dog or cat shows) or activities (approved theatrical performances, etc.), animals are not permitted in the Facility. To seek approval for an exhibit or activity, a written request must be presented to the Event Manager no later than 30 days prior to the event. When any approved display includes pens or enclosures containing live animals, the following provisions must be made:

- a) A protective coating such as plastic or visqueen must be used to protect all floors and any Facility equipment
- b) Some type of absorbent (i.e. potty pad, saw dust, or fire-retardant wood shavings) must be placed within the pens
- c) Curbing or bike rack must be provided to contain animals
- d) Animals must be always supervised
- e) Provide clean up and proper disposal of absorbents and waste

Additionally, animals are not permitted within 50 feet of any food service preparation or service area. The only exception to this is the use of ADA service animals. Exhibitors are responsible for ensuring that any approved use of animals within the Facility is also in adherence to all applicable local, state and federal laws.

Booth Cleaning

Please refer to the *Housekeeping* section.

Bulk Trash

Bulk trash must be removed prior to, during, and after the show. Bulk trash items include crates, pallets, boxes, or any items not easily removed by a push broom or vacuum. All trash is to be removed, and cardboard is to be broken down and disposed of properly. Proper disposal vessels will be provided by request on the show floor. Any costs incurred by the SCCC for bulk trash removal will be charged to show management at the prevailing rate. In the case that an additional dumpster pull is required, there will be a fee of \$400 for each consecutive pull.

Cancellation Policy

This policy is in direct reference to services ordered through our Exhibitor Services Portal. Orders will be processed and installed in a first-come, first-serve basis, or as SCCC staff determine most convenient. Service will begin on the first scheduled move-in date and end after the close of the show,



[Cancellation Policy Continued] unless special arrangements have been made with Exhibitor Services. If cancellation occurs before installation and more than six (6) days prior to the first scheduled move-in day, a 90% refund will be given. If cancellation occurs before installation and in six (6) days or less than the first scheduled move-in day, a 75% refund will be given. If cancellation occurs after installation or after the start of the first scheduled move-in day, no refund will be given. If requesting a refund, you may email exhibitorsvs@StCharlesConventionCenter.com. Include the name on your account, order number, and amount paid.

Cashless

All SCCC-operated concessions, bars, and dining locations only accept digital payments, including credit/debit cards and mobile payment options such as Apple Pay and Google Pay. The Box Office will continue to accept cash for ticket sales. Exhibitors at the events are not affected by this policy and can continue accepting cash or card at their discretion. An ATM will remain on-site for guest convenience.

Compressed Gases

Compressed flammable gases are prohibited. This includes, but is not limited to, acetylene, hydrogen, propane and butane. All requests to use such gasses must be submitted to the Event Manager no later than 30 days prior to the event. Vehicles that use compressed gases (forklifts) must comply with the 2021 International Fire Code and the latest edition of NFPA 58 regarding the storage, handling, transportation, and use of LP-gas.

Concessions

The Saint Charles Convention Center (SCCC) offers a full range of in-house food and beverage services, including concessions, banquets, snacks, luncheons, and beverage service. All food and beverage offerings are provided exclusively by the SCCC's catering team. Outside food or beverages are not permitted within the facility. There is a 15% discount on purchases at our Compass Café and St. Charles Grill by showing the exhibitor badge. This Exhibitor discount does not apply at specialty kiosks or to alcoholic beverages.

Cooking Demonstrations

All requests to use cooking demonstrations and commercial cooking activities must be submitted to the Event Manager no later than 30 days prior to the event. Once permission is obtained, all cooking appliances, associated equipment, and activities shall be approved by the Fire Marshal to ensure all appliances/cooking activities comply with the 2021 International Fire Codes.

All cooking appliances shall be listed and labeled by a national testing agency, i.e. Underwriters Laboratory or Factory Mutual. Appliances shall be used and maintained in accordance with their listing and the manufacturer's instructions. Cooking equipment shall be constantly attended while in use and until cooled to a safe temperature. At least one currently serviced portable fire extinguisher, appropriate to the cooking media, shall be provided located immediately adjacent to the cooking area and readily available for use. Small surface, table-top style, griddle cooking with propane or electric may be allowed with prior approval. Frying and/or cooking with oil is prohibited. Cooking stations must be noted on the approved floor plan and all appliances must be in place during the fire inspection. No additional appliances will be allowed after the fire inspection has been completed.



[Cooking Demonstrations Continued] Portable electric cooking appliances shall not be operated within three (3) feet of any combustible materials. When portable electric cooking appliances are in use, they shall be plugged directly into an approved receptacle. Extension cords are not allowed for cooking appliances. When not in use, these appliances shall be disconnected from the power supply. Portable propane fueled cooking appliances shall not be located within ten (10) feet of exits or combustible materials. All supply lines (tubing or hoses) shall be properly secured, in good condition, and listed for the type of product it supplies. The maximum propane tank size shall be three and a half (3.5) pounds. Flammable or combustible liquids used in the preparation of flaming food shall be dispensed from one of the following: A one (1) ounce container or a container not larger than one (1) quart with a controlled pouring device that will limit the flow to a one (1) ounce serving. Cooking from mobile food preparation vehicles and/or trailers is prohibited inside the building.

Decorations

All requests for special installments – whether related to method or location – must be submitted in writing to the Event Manager no later than 30 days prior to the event date. Final approval will be based on availability and consideration of other building tenants occupying the space during that time. To ensure safety and facility preservation, the following decoration guidelines must be followed:

- a) Open flames are strictly prohibited – including candles with live flames.
- b) Adhesives or fasteners such as tape, nails, tacks or other materials may not be used on ceilings, painted surfaces, columns, walls or windows.
- c) Booth displays or decorations must not obstruct doors, fire extinguishers, sprinkler systems, emergency signage or exits, lighting systems, or ATMs.
- d) All decorative materials must be flameproof or treated with an approved fire-retardant solution. Spot testing may be conducted to verify compliance. Items that cannot be treated to meet requirements, such as, but not limited to, oilcloth, tarpaper, nylon, plastic cloth, and certain other plastic materials, are prohibited
- e) Glitter, streamers, confetti and similar loose decorative materials are not allowed. Projectile cannons (i.e., potato or t-shirt cannons) are also prohibited.
- f) Lobby furniture, planters and other SCCC equipment may only be moved by SCCC staff.
- g) Helium balloons are only permitted if installed by a licensed and insured Balloon Artist with a current Certificate of Liability Insurance. Compressed gas cylinders used for inflation must be properly secured to prevent tipping. A retrieval fee will be assessed for any loose balloons: \$25 for the first, and \$5 for each additional balloon.
- h) Water features, such as decorative pools or fountains must be waterproofed and may be inspected by an SCCC Engineering prior to installation. Please refer to *Water Fills & Drains* section for more details.
- i) Natural décor materials (e.g., dirt, bark, mulch) must be cleaned and removed by show management or exhibitor following the event. Please see *Floor Coverings* for related guidelines.
- j) Obstructions blocking utility floor boxes may be relocation at the discretion of SCCC Staff. Only SCCC personnel are authorized to cut floor coverings for access to services.
- k) Power & electrical safety: The SCCC is not responsible for power interruptions or voltage fluctuations due to temporary external conditions. It is highly recommended that surge protectors be used with all computers and sensitive equipment. The SCCC will not be liable for damage or loss to any equipment, software, hardware, data, or personal injury resulting from unauthorized equipment installation or service connections performed by anyone other than SCCC house electricians.



Drone Use

The Saint Charles Convention Center permits drone operations for the purpose of capturing photography and videography within the facility and on its premises. These operations are conducted exclusively by authorized members of the SCCC Audio Visual (A/V) team and are subject to staff availability. All drone flights must be performed by a team member holding a valid FAA Part 107 Remote Pilot Certification and must follow the established Standard Operating Procedures (SOP), which include thorough pre-flight inspections, clear guest notifications via signage and public announcements, and adherence to strict safety protocols such as maintaining visual line of sight and avoiding densely populated or sensitive areas. Captured footage is stored according to internal guidelines and may be shared with clients upon request.

Drone use by clients or third-party vendors is not permitted without prior written approval. External operators must provide proof of FAA Part 107 certification, supply their own equipment, and enter into a written agreement with SCCC prior to conducting any flight operations. Unauthorized drone activity is strictly prohibited and may result in immediate removal from the premises. SCCC reserves the right to restrict or deny drone use at any time due to safety, privacy, or operational considerations. All drone operations must comply with FAA regulations and the facility's policies.

Electric Resources

All service connections and overload protection equipment must be installed and removed by the SCCC. Any connections requiring 208v will require a 2-hour minimum charge for an electrician. All equipment and material furnished shall remain the property of the SCCC and shall be removed only by SCCC Staff at the close of the show. Booth power will be turned on 1-hour prior to each day's show and turned off 30 minutes after closing. Written requests should be made to the SCCC for installation of equipment with special voltage and/or other specialized power requirements. These requests should be made at least 30 days prior to the first scheduled move-in day to Guest Services.

Electrical service for exhibit booth space, staging, lighting or other production lighting must be ordered through SCCC. All high amperage electrical equipment must be properly tagged or marked as to the type and amount of current, voltage, phase, frequency, horsepower, etc. The use of open clip sockets, latex or lamp cord wire, unapproved duplex or triplex attachment plugs is prohibited. All extension cords must be 120 Volt three pronged, grounded cords. All exposed non-current carrying metal parts of fixed equipment must be grounded. All equipment, regardless of power source, must comply with local, state, and national safety codes. The SCCC reserves the right to refuse any connection or equipment that is deemed unsafe.

Rates quoted for booth connections cover the cost of bringing one electrical service connection to the back wall of the exhibit booth or other location determined convenient by the SCCC electricians. These rates do not include connecting equipment, wiring or taping electrical cords to meet safety requirements, special placement, or relocation of service; these services are available for an additional charge. Anything requiring 24-hour current must be ordered in at least 30 days in advance and clearly marked on the Electrical Service Order.



Exterior Doors

Designated entranceways will be used for loading exhibit materials in and out. For security reasons, other exterior doors may not be propped open for any reason. Only hand-carried items can be brought through glass doors.

Fire and Safety Requirements

The provisions of the 2021 International Fire Code have been established as a standard for review of occupancies and events in the SCCC. The information contained in this outline is a summary of relevant provisions contained in this Code, as well as standard operating procedures established in cooperation with the Fire Marshal of the City of St Charles.

- a) All curtains, drapes and decorations must be constructed of fire-retardant treated material or treated with an approved flame proofing solution in accordance with NFPA 703 and the required fire-retardant properties shall be maintained or renewed in accordance with the manufacturer's instructions.
- b) All exits, hallways, and aisles are to be always kept clear and unobstructed.
- c) A 20 feet roadway shall be maintained for fire equipment access to all parts of the building.
- d) No part of a stairway, whether interior or exterior, hallway, corridor, vestibule, balcony, or bridge leading to a stairway or exit, shall be used in a manner that will obstruct its use as an exit or that will present a hazardous condition.
- e) Storage of any kind is prohibited behind back drapes & display walls or inside display areas. All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The SCCC inspects all exhibits to ensure compliance.
- f) No unauthorized persons are to alter, remove, deface or tamper with any required fire safety equipment contained with the SCCC. These items include the fire sprinkler system, fire alarm system, emergency lights or exit signs, portable fire extinguishers, exit doors, or other related safety equipment.
- g) The use of Liquefied Petroleum Gases (LPG) inside building, tents or other areas is strictly prohibited, except food demonstration purposes when approved by the SCCC, and the Fire Marshal. Maximum LPG allowed for exhibition purposes is a 16-oz. non-refillable cylinder. There may be a maximum of 24 containers stored in any one location.
- h) All standpipe, fire hose cabinets, hydrants, and fire department connections shall be kept clear and unobstructed.
- i) The SCCC along with the Fire Marshal shall check egress of the facilities before it is occupied for any use. If such inspection reveals that any element of the required means of egress is obstructed, inaccessible, locked, fastened, or otherwise unsuited for immediate use, admittance to the building shall not be permitted until necessary corrective action has been completed.
- j) No overcrowding of any area of the SCCC will be allowed. Persons shall not be more than posted occupancy loads
- k) The City Fire Chief or Fire Marshal has the authority to require Fire department personnel to stand-by during certain events at the SCCC.
- l) No person shall interfere with the City of St. Charles Fire Department when performing emergency and non-emergency functions at the SCCC. All orders issued by a member of the City of St. Charles Fire Department shall be obeyed immediately.
- m) Explosives and blasting agents shall be prohibited. Ammunition and pyrotechnics may be allowed under certain conditions, but only with the advance approval of the SCCC and the St. Charles Fire Marshal's Office. If pyrotechnic materials are used/fired within the building, (including the use of 'cold spark machines') a permit will be required with the following parameter:
 - 1) 30-day minimum application period, Licensed explosive handler required and \$3,000,000 liability insurance



Floor Covering

Displays including, but not limited to, those utilizing soil, humus, water or other landscaping materials and displays containing live animals must take appropriate steps to protect the Facility surfaces and equipment. A protective coating must be used on the floor, such as heavy plastic, vis queen or similar strength material. Displays containing glitter, confetti, sand, dirt, moss, mulch, or any similar item are prohibited. Any damage to facility surfaces or equipment resulting from a display may incur additional cleaning, repair, or replacement fees, which will be charged to the Licensee.

Fog & Smoke Machines

For public safety fog & smoke machine usage is restricted to water-based chemicals. All requests to use such machines must be submitted to the Event Manager no later than 30 days prior to the event.

Food & Beverage Sampling

Food & Beverage samples may be no greater than two (2) ounces. Items must be manufactured, processed, and distributed by the exhibiting firm and must be related to participation in the event. Sales of food & beverage items that are larger than two (2) ounces in size and are designed for on-site consumption, may be permitted, but must be pre-approved by the facility and are subject to a buyout concessionaire fee of \$125 per day. Additionally, all unsealed food products intended for sale requires a health permit. Securing of all necessary licenses and permits is the responsibility of the exhibitor. In some instances, a permit may not be required for sampling. Please refer to the F&B Vendor Packet for additional information. Exhibitors are responsible for complying with all St. Charles City & St. Charles County Health Department regulations regarding food sampling, storage, equipment, temperature, and other applicable items. If an exhibitor is not in compliance or does not obtain the proper licenses or permits, the Health Department can shut down the booth. A Food & Beverage Vendor Packet should be obtained from the Facility Event Manager.

Alcoholic beverage sampling and selling by companies interested in sampling liquor, beer or wine must be licensed in the State of Missouri. Individual retailers may not sample under their license, only wholesalers, distributors, or producers (wineries and/or breweries). All requests must be submitted to the Event Manager no later than 30 days prior to the event.

For public health reasons, restrooms, concession stands, facility kitchen and janitorial closets, may not be used as exhibitor clean-up areas. Costs associated with the disposal of trash, waste, grease from exhibitor sampling are the responsibility of the exhibitor.

Hazardous Materials

These include, but are not limited to open flames, hot coals, natural gas hook-ups, compressed gas cylinders (such as propane, butane, hydrogen and acetylene), gasoline, radioactive material, and/or any flammable, combustible or toxic liquid, solid or gas. The use of hazardous materials is not permitted without the written approval of the SCCC and the Fire Marshall. All requests to use such materials must be submitted to your Event Manager no later than 30 days prior to the event. Once approval is obtained, only a limited supply of the material to be demonstrated is allowed in the building. Excess fuel and cylinders must be properly stored outside of the exhibit hall.



[Hazardous Materials continued] All transferring of fuel must be done with safety cans. All compressed gas cylinders must be securely anchored. The display of any hazardous materials shall not be located within five feet of an exit. All demonstrations using hazardous materials must be submitted to your Event Manager no later than 30 days prior to the event for Fire Marshal Approval. They include, but are not limited to welding, brazing, laser cutting, LP gas cooking and heater demonstrations. Plexiglas shields or other protections must be utilized wherever sparks may be emitted or injury to bystanders could occur. Material-specific fire extinguishers must be nearby.

Helium Balloons

Please refer to the *Decorations* section.

Housekeeping Services for Trade or Consumer Shows

During show hours, SCCC staff provides cleaning in public areas such as lobbies and restrooms. One general cleaning of the facility is also included after show hours, scheduled in coordination with your Event Manager. Please note: This cleaning does not include show offices, exhibit booths, or aisle carpeting—unless the Saint Charles Convention Center has been contracted as the decorator for those services. If your event requires additional or more frequent cleaning, our Guest Services team can assist with available options and pricing.

Booth Cleaning Services: Exhibitors may purchase booth cleaning services exclusively through the Saint Charles Convention Center. Booth cleaning includes trash removal and vacuuming of booth carpet and is offered at a competitive per-square-foot rate. This service is provided by SCCC staff and can be [ordered directly on our website portal linked here](#).

Ladder Use

The Saint Charles Convention Center has a limited supply of stepstools or ladders available for use. Contact our Guest Services Staff to complete an Equipment Indemnity Agreement to sign out the equipment. SCCC ladders are a maximum of 10 feet tall.

Lighting & HVAC

Full house lighting, heating and/or air conditioning of all rented spaces are provided by the SCCC for one hour prior to and during actual hours the event is open. Partial (work) lighting and minimal HVAC will be provided in the exhibit halls during move-in and move-out. Full house lighting and HVAC can be requested for an additional fee by contacting Guest Services.

Liquid Disposal

No oils, combustibles, or any liquids other than water may be poured in the SCCC drainage or sewer systems. No tools, machines, cookware, or any other items may be emptied, washed, or rinsed in the SCCC restrooms. Fountains, aquariums, pools, etc. may not be filled from SCCC restrooms or janitorial closets. For water fills or drains, please contact Guest Services.



Loading Dock Policy

SCCC security is required for all move-in and move-out times on the dock or other designated entrances. The guard will be scheduled 30 minutes prior to move-in and move-out times and will be onsite until the process is complete. There is a four (4) hour minimum of all SCCC staffing.

Exhibitors may choose to load and unload uncrated materials from any vehicle not requiring a commercial license including rental vans, mini-vans, station wagons and pick-up trucks. The use of mechanical equipment (i.e. forklifts, pallet jacks, lifts, etc.) by exhibitors is prohibited. Forklift use in the facility is restricted to SCCC forklift with driver or the use of an outside forklift with no-mar tires driven by a certified driver. All freight brought into the facility on carts or dollies must be brought in through the loading docks. Only hand-carried items may be brought in through the public entrances. Please use the freight elevator for movement of freight from level to level; passenger elevators and escalators are NOT to be used. Damage to the facility will be charged to the customer.

The registered Exhibitor may perform all setup and teardown of their booth, displays, and/or product materials (including the use of power tools) subject to safety policies established by the SCCC. However, shows which have contracted with a decorator may be bound by terms of that contract, including restrictions on Exhibit Appointed Contractors. In addition, there may be certain instances where the use of SCCC labor is required.

Parking

Parking at docks is permitted for loading and unloading only and will be time limited. All other parking on docks is prohibited. Exhibitor parking is available in Parking Lot C, south of the Exhibit Halls. All trailers, vehicles that require multiple parking spaces (which include but are not limited to semi-trucks, busses, and uninhabited RVs or campers) must park in Lot D of our parking lot. No RVs or campers, which are inhabited overnight, will be allowed to park in SCCC parking lots. If event attendance is expected to exceed the available parking at the SCCC, please contact your Event Manager to coordinate overflow parking and shuttle options in the St. Charles area. Additional fees will apply.

Permits

Certain events may require permits to comply with local regulations and ensure safety. It is the client's responsibility to ensure all required permits are secured prior to the event. Failure to obtain necessary permits may result in delays, fines, or cancellation of the event. The Event Manager will assist in obtaining certain permits, such as Fire and Occupancy Permits, when applicable. However, other permits may need to be acquired directly by the client. Common permits and documentation may include Fire and Occupancy Permit, Tent Permit, Health Department Permit, and Sales and Tourism Tax Documentation. Please connect with your Event Manager early in the planning process to determine which permits may apply to your event and to allow adequate time for approval.



Security

The Saint Charles Convention Center is committed to providing a safe and welcoming environment for all guests. To maintain this standard, the following security requirements apply:

- a) Dock Security: Security personnel are required during all move-in and move-out periods at dock entrances. These services must be arranged through the SCCC at the prevailing rate, and all associated costs will be the responsibility of the Licensee.
- b) EMT Requirements: Events expecting attendance of more than 1,000 people must have on-site EMT(s). These services must be secured through the SCCC at the prevailing rate, with all costs borne by the Licensee.
- c) Alcohol Service Security: For any event where alcohol is served, the SCCC requires that licensed security guard(s) be hired through the facility. Security will be billed at the prevailing rate, and costs will be the responsibility of the Licensee. See the *Alcohol* section for additional information.
- d) Third-party security: If additional security is requested for an event, the SCCC Security Manager can work directly with the St. Charles City Police Department for on-site officers.
- e) SCCC Security officers will be on-site thirty (30) minutes prior to the start of the event and will depart thirty (30) minutes after the conclusion of the event.
- f) SCCC Security are responsible for the security of the facility itself and will assist in case of an emergency.

Shipping & Freight

Shipments may arrive at SCCC on move-in day. All equipment, freight, decorations, and miscellaneous items must be removed from the premises at the expiration of the Licensee's contract. Fees may incur for storage. Items left behind after 14 days will be treated as abandoned and disposed of as the facility sees fit. The SCCC is not responsible for lost or misplaced freight. The SCCC is not responsible for any materials left unattended.

Smoking

For the benefit of our patrons, guests, exhibitors, and employees, and in compliance with Missouri state and local laws, the St. Charles Convention Center is a non-smoking facility. Smoking of any kind is not permitted inside SCCC. This includes the use of cigarettes, cigars, vaporizers, e-cigarettes and cannabis products. Designated outdoor smoking areas are available and are located at least 50 feet away from the building entrances. We appreciate your cooperation in helping maintain a clean, safe, environment for everyone by avoiding litter and being considerate of others.

Tape Removal

The use of high-residue tape is strictly prohibited on all surfaces, including carpet, tile, concrete, hardwood flooring, and walls.

Exhibitors are responsible for removing all tape and adhesive residue from exhibit hall and pre-function area floors. Any damage resulting from improper tape removal or the use of inappropriate cleaning products or tools will be repaired at the exhibitor's expense.

Telecommunications

The St. Charles Convention Center offers state-of-the-art Internet connectivity throughout the convention space with two GIG of bandwidth within the building. Use of outside switches, routers and wireless access points (including hotspot devices) is prohibited. To ensure the success of events, SCCC should be notified no later than 30 days prior to the start of the event of any intended use of outside switches, routers or wireless access points to ensure they will work without causing problems. The introduction of customer supplied switches, routers and wireless access



[Telecommunications continued] points (including hotspot devices) into the system creates interference and causes performance deterioration and possible failure of both the SCCC and customer supplied equipment. Please also note that customer supplied switches, routers and wireless access points are the responsibility of the customer to troubleshoot and SCCC does not carry an inventory of consumer grade equipment.

Any unapproved proxy servers, firewalls, wireless access points or routers will be subject to service disconnection. If you have special networking needs, please contact your Event Manager or a member of the Information Technology Department. Any wired device to be used on the SCCC network must be equipped with a Network Interface Card (NIC) and the appropriate operating system drivers.

Vehicles: Display Vehicles

Vehicles which are part of a display, are permitted within the exhibit halls. Licensee is responsible for ensuring that all such vehicles meet the following guidelines:

- a) The display of liquid or gas fueled vehicles, boats, machinery, or equipment inside the SCCC shall have not more than ¼ tank or five (5) gallons of fuel in the tank, whichever is less
- b) These items shall not be fueled or defueled inside the building
- c) All fuel tanks shall be locked or effectively sealed
- d) Vehicle batteries shall be rendered inoperable. Batteries in liquid and gas fueled vehicles shall be disconnected. Batteries in electric vehicles shall be rendered inoperable by the removal of fuses or other approved methods but shall be required to be disconnected.
- e) Ignition keys for vehicles/equipment on display shall be kept by a responsible person at the display location for removal from the building in the event of an emergency. If the vehicle/equipment is to be kept in the facility overnight, a set of keys must be left with the SCCC Security office. Keys will be locked in a safe in the SCCC Security Office
- f) Placement of display vehicles in carpeted areas require approval of the General Manager or designee. All requests for display vehicles must be submitted to your Event Manager no later than 30 days prior to the event. If approved, these displays will require additional protection of the carpeted areas.

Vehicles: Move-In/Move-Out

Vehicles are not permitted within the SCCC for loading and unloading without the prior authorization of your Event Manager. All approved vehicles must be attended while in the SCCC and may not have the motors running while stationary. All vehicles must be removed prior to the opening of the event and may not return until the event has closed, and all attendees have vacated the area. Additional security personnel may be required. Please refer to *Loading Dock Policy* for more information.

Water Fills & Drains

All equipment must be shut down and disconnected from the power source before adding or draining of water. Tanks, drums, barrels, and other containers requiring water fill and drain exceeding 10-gallon capacity must be filled and drained by SCCC staff and are subject to a service charge. All fountains or other decorative water containers must be waterproof and of sufficient density to avoid leaks. Plastic must be placed underneath the display for additional protection. All water displays must be pre-approved by the General Manager or designee. We reserve the right to deny



WELCOME TO THE CONVENTION CENTER

[Water Fills & Drains continued] filling any container that shows sign of leakage or is otherwise deemed inadequate by a SCCC staff. Containers showing signs of leakage will be drained by SCCC staff without prior notice.

Exhibitor assumes responsibility for any damage to SCCC facilities caused by faulty exhibitor equipment or negligent operation of exhibitor equipment. We cannot accept responsibility for pressure fluctuations due to temporary conditions beyond our control. For your protection, we advise installing appropriate regulators on any connection requiring critical control of pressure and moisture content. SCCC will not be responsible for damage or loss to any equipment or components or injury to any person caused by the unauthorized installation of any equipment, connection to service or interconnection of any equipment by persons other than house engineers.

[End]

