

Dear Exhibitor,

Congratulations on your decision to be an exhibitor at the Mayo Civic Center!

The Mayo Civic Center is the exclusive provider of utility and services for the facility. To order services, please use our online portal, [Exhibitor Services](#), select your event, and create an account before proceeding with payment.

Be sure to read all the materials carefully on both the online portal and this packet. A couple things to note prior to ordering:

- The portal is just for services. If you are shipping materials to our warehouse in advance, you will need to fill out and submit the Freight Handling Service Form included in this packet.
 - The Mayo Civic Center will ensure that the shipped materials are in your booth prior to load-in, but is **not responsible for scheduling outbound shipments**. Exhibitors must create and print their own shipping labels and arrange pickup times with their preferred carrier no later than 7 days following the event.
 - The Mayo Civic Center accepts shipments Monday – Friday, 8:00am to 5:00pm. Please ship materials to our advanced warehouse: 30 Civic Center Drive SE, Rochester, MN 55904, and include your company name and/or booth number
 - Any unmarked boxes or drayage will be assumed as trash or donations
- We accept Visa, Mastercard, American Express, or Discover. Following the payment process, you should receive a confirmation email with your receipt.
- All pre-orders and payments must be received 7 days prior to the date of your event to avoid a higher rate.
- Services ordered during load-in date of show may not be installed before the event opens. All orders are based on current wage rates and are subject to change without notice.

We are looking forward to a successful show for all. If you need additional assistance, please contact our Exhibitor Services Team at exhibitorservices@mayociviccenter.com.

Sincerely,

Mayo Civic Center

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Alcohol

Alcoholic beverages must be purchased through the Mayo Civic Center, who holds the liquor license for the facility. Additional security may be required for events where alcohol is served. In compliance with state liquor laws alcohol may not leave the premise. The Mayo Civic Center will comply with responsible alcohol beverage service.

Animals

With the exception of ADA service animals or animals used as part of MCC approved exhibits (i.e., dog or cat shows) or activities (approved theatrical performances, etc.), animals are not permitted in the Facility. The ADA defines a service animal as any guide dog, signal dog, or mini horse individually trained to provide assistance to an individual with a disability. A written request must be presented to the General Manager or designee by no later than 30 days prior to the event. When any approved display includes pens or enclosures containing live animals, the following minimal provisions must be made.

- Use a protective coating such as plastic or visqueen to protect all floors and any Facility equipment.
- Place some type of absorbent (i.e., saw dust or fire-retardant wood shavings) within the pens.
- Provide curbing or bike rack to contain animals
- Supervise animals at all times
- Provide clean up and proper disposal of absorbents and waste

Licensee will adhere to any and all other safety measures as required by Operator. 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.

Licensee is responsible for ensuring that any approved use of animals within the Facility is also in adherence to any and all applicable local, state and federal laws.

Booth Cleaning

MCC is the exclusive provider of booth cleaning. This service is available at an affordable per square foot rate and includes trash pick-up and vacuuming the booth carpet. Booth cleaning will be performed by MCC staff. Services can be ordered by exhibitors utilizing the forms available in the exhibitor packet on our website.

Bulk Trash

We ask you to take responsibility for removal of bulk trash 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 exhibitor trash is to be removed and cardboard is to be broken down and disposed of properly. Proper disposal vessels will be provided at your request on the show floor. Any costs incurred by MCC 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 \$250 for the first dumpster pull and \$200 for each additional dumpster pull.

Compressed Gases

Compressed flammable gases are prohibited without prior written approval of the General Manager and the Fire Marshal. This includes acetylene, hydrogen, propane, and butane. All requests to use such gases must be submitted to your Event Manager no later than 30 days prior to the event. Vehicles or equipment fueled by LP gas, such as forklifts, may be used during move in and move out only. The vehicles may not be operated during event hours. Vehicles used must comply with National Fire Protection Association (NFPA) #58 regarding the storage, handling, transportation, and use of LP Gas.

Concessions

MCC can provide concessions, as well as banquet service, snacks, luncheons, and beverage service. These services are provided exclusively by MCC. **No outside food or beverage is allowed in MCC.**

Cooking Demonstrations

Cooking demonstrations or commercial cooking must be approved in writing by MCC. Once permission is obtained, all cooking devices and operations shall comply with NFPA, Life Safety Code, 2000 edition. All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the City of Rochester Fire Marshal and installed in accordance with the provisions of the City Building and Fire Codes. Cooking equipment shall be placed on a noncombustible surface, such as metal, hardwood board or glass and be separated from other equipment by a minimum horizontal distance of 2 ft. Counter-top fryers not exceeding 288 sq. inches and single well may be used without the necessary ventilating hood and surface protection equipment, provided there are

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two (2), ten (10) lb. B.C. extinguishers positioned on each side of fryer. All cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e., Underwriters Laboratory or Factor Mutual. All equipment shall have regulator(s) at appliance and gas cylinder(s). All supply lines (tubing or hoses) shall be lead-tight and in good repair. Hoses shall be listed for the type of product it supplies.

Decorations

The method and location of special installations must be approved 30 days in advance to MCC management. Final approval will be determined after consideration of other building tenants occupying the space at the same time. Decoration guidelines include the following:

- No one may tape, nail, tack or otherwise fasten to ceilings, painted surfaces, columns, walls or windows decorations of any kind.
- Decorations may not block doors, fire extinguishers, sprinklers, emergency equipment signage, emergency exit lighting systems, telephone banks, charging stations, information kiosks, and ATM machines
- All decorating materials must be constructed of flameproof material or treated with an approved fire retardant solution. Spot testing may be performed by the Rochester Fire Marshal.
- No one may use adhesive-backed decals or stickers, nor may they be distributed anywhere on the premises.
- "Glitter" and confetti may not be used in the building.
- Only MCC personnel may move lobby furniture, and other MCC equipment in the public areas.
- Helium balloons are prohibited inside the building.
- All pools, decorative fountains, etc. must be waterproofed and may be tested by MCC Engineering prior to installation.
- Exhibitors must work with Show management and will be responsible for proper removal and cleanup of any dirt, bark, mulch or similar materials used for decorating.
- Candles may be used only on tables when securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials and must obtain a fire permit that is approved by the Fire Marshal. The link to this permit can be found [HERE](#).
- Items that cannot be treated to meet requirements, such as, but not limited to, oilcloth, tarpaper, nylon, plastic cloth, straw, hay, and certain other plastic materials, are prohibited.

Exterior Doors

Exhibitors should only use entranceways designated 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 the skyway or the front glass doors.

Fire and Safety Requirements

The provisions of the National Fire Protection Association (NFPA) 101 Life Safety Code 2000 edition and the NFPA Fire Prevention Code, 2000 edition for public assembly facilities have been established as a standard for review of occupancies and events in the MCC. The information contained in this outline is a summary of relevant provisions contained in these Codes as well as standard operating procedures established in cooperation with the Fire Marshal of the City of Rochester.

- a) All curtains, drapes and decorations must be constructed of flameproof material, or treated with an approved flame proofing solution. (Treatment shall be renewed as often as may be necessary to maintain the flame proofing effect.)
- b) All exits, hallways, and aisles are to be kept clear and unobstructed at all times.
- c) A 20' 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. MCC inspects all exhibits to ensure compliance.
- f) Crates, packing materials, wooden boxes and other highly combustible materials may not be stored in MCC. All outside displays that are under the cover of the building roof or extension of the roof or porch area shall be governed by the same rules of an inside display.
- g) No exit doors shall be locked, bolted, or otherwise fastened or obstructed at any time MCC is open to the public. Moreover, it shall be unlawful to obstruct or reduce passageway or other means of egress. Additionally, all required exits shall be so

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located as to be discernible and accessible with unobstructed access thereto.

- h) All sawdust and shavings shall be thoroughly treated with an approved flame-retardant product, stored and maintained in a manner approved by the Fire Marshal.
- i) Compressed cylinders shall be used, handled and stored in accordance with applicable fire code requirements. The 1997 Uniform Fire Code is not applicable.
- j) No unauthorized persons are to alter, remove, deface or tamper with any required fire safety equipment contained with the MCC. 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.
- k) The use of Liquefied Petroleum Gases (LPG) inside building, tents or other areas is strictly prohibited, except food demonstration purposes when approved by MCC, 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.
- l) All standpipe, fire hose cabinets, hydrants, & fire department connections shall be kept clear and unobstructed.
- m) MCC 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.
- n) No curtains, drapes, or decorations shall be hung in such a manner as to cover any exit signs.
- o) No person shall interfere with the City Fire Rescue Department when performing emergency and non-emergency functions at the MCC. All orders issued by a member of the Fire Rescue Department shall be obeyed immediately.
- p) No overcrowding of any area of the MCC will be allowed. Persons shall not be in excess of posted occupant loads, nor can persons stand in aisles, or block exits.
- q) The City Fire Chief or Fire Marshal has the authority to require Fire Rescue personnel to stand-by during certain events at the MCC.
- r) Explosives and blasting agents shall be prohibited. Ammunition and pyrotechnics may be allowed under certain conditions: but only with the advance approval of the MCC and the Rochester Fire Marshal's Office. If pyrotechnic materials are used/fired within the building a Fireworks Permit will be required with the following parameter:
 - 1) 15-day minimum application period (State Law)
 - 2) Licensed explosive handler required
 - 3) \$1,000,000 liability insurance

Written authorization from MCC General Manger and the Fire Marshal is required for the following:

- *Exhibit booths which have enclosed ceilings, upper decks or any large overhead advertising device in excess of 100 square feet; these require the use of perforated or porous materials that will not obstruct fire sprinkler protection. The City of Rochester Fire Marshal requires such booths to be equipped with portable fire extinguishers, as well as an automatic smoke detection system.*
- *Display and operation of any heater, heat producing or open flame devices such as barbeques, candles, lanterns, torches, fireplaces, etc. Candles may be used on tables if securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials and only if approved by the authority having jurisdiction. The candle flame shall be protected.*
- *Display and operation of any electrical, mechanical, or chemical devices which may be deemed hazardous by the City of Rochester Fire Marshal.*
- *Use of storage of flammable liquids, compressed gas, or dangerous chemicals.*

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, visqueen or similar strength material. Displays containing glitter, confetti, sand, dirt, moss, mulch, or any similar item are not permitted in any carpeted areas.

Fog/Smoke Machines

For public safety fog/smoke machine usage is restricted to water-based chemicals. Approval must be obtained from MCC and the Fire Marshal's office during the event permit process.

Food & Beverage Sampling

Food & beverage samples may be no greater than 2 oz. 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 2 oz. in size & are designed for on-site consumption, may be permitted, but must be pre-approved by the facility and are subject to a 35% concessionaire fee. 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 Rochester City & Olmstead County Health Department regulations regarding food sampling, storage, equipment,

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temperature, etc. 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 Minnesota. Individual retailers may not sample under their license, only wholesalers, distributors, or producers (wineries/breweries). Please contact your show promoter for additional information and MCC authorization at least 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 MCC and the Fire Marshall.

All requests to use such gases 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. All transferring of fuel must be done with safety cans. All compressed gas cylinders must be securely anchored. Aerosol cans and other products containing flammable or combustible ingredients are not permitted in the exhibit area unless empty.

All demonstrations using hazardous materials must be approved by the Fire Marshall at least five days prior to the event. 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. Vehicles used must comply with NFPA #58.

Helium Balloons

Helium balloons are prohibited in the MCC.

Housekeeping Services for Trade or Consumer Shows

Cleaning is provided by our staff in the lobbies and restrooms during show hours, with one general cleaning after show hours at a time scheduled with your Event Manager. This does not include show offices. Exhibit booths and/or aisle carpeting are not included unless MCC has been contracted as the decorator for these services. If more frequent or extensive cleaning is desired, consult our Event Manager about services and rates. Exhibitors have the option of purchasing booth cleaning exclusively from MCC.

Lighting & HVAC

Full house lighting, heating and/or air conditioning of all rented spaces are provided by MCC 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.

Liquid Disposal

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

Loading Dock Policy

MCC security is required for all move in and move out times on the dock. The guard will be scheduled 30 minutes prior to move in/out times and will be onsite until the process is complete. There is a 4-hour minimum of all MCC staffing. Exhibitors may choose to load/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 MCC forklift with driver or the use of an outside forklift with no-mar tires driven by a certified union 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 are NOT to be used. Damage to the

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facility will be charged to the customer.

The registered Exhibitor may perform all setup/teardown of their booth, displays, and/or product materials (including the use of power tools) subject to safety policies established by the MCC. 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 MCC labor or union labor is required.

Parking

Parking at docks is permitted for loading & unloading only & is time limited. All other parking on docks is prohibited. Exhibitor parking is available at the Civic Center Ramp which is located on the west side of Civic Center Drive across the street from the center and is attached by a climate-controlled skyway or the Civic Center South Lot is located across the river from the Mayo Civic Center and offers an additional 240 parking spaces or the Civic Center flat lot is North of the building. All-day parking is available for a fee - see Pay at Box for current rates. All trailers, vehicles that require multiple parking spaces (which include but are not limited to semi-trucks, buses, & uninhabited RVs or campers) must park off site. No RVs or campers, which are inhabited overnight, will be allowed to park in MCC parking lots. Further details on parking in Rochester can be found [HERE](#).

Shipping/Freight

When a contracted decorator is being used shipments may only arrive at MCC on the first move-in day and must be routed to the attention of the show or contracted decorator. Any shipments that arrive prior to the first move-in day will be refused. A representative MUST be present to receive all shipments. All equipment, freight, decorations, and miscellaneous items must be removed from the premises at the expiration of the Licensee's contract. Items left behind will be treated as abandoned and disposed of as the facility sees fit. The MCC is not responsible for lost or misplaced freight. The MCC is not responsible for any materials left unattended.

Smoking

For the benefit of our patrons, guests, exhibitors, and employees, and in compliance with Minnesota state and local laws, the Mayo Civic Center is a non-smoking facility. Smoking is not permitted anywhere within the MCC. This includes the use of vapor/e-cigarettes. Smoking is allowed in designated outdoor areas of our premises that are located 50 feet away from any employee entrance. We are grateful for everyone's cooperation in preventing litter and inconvenience to others. Our goal is to create a pleasant and healthy environment for everyone.

Tape Removal

Customer is responsible for the removal of all tape and residue marks from the exhibit hall and pre-function floors. The repair cost for any damage caused to a surface by the use of inappropriate cleaning chemicals or tools will be billed to the customer. The use of high residue tape is prohibited on any carpeted, tiled, concrete, or hardwood surface. Tape is not permitted on walls.

Telecommunications

The Mayo Civic Center offers state-of-the-art Internet connectivity throughout the convention space with 1 GIG of bandwidth. The network infrastructure is designed to offer convenient and reliable connectivity for a wide variety of event-based needs. Our technicians and engineers can customize the network experience to meet all group needs. There is on-site staff to assist with technical needs. MCC is the exclusive voice/data communications provider. All outside proxy servers, routers, or any machine used to propagate a single IP address to multiply devices are forbidden. Each device that is connected to the network, which has the ability to see the internet, must have an IP address purchased for that device. Various features and customizations are available to create a convenient and efficient experience. Use of outside switches, routers and wireless access points (including hotspot devices)

The network infrastructure is specifically designed for the success of all levels of wireless activity at the Mayo Civic Center. In order to ensure the success of everyone's event, MCC 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 points (including hotspot devices) into the system creates interference and causes performance deterioration and possible failure of both the MCC 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 MCC does not carry an inventory of consumer grade equipment.

Notice: Each device connected to the MCC network must have an approved MCC IP Address. The use of any DHCP, NAT, or PAT technologies must have prior approval of the MCC Technical Services Department. Any unapproved proxy servers,

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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 Technical Services Department. The MCC does not have auto-blocking features turned on within their wireless network. MCC will provide 10/100/1000 Base-T switched Ethernet connections with an RJ-45 connector. Any wired device to be used on the MCC network must be equipped with a Network Interface Card (NIC) and the appropriate operating system drivers. Users of wireless hardware (e.g., 802.11) and/or applications must contact MCC to coordinate frequency usage. MCC adheres to the FCC Enforcement Advisory No. 2015-01 dated January 27, 2015.

Utility Services

All service connections and overload protection equipment must be installed and removed by the MCC staff. All orders received after the 7-day cutoff date are subject to Day of Event prices and must be paid with a credit card (NO checks will be accepted). 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 MCC and shall be removed only by the Operations department at the close of the show. See enclosed order form for available electrical services. 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 MCC for installation of equipment with special voltage and/ or other specialized power requirements. These requests should be received at least 30 days prior to the first scheduled move-in day.

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 MCC 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 advance and clearly marked on the Electrical Service Order Form.

Cancellation Policy

Orders will be processed and installed in a first come, first-serve basis, or as we determine most convenient. Service will begin on the start date and end after the close of the show unless special arrangements for early or late connection/disconnection have been made. If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day, a 90% refund will be given. If cancellation occurs before installation and in 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.

Non-exhibit and "non-production" use of the prefunction, ballroom, or meeting room permanent 120V electrical outlets is included in meeting room rental, subject to review. Electrical service for exhibit booth space, staging, lighting or other production lighting must be ordered through MCC. All 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 MCC reserves the right to refuse any connection or equipment that is deemed unsafe. Obstructions blocking utility floor boxes are subject to relocation as necessary. The MCC Operations department is authorized to cut floor coverings to permit installation of service unless otherwise directed. The MCC cannot accept responsibility for voltage fluctuation or power failure due to temporary conditions beyond our control. For your protection, we advise installing a surge protector on all your computers and other sensitive equipment. We will not be responsible for damage or loss to any equipment, components, computer hardware, software or data, or injury to any person caused by the unauthorized installation of any equipment, connection to service, or wiring of any equipment by persons other than MCC house electricians.

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: Automobiles, trucks, tractors, boats, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside the MCC shall have no more than 1/4 tank or five (5) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and at least one battery cable shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in event of emergency. If the vehicle is to be kept in the facility overnight a set of keys must be left with the MCC Security office. Keys to the vehicle will be locked in a safe in the office.

Placement of display vehicles in carpeted areas requires the prior written approval of the General Manager or designee. Licensee must submit a written request by no later than 30 days prior to the event. If approved, these displays will

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require additional protection of the carpeted areas (i.e., visqueen, additional carpeting, etc.). Contact your Event Manager for details.

For the safety of all exhibitors, employees, and guests, carts, forklifts, bicycles, etc. are not permitted on carpeted areas. No liquid fuel powered vehicles should be operated outside the exhibit halls due to noise, air pollution, and fire hazard. Non- electric forklifts are not permitted in the ballroom, pre-function space, or meeting rooms.

Vehicles: Move-In/Move-Out

Vehicles are not permitted within the Facility for loading and unloading without the prior authorization of your Event Manager. All approved vehicles must be attended while in the Facility and may not have the motors running while stationary. All such 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.

Water Fills & Drains

Tanks, drums, barrels, and other containers requiring water fill and drain exceeding 10-gallon capacity must be filled and drained by house engineers 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 fill any container that shows sign of leakage or is otherwise deemed inadequate by a house engineer. Containers showing signs of leakage will be drained by a house engineer without prior notice.

Exhibitor assumes responsibility for any damage to MCC 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, moisture content, etc. We 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 MCC house engineers.

Welding

For public safety reasons, the use of welding equipment and cutting equipment must be approved by the MCC and the Fire Marshal. The following requirements must be adhered to:

- Cutting and welding equipment must be in good condition
- No combustibles or flammables can be within 35 ft. of work site. When 35 ft. cannot be obtained, protective covers, fire resistant shields, or guard must be used.
- All wall and floor openings within 35 ft. of the site must be tightly covered to prevent the passage of spark to adjacent areas.
- Cylinders containing compressed gasses for use at the site shall not be charged in excess of one half (1/2) their maximum capacity. Total gas capacity of cylinders is limited to 2500 cubic ft. Beyond the cylinders connected for use, additional cylinders may be stored at the site to furnish approximately one day's consumption. Other cylinders shall be stored in an approved storage area.

FREIGHT HANDLING SERVICE ORDER FORM

30 Civic Center Drive SE
Rochester, MN 55904
507-361-5062 | mayociviccenter.com

PLEASE EMAIL THIS FORM TO:
ExhibitorServices@mayociviccenter.com
(507) 361-5062

Event Name: _____
Event Date(s): _____
Booth # (If Known): _____

Deliveries TO Mayo Civic Center – Please Indicate Vendor Name on Bill of Lading(s)

Company/Booth Name _____
 Email Address _____
 On-Site Vendor Contact _____ Onsite Vendor Phone # _____
 Origin _____ Carrier _____
 Ship Date _____ Approximate Arrival Date _____
 # of Shipments _____ # of Pieces _____ Total Weight _____
 Dimensions of Largest Piece _____
 Arriving on pallet Yes No Forklift Required Yes No

Shipments FROM Mayo Civic Center

Today's Date _____ Date of Pick-Up _____ Carrier _____
 Street _____
 City _____ State _____ Zip _____
 # of Pieces _____ Total Weight _____
 Shipping on Pallet Yes No Forklift Required Yes No

Waiver of Liability

Mayo Civic Center allows shipment of materials upon Company's execution of a hold harmless agreement in favor of Mayo Civic Center. Company agrees to hold harmless, defend and indemnify Mayo Civic Center, its employees, officials, agents, successors, and assigns, from any and all actions, causes of action, claims, demands, damages, and costs arising out of or related to Company's shipment of materials to, and storage of materials in the Mayo Civic Center. Company has read and agrees to all procedures as outlined on the Freight Handling Terms & Conditions on reverse side.

Authorized Signature _____ Date _____

Freight Handling Charges (Total Weight)

1 lb. to 50 lbs. - \$35 50 lbs. - 100 lbs. - \$75
 100 lbs. to 150 lbs. - \$100 Over 151 lbs. - Call for pricing

Payment Information ¹

(Credit Card Only)

\$35 minimum plus applicable sales tax Email Address: _____

MasterCard VISA American Express Discover

Credit Card Number Expiration Date Name As On Card

Security Code ZIP Code Signature As On Card

FREIGHT HANDLING SERVICE ORDER FORM

- All shipments must be prepaid. C.O.D. shipments will be refused.
- All vendor/exhibitor shipments must be pre-approved with a Freight Handling Service Order Form.
- Any shipment without this form will be refused until the form is received and processed by Mayo Civic Center (MCC).
- The shipments will be signed for by MCC staff and stored. **Shipments will be delivered to booth areas if freight handling has been paid.**
- **OUTBOUND SHIPMENTS:** If vendors/exhibitors wish to ship packages from MCC,
 - Vendor/Exhibitor **MUST** make all shipping arrangements
 - Schedule Pick Up with Carrier of Your Choice (See Outbound Shipping Times)
 - Attach Bill of Lading(s) to All Shipment(s) – Each Shipment **MUST** have a Bill of Lading Attached
 - Complete Mayo Civic Center Outbound Shipping Form
 - Attach Mayo Civic Center Outbound Shipping Form to Shipment(s)
 - Complete a Freight Handling Service Order Form if not already on file
- To ensure your packages are organized for the correct tradeshow, please complete, and attach the label below to each and every box shipped.
- Anything left in your booth at the end of the show will be charged freight handling. After 24 hours after the end of the show, will be charged freight handling and storage charges at a rate of \$125 per day.

Please attach a separate label to each box

THIS BOX SHOULD BE HELD FOR:

Show Name: _____

Show Date: _____

Company Name: _____

Onsite Contact: _____

Booth #: _____

Exhibitor Services

To order services, please use our online ordering at [Exhibitor Services](#),
Go to the Section PAY ONLINE and at the end of the sentence, click on [HERE](#).

If you need additional assistance, please contact our Mayo Civic Center Main Office at 507-361-5040.

**REMEMBER – ADVANCED PRICING IS VALID WITH FULL PAYMENT RECEIVED
7 CALENDAR DAYS PRIOR TO EVENT MOVE-IN.
DAY OF EVENT PRICES WILL BE HIGHER.**

EXHIBITOR SERVICES – ELECTRIC (All Prices are Pre-Order)		
NAME	QTY	7 DAY ADVANCE PRICE
120 Volt-20 Amp Electrical Service		\$75.00
208 Volt-100 Amp Electrical Service		\$160.00
208 Volt-30 Amp Electrical Service		\$100.00
208 Volt-50 Amp Electrical Service		\$120.00
208 Volt-60 Amp Electrical Service		\$150.00
Electrician [\$95/hour (2 hr. minimum)]		\$95.00
Power Strip – Electrical Services Must be Order, too.		\$15.00

EXHIBITOR SERVICES -AUDIO/VISUAL (All Prices are Pre-Order) <i>Remember to Order Electric Service</i>		
NAME	QTY	7 DAY ADVANCE PRICE
32" LED Flat Screen Monitor		\$75.00
40" LED Flat Screen Monitor		\$100.00
55" LED Flat Screen Monitor		\$250.00
A/V Cart w/ Skirting (26"-42" Adj.)		\$15.00
Adapter: Lightening to HDMI		\$25.00
Adapter: Mini-display port to HDMI		\$25.00
Adapter: USBC to HDMI		\$25.00
Blu Ray DVD Player		\$35.00
LED Uplight		\$50.00
Wireless Computer Presentation Remote		\$20.00

EXHIBITOR SERVICES – INTERNET (All Prices are Pre-Order)		
NAME	QTY	7 DAY ADVANCE PRICE
Internet – Public WiFi (Open Public Network)		\$0.00
Internet-Wired Connection (Single Connection)		\$175.00
Internet-Wireless (Dedicated Network)		\$150.00

EXHIBITOR SERVICES – WATER SERVICE (All Prices are Pre-Order)		
NAME	QTY	7 DAY ADVANCE PRICE
Water Service Connection (100+ gallons)		\$85.00
Water Service Connection (11-100 Gallons)		\$175.00

EXHIBITOR SERVICES – SHIPPING/RECEIVING (All Prices are Pre-Order)		
NAME	QTY	7 DAY ADVANCE PRICE
Freight Handling Service Order Form		

Furniture and Accessories

**REMEMBER – ADVANCE PRICING IS VALID WITH FULL PAYMENT RECEIVED
7 CALENDAR DAYS PRIOR TO EVENT MOVE-IN. SHOW PRICES WILL BE HIGHER**

Orders received after the 7-day cutoff date are subject to Show Prices and must be paid with a credit card (No checks will be accepted).

Payment in full for Furniture and Accessories must be made before item(s) will be delivered to your booth. Mayo Civic Center can accept money, Visa, MasterCard, Discover and American Express for payment.

ITEM	QTY	ADVANCE PRICE	SHOW PRICE	TOTAL
STANDARD CHAIRS				
Side Chair		\$34.25	\$44.50	
High Stool		\$80.50	\$106.00	
TABLES				
30" High Skirted Tables (on 3 Sides)				
4' L x 24" W		\$88.50	\$108.50	
6' L x 24" W		\$98.50	\$118.50	
8' L x 24" W		\$108.50	\$128.50	
4 th Side Skirting		\$48.00	\$62.25	
Skirting Color Selection <input type="checkbox"/> Black <input type="checkbox"/> White <input type="checkbox"/> Blue <input type="checkbox"/> Burgundy <input type="checkbox"/> Red <input type="checkbox"/> Teal				
42" High Skirted Tables (on 3 Sides)				
4' L x 24" W		\$98.00	\$118.00	
6' L x 24" W		\$108.00	\$128.00	
8' L x 24" W		\$118.00	\$138.00	
4 th Side Skirting		\$48.75	\$63.25	
Skirting Color Selection <input type="checkbox"/> Black <input type="checkbox"/> White <input type="checkbox"/> Blue <input type="checkbox"/> Red				
30" High Unskirted Tables				
4' L x 24" W		\$49.25	\$62.50	
6' L x 24" W		\$51.75	\$67.25	
8' L x 24" W		\$57.25	\$74.25	
42" High Unskirted Tables				
4' L x 24" W		\$53.00	\$69.00	
6' L x 24" W		\$58.75	\$76.25	
8' L x 24" W		\$65.25	\$84.50	

ITEM	QTY	ADVANCE PRICE	SHOW PRICE	TOTAL
High Top Tables				
30" H x 30" Round		\$75.75	\$95.75	
42" H x 30" Round		\$78.00	\$98.00	
42" H x 30" Round with Black Spandex Cover		\$109.25	\$129.25	
MISCELLANEOUS				
Tabletop Easel		\$37.75	Not Available	
Charging Station		\$175.00	Not Available	
Booth Vacuuming (QTY = # of Days x # of Booths)		\$40.00	\$50.00	
TOTAL SALES				\$
Booth Number _____	X 8.125% Sales Tax			\$
Vendor Name _____	GRAND TOTAL			\$

PAYMENT INFORMATION					
Credit Card Type:	<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Discover <input type="checkbox"/> American Express				
Credit Card Number:					
Expiration Date:					
Security Code: Last 3 digits on back of card or 4 digits on front of Amex.:					
Email Address:					
Name on Card (Please PRINT):					
Signature:				Date:	
Billing Address:					
City:		State:		Zip:	

EXHIBITOR SHIPPING & STORAGE			
Event:	Company Name:		
Event Move In Date:	Event location/Booth #:		
Shipping Carrier:	Mailing Address:		
Contact Name:	City:	State:	Zip:
Email:	Phone:	Fax:	

SHIPMENTS RECEIVED PRIOR TO THE FIRST MOVE IN DAY AT MCC WILL BE CHARGED A STORAGE FEE. PLEASE SEE RATES BELOW. Items sent directly to MCC on move in day will not incur a fee unless forklift/pallet jack is required for movement. Shipments received more than 2 weeks prior to move in day will be refused. All outbound shipping must be arranged through your courier of choice. Please come prepared with shipping labels as MCC does NOT supply shipping labels. All equipment, freight, decorations, and miscellaneous items must be removed from the premises at the end of the show. Unless outbound shipping arrangements are made with MCC, items left behind will be treated as abandoned and disposed of as the facility sees fit.

ALL PACKAGES MUST BE LABELED WITH THE EVENT/SHOW NAME

INBOUND STORAGE

Small Packages					
Up to 50 lbs. AND smaller than 2'w x 2'l x 2'h package	First Day		\$25.00 each	x # of days 1	\$
	Add'l days		\$12.50 each	x # of days _____	\$
Large Packages					
Item over 50 lbs. OR larger than 2'w x 2'l x 2'h	First Day		\$50.00 each	x # of days 1	\$
	Add'l days		\$25.00 each	x # of days _____	\$
Package with movement by pallet jack/forklift	First Day		\$75.00 each	x # of days 1	\$
	Add'l days		\$40.00 each	x # of days _____	\$
Pallet Disposal Fee			\$50.00 each	one time fee	\$

OUTBOUND STORAGE

All outbound shipping must be arranged through your courier of choice. Items should be sealed, labeled, and prepaid with the carrier of your choice.

Small Packages					
Up to 50 lbs. AND smaller than 2'w x 2'l x 2'h package			\$15.00 each	x # of days _____	\$
Large Packages					
Item over 50 lbs. or larger than 2'w x 2'l x 2'h			\$30.00 each	x # of days _____	\$
Package with movement by pallet jack/forklift			\$45.00 each	x # of days _____	\$
Pallet Disposal Fee			\$50.00 each	one time fee	\$

Each outbound package MUST have a MCC Outbound Shipping blue form attached.

All equipment, freight, decorations, and miscellaneous items must be removed from the premises at the conclusion of the event. Unless outbound storage arrangements have been made with MCC, items left behind will be treated as abandoned and disposed of at facilities discretion.

PAYMENT INFORMATION

Credit Card Type:		Credit Card Number:			
Expiration Date:		Security Code: (Last 3 digits on back of card or 4 digits on front of Amex.)			#
Name on card (Please Print)					
Signature				Date	
Billing Address				Total Sale	
City		State	Zip	X 8.125 Sales Tax	
				GRAND TOTAL	

Please make checks payable to: Mayo Civic Center, 30 Civic Center Drive SE, Rochester, MN 55904
INDICATE: Name of Show and Your Booth Number
 For questions, call 507-361-5044
*All terms, conditions, and rates on this form are subject to change at any time without notice.
 The Mayo CivicCenter is not responsible for lost or misplaced freight, or any materials left unattended unless proper arrangements have been made.*

Return completed form to: ExhibitorServices@mayociviccenter.com
 For questions, please call 507.361.5062

**Thank You for Your Order
 We Appreciate Your Business**