

# *Welcome to Plano Centre!*

**To optimize your experience, and ensure the comfort and safety of *all* guests, we present Plano Centre's guidelines. As a promoter or event planner, we seek your support by encouraging your guest's compliance.**

- Service animals are always welcome, but pets are not allowed inside the building or on the grounds.
- No coolers, outside food and beverages, or barbecues are allowed inside the building or on the grounds. *Staff can direct you to concessions and local eateries.*
- We kindly ask you to support our green initiatives by utilizing conveniently placed recycling bins.
- We strive to maintain the cleanliness of our facilities and must insist no helium balloons, glitter, confetti, decals or stickers be brought onto the premises. *Your Event Coordinator can discuss approved displays and decorations with you.*
- The use of candles must be pre-approved by your Event Coordinator.
- Please do not move our furnishings. *Ask for assistance.*
- Lost items can be reported and/or retrieved from our administration office.
- Please remind guests that City ordinance prohibits smoking inside the building and within 25 feet of any entrance.
- For safety reasons, children should be supervised at all times and are not allowed in loading dock areas.
- Soliciting is not permitted on premises.
- Unfortunately, we are unable to accept personal mail or shipments due to space limitations. *Consider asking for hotel assistance if you are staying locally.*
- For health and safety reasons, appropriate footwear must be worn at all times.
- Our mobility impaired guests will find convenient drop-off areas located at the main, east and west entrances. Designated handicap parking is available in the east and west parking lots.
- Please remember, City ordinance does not permit overnight parking of any vehicle in our lots unless prior arrangements are made with us. Recreational vehicles and trailers are also restricted from overnight parking on public streets.