

Event Planning Guide

Plano Centre is anxious to discuss your event and share time-tested ideas designed specifically to support your event goals. The following information should answer many questions you have as your event approaches. We have also listed various building policies of which you need to be aware. If you have questions regarding any of this information, please contact your Event Coordinator for more details.

Event Coordination

Upon execution of your contract, Plano Centre will assign one of our professional Event Coordinators to assist with your event planning and implementation. They remain your primary liaison through your event's conclusion, serving as the conduit to Plano Centre personnel and subcontractors by gathering and disseminating event information to all functional areas including operations, event security, set-up staff, audio-visual, catering, police, and fire services.

It is important to remember Plano Centre is a multi-purpose facility, and may have simultaneous events in the building. Your Coordinator will rely heavily on the information you provide to manage and coordinate public areas in the instance of multiple events. Providing detailed program information in advance will ensure smooth operation during the event.

ADA Compliance

Single-level Plano Centre has accessible restroom facilities, drinking fountains and power-assist entrance doors. The facility is easily accessed from public sidewalks and parking areas. Designated parking for the disabled is available on the east and west sides of the facility, as are van and bus accessible loading zones. For groups with special needs/accessibility issues, the number of parking spaces can be increased but should be pre-arranged with your Event Coordinator.

Advertising-Signage

Off-site, outdoor advertising is prohibited within the city limits of the City of Plano. For further information, please contact the City of Plano Building Inspections 972-941-7140, option 3, Monday-Friday, 8am to 5pm.

Animals

Service and/or guide animals are permitted at all times. Non-service animals are not permitted in the facility except as part of an exhibit, activity, or performance requiring their use. Prior approval is required by the Event Coordinator.

Audio Visual and Rigging

Plano Centre's internal audio visual department is the preferred provider of A/V equipment, rigging and technology services for Plano Centre.

To ensure you get all the A/V service and equipment your event will require, please communicate your A/V equipment and service needs to your Event Coordinator as soon after booking your event as possible. Staff and equipment availability is scheduled weeks in advance around actual booked service requests.

Technical support is provided for equipment rented through Plano Centre; however, we will not provide technical support for equipment brought into our facility.

No push pins or adhesive tape is allowed on the stage curtains or temporary draperies.

Access to the technical mezzanine is restricted. Please see Plano Centre staff if special circumstances are present.

Banners

All interior banners must be hung by Plano Centre personnel. Arrangements for banner hanging should be made through your Event Coordinator thirty (30) days prior to your event.

Cleaning

The Plano Centre staff takes great pride in the care of the facility. Every aspect of the facility is maintained to provide you with a clean and attractive environment in which to house your event and welcome your members, registrants, patrons and guests. The contracted areas of Plano Centre will be provided to you in a clean and well-supplied condition. During the event, Plano Centre will maintain all public areas—lobby, hallways, restrooms and exterior grounds. The exception is those areas utilized as exhibit or display space. Cleaning of individual exhibit or trade show booths is the responsibility of the user.

Communications (In-House)

Located in each hallway are intercom wall phones for your use to locate a staff member. These phones can be used to summon any assistance that may be needed during your event. Just pick up the handset, press the button inside the handset to talk, ask for assistance, and then let go to listen for a response. The Manager on Duty or Operations Chief will respond.

Damages

Please notify your Event Coordinator of any damage that occurs during the course of your event. Plano Centre will make every effort to inform you of any damages as soon as they are discovered and will provide copies of damage reports and photographs when applicable. The cost to repair damages is the User's responsibility; however, Plano Centre will arrange for all repairs. You may be asked to provide a damage deposit; any repair costs will be deducted from the deposit and/or charged to your account.

Electrical – Utilities

Plano Centre will provide tradeshow electrical and utility services such as water and phone lines for exhibitors. Our in-house operations staff is available to provide electrical and utility services for all other types of requests outside of the tradeshow area.

Equipment Rates

Rental equipment is available to users; Plano Centre will make every effort to accommodate the needs of all events. The costs for supplemental equipment will vary based on quantity, availability, etc. The rates listed are subject to change. Please consult with your Event Coordinator for current availability and pricing. If you have special requests for furnishings outside our inventory, we have the ability to secure and install the equipment for you.

Exhibit Hall Floor Plan Approval

Floor plans for productions and tradeshows must be approved by Plano Centre prior to load-in. Please forward a copy of your show floor plan(s) to your Event Coordinator 30 days prior to the move in of your event to ensure timely approval. A copy of the approved floor plan(s) must be on file before an event may begin set up.

Exhibit Services Contractors

Please notify your Event Coordinator upon choosing an Exhibit Services Contractor or Decorator. The Event Coordinator will work with the chosen contractor to make any necessary arrangements for the exhibit hall.

Fire Marshal Requirements

Fire Marshal presence is required during your event under the following circumstances:

- Use of smoke, fog or hazers
- Attendance at or in excess of 2,500 people
- Whenever a significant life/safety issue is deemed to be present
- Plano Centre will make arrangements for Fire Marshal presence 30 days prior to your event

Fire Code Requirements

Drapes, curtains, table coverings and skirts, carpet or any materials used in exhibits or as props, provided by a decorator or promoter must be flame retardant and be accompanied by a Fire Certificate of Flame Resistance. All such materials are subject to inspection and on site testing by the Fire Marshal. Fire fighting equipment, fire extinguishers, fire hose cabinets, exits and/or exit signage may not be hidden or obstructed. City of Plano Fire Codes are strictly enforced by Plano Centre. The Fire Marshal's decision will be considered final.

Firearms Deactivation and Safety

Breech-loading firearms displayed must be deactivated by removal of the firing pin or other alteration so that they may not be fired. Live ammunition, powder or primers may not be brought into the Exhibit Hall. Firearms will be inspected before the show by an authorized safety advisor. Infractions will be reported to both exhibitor and Plano Centre management. All infractions must be corrected before the exhibit will be allowed to open. All security and setup is to be coordinated with the Plano Police Department, scheduled by your Event Coordinator.

First Aid/Emergency Medical Services

Based on event type and attendance and at the expense of the event, a Paramedic may be required to be on-site during show hours. Please make arrangements for emergency medical services with your Event Coordinator thirty (30) days prior to your event.

Food & Beverage

Plano Centre Catering is the exclusive food service provider at Plano Centre and offers a vast, ever-increasing array of food services to meet your specific needs with flair and efficiency. Plano Centre Catering specializes in plated lunches and dinners for 5-2,000 people, themed receptions from around the globe, expansive buffet service and unique exhibition style cooking, both on and off-site. A bakery-made cake will be allowed for weddings or other celebratory events; however, **outside food or beverage is not permitted in the facility.**

Information Center-Guest Services

There are two information areas located inside the Convention Center. They are located in the main hallway. Our staff assists patrons by providing information on in-house events, local events, attractions and activities, directions, and local referrals. Brochures, local maps and city guides are also available. For convenience, an ATM is located in the main hallway immediately adjacent to the west lobby. If requested, an information booth can be provided for the duration of your event based upon size and need.

Insurance

Users and their sub-contractors may be required to provide a current Certificate of Insurance. Specific requirements are referenced in your Authorized User Agreement.

Internet Access (In-House)

Our entire facility is also covered by a wireless access system (wi-fi), including the ability to roam throughout the facility. Internet Access is provided exclusively by Plano Centre. For users who require a hard-wire connection, these too are available at an additional charge. Plano Centre requires an authorized signature from clients or advance payment from exhibitors prior to installation of services.

Keys-Room Security

If your event requires securing of the contracted areas you may request keys to your meeting spaces through your Event Coordinator by completing and returning the Key Request Form. Should you request a "re-key" on any of our meeting room doors, a \$75.00 charge per door will apply. A \$75.00 charge will be assessed for any key not returned at the conclusion of an event.

Load In/Load Out

Fifty percent (50%) "work lights" will be provided at no charge in exhibit halls during move-in and move-out. One hundred percent (100%) "show lights" will be provided one (1) hour prior to show opening and meetings. Lighting requests outside these parameters will be charged at the prevailing hourly rate.

A loading bay is located on the south end of the building and affords easy access to the facility. A street level load-in door enters directly in Collinwood on the west side. To maintain safe and efficient operations, Plano Centre will retain complete control over all loading dock space. Any security staff required during exhibitor load-in and load-out will be scheduled through the Event Coordinator.

Contractors and exhibitors loading in and out of the facility must do so through the loading dock. Loading in or loading out will not be permitted through other areas of the facility. The exhibit hall loading doors must be closed one hour prior to start of show in order to provide appropriate heating and cooling levels.

Lobby/Hallway Areas

Lobby areas are considered to be public space and are reserved for uses such as registration, circulation, information, food service, etc. and use for these purposes is subject to approval by Plano Centre. Registration counters, equipment, telephones, internet and electrical services are not included but are available for an additional charge.

Meeting Specifications

Your Event Coordinator can provide guidelines for floor plan layout that incorporates policies mandated by the City of Plano Fire Department. All proposed floor plans for room sets must be approved a minimum of thirty (30) days prior to the start of the function. Non-approved floor plans will be returned to the client with explanations. Initial meeting specifications should be provided to your Event Coordinator thirty (30) days prior to the event start date.

Internal Monitors and External Marquee

As a complimentary service, your event name will be displayed on the external marquee on the days of your event, not including move in days. The event name will also be displayed on the internal monitors directing your participants to the room assigned as the main meeting room.

Non-Public Areas

The service hallways, technical mezzanine, rear loading dock and any other areas marked 'employees only' are to be considered off-limits to all visitors unless accompanied by a staff member.

Office Equipment

Office services (reproduction, fax, scanning, typing, etc.) are available for nominal fees in the administrative office. The administrative office is open for these services Monday-Friday, 8:00 am to 5:00 pm. Please plan accordingly.

Parking

Plano Centre has primary lots located on the east and west sides of the facility and an overflow lot on the far west perimeter of the property. All parking at Plano Centre is free. Parking on vacant land or business lots surrounding Plano Centre is prohibited. **Overnight parking of private vehicles, RV's, etc. is prohibited by City ordinance.** RV parking is available for exhibitors, promoters or other sponsors of your event. Otherwise, overnight parking is prohibited unless pre-arrangement is made through your Event Coordinator. RV parking fees including utilities are available on the pricing list. Camping, outside cooking, use of generators and loitering are not permitted. Arrangements for valet or special needs should be made with your Event Coordinator thirty (30) days prior to your event.

Permits and Licenses

It is the user's responsibility to obtain a City of Plano health permit for themselves and for each exhibitor selling or sampling any pre-approved food in the Centre. The licenses must be purchased in advance of the show opening date according to the requirements of the City of Plano Health Department. Evidence of city permit is required prior to opening of show to avoid delays in opening.

Recycling

The City of Plano has a very active green initiative. Recycling is part of Plano Centre's operating philosophy. The Centre recycles paper, cardboard, plastic, wood pallets, aluminum and more. Please contact your Event Coordinator for more details. We encourage customer participation in our initiative.

Room Set Capacities

Room capacities vary with the addition of staging, dance floors or audio-visual equipment. Please check with your Event Coordinator to confirm room capacities prior to preparing room specifications for your event. Changes in the set-up once the room is set will be subject to charges. Any change requests within 24 hours of event opening are subject to a charge equaling 100% of the event's lease fee.

Security

Our professional personnel maintain 24-hour security coverage for the facility and monitor fire and security alarm systems. They also open and secure interior/exterior doors and monitor traffic flow within the building. Plano Centre requires security be provided for events based on expected attendance, event and/or program, or anytime alcohol is being served. The final determination on the number of guards required will be established by the Event Coordinator. Security may be required for other aspects of your event and will be dependent upon the size of the show, the type of show, and other factors. The only approved security used at Plano Centre is City of Plano police and all arrangements must be made by your

Event Coordinator. Payment is expected prior to event commencement directly to the coordinating officer. Any consideration for other security providers must be pre-approved by Plano Centre. Additional staffing for overnight security, etc. is at the discretion and expense of the client. Your Event Coordinator can also assist you with staffing of this additional security presence. Please place a request for security services through your Event Coordinator thirty (30) days prior to your event. Guards must be scheduled one-half hour prior and one-half hour after actual post times in order to provide the proper level of service.

Smoking Policy

Plano Centre is a non-tobacco facility. Provisions can be made for a designated smoking area outside the building upon request.

Shipping-Storage

You are welcome to ship registration or staff office materials with prior approval from your Event Coordinator; however, please note Plano Centre has limited storage space. Shipments may not arrive earlier than two (2) business days prior to the contracted date of occupancy. Shipments arriving outside of this timeframe will not be accepted. Shipments must be addressed as follows:

Your Name
Company/Show Name
c/o Event Coordinator's Name
Plano Centre
2000 E. Spring Creek Parkway
Plano, Texas 75074

Please note that the Center will not be liable for the security of freight left following the conclusion of the move-out date(s), nor accept responsibility for the shipping of such freight. Freight left on the premises more than 72 business hours will be disposed of at the client's expense.

Telecommunication Services

Plano Centre provides exclusive telecommunication services that can be tailored to meet the needs of our clients, show management and exhibitors. Plano Centre provides connections to the Internet at T1 speeds. All meeting rooms, ballrooms, and exhibit halls are equipped with wireless technology. Show management telephones are installed and billed per order specifications. On-site staff is available to support any computer configuration needs at an hourly consulting rate. Plano Centre requires authorization from the client and payment from exhibitors prior to installation of services.

Temperature Control

Plano Centre provides a comfortable atmosphere for all events, regardless of the season; however, air conditioning and heating are provided at a reduced level during load-in or load-out unless prior arrangements have been made. Please consult your Authorized User Agreement for more details.

Trash

Your group is responsible for the removal of bulk trash from the exhibit floor prior to opening of show. Charges will apply for any additional trash hauls or bulk trash removal necessary due to event operations. Bulk trash is defined as any material that cannot be readily removed by a standard push broom.

Utilities

All utilities are exclusively provided by Plano Centre. Available services include power, water service, and phone lines in the exhibit hall space. Timely orders ensure that all utilities are ready upon arrival.

Vending Machines

Vending machines are conveniently located in the East Hallway of the Center. You will find a variety of sodas, drinks and snacks.

Vehicles on Display

The City of Plano Fire Regulations requires any vehicle displayed inside the facility to meet the following criteria:

- Batteries shall be disconnected in an approved manner
- Vehicles or equipment shall not be fueled or defueled within the building or on the surrounding property
- Fuel in the fuel tank shall not exceed one-eighth of the tank capacity
- Fuel systems shall be inspected for leaks
- The location of vehicles or equipment shall not obstruct or block exits or exit signage
- Once a vehicle is placed, visqueen is to remain under the vehicle as carpet protection
- Vehicles may not be relocated during show hours
- All exhibit vehicle keys must be in the possession of the Event Coordinator in case of emergency

Water Service-Meeting Rooms

Plano Centre provides complimentary water service for head tables and speaker lecterns. Your Event Coordinator can accommodate specialized water service, i.e. glasses and pitchers at each setting or water coolers, for an additional charge. Drinking fountains are located throughout the facility.