



EVENT PLANNING SERVICES

This section of the Event Planning Guide will provide useful information on key areas instrumental to planning and implementing of your event at the Albuquerque Convention Center. Throughout your coordination process, your Event Coordinator/Manager is also readily available at your service.

Audio-Visual

The ACC's preferred in-house audio-visual provider, ALLIANCE AV, offers a full range of audio-visual services including slide and video projection, sound reinforcement, video production, video conferencing and much more. ALLIANCE AV is also the exclusive operator of the Center's in-house sound system and exclusive provider of a cable television feed into the Center. Additionally, ALLIANCE AV is the exclusive provider of rigging services for the ACC. Patch fees may apply for an outside A/V provider requiring access to any in-house system. Please contact ALLIANCE AV at 505-768-4591 for further details.

Please refer to Center's Approved Vendors List for a list of all approved audio-visual providers.

Box Office and Ticketing

Ticketed events in the Kiva Auditorium or at the Center may place event tickets on sale at ticket outlets, agencies and retail outlets of Licensee's choosing provided that Licensee complies with the terms and conditions of this section. Licensee also has the option of designating the ACC to provide box office and ticketing services. Licensee understand that ACC uses Ticketmaster to provide ticketing services at the Facility and Licensee is responsible for all costs associated with this service including box office administration set-up, ticket printing, credit card fees and box office staffing.

(a) **Capacity.** No tickets to any concert, entertainment or exhibition shall be sold or distributed in excess of the seating or occupancy capacity as outlined in Exhibit A of this Agreement. Capacity shall be mutually determined by SMG and the Albuquerque Fire Marshall's Office.

(b) **Printing and Manifest.** Tickets and ticket manifests, for all events that have rent based on a percentage of tickets sold, must be approved by SMG prior to any tickets being sold and/or distributed. If Licensee sells tickets directly, without use of ticket agency, the tickets must be presented to SMG in numerical sequence with all tickets in sealed packaging from the printer with detailed manifest for review and approval prior to sale of event tickets.

(c) **Box Office Use & Ticket Takers.** Based on availability, Licensee may use of the existing box office facility on the day of the event at no charge. Licensee is responsible for providing ticket sellers, credit card machine(s), a cash bank, ticket envelopes and other equipment needed to support Licensee's Box Office. Licensee must use a provider from the Center's Approved Vendor List for staffing of all ticket taking functions. Telephone services and Internet services for the box office are exclusively provided by SMG and shall be billed to Licensee at the prevailing service rates.

(d) **Consignment.** Any tickets SMG releases on consignment shall be done so upon SMG's receipt of the rental fee as outlined in Exhibit A of this Agreement. Any unsold tickets must be reported to and confirmed by SMG prior to opening of the box office. Any consignment tickets not returned shall be considered sold.

(e) **Complimentary Tickets.** Licensee agrees to provide complimentary tickets to SMG as outlined in Section 5(E) of this Agreement. Complimentary tickets are to be delivered to SMG either in-person or via insured mail carrier and must be received no later than ten (10) business days prior to the event.

Complimentary tickets to others shall not exceed five percent (5%) of event capacity without written authorization from SMG. In the event complimentary tickets are distributed in excess of five percent (5%) of event capacity, SMG has the right to count such tickets as sold tickets. Complimentary tickets may not be offered or distributed for sale by Licensee.

(f) **Ticket Prices. Licensee** agrees to sell all tickets at the prices as advertised by Licensee and approved by SMG. Any changes in ticket prices shall require prior written approval of SMG.

(g) **Customer Credit. Licensee** shall be responsible for the credit-worthiness of its Patrons.

(h) **Event Settlement.** All events that have rent based on a percentage of tickets sold are to be settled no later than two (2) hours after the close of the box office unless otherwise designed by SMG. SMG may at its option retain Licensee's security deposit until all event expenses are determined and the event settlement is finalized.

(i) **Ticket Dispute.** All ticket disputes are the responsibility of the **Licensee**.

(j) **Facility Fee and Taxes.** Licensee is responsible for the payment of per ticket Facility Fee (if applicable) and associated city, state and federal taxes.

Deposits

Rental fees are due prior to the start of the event. The ACC's standard rental payment schedule is outlined in the "Facility Booking Policy" section of the Event Planning Guide.

The ACC may require a contingency deposit on certain services and types of events. Your salesperson will determine and communicate this requirement prior to the License Agreement being issued.

Electrical & Other Utilities

At the ACC, our Engineering Staff provides all event electrical and utility needs for all clients and exhibitors. Your Event Coordinator/Manager coordinates and forwards your electrical and utilities needs to our Engineering Staff to ensure that your requirements are taken care of in a timely and cost-efficient manner. All your utility requirements (with the exception of exhibitor orders) should be included with your event information to your Event Manager. Please contact your Event Coordinator/Manager for current electrical/utility rates.

Exhibitor orders are handled by our Operations Coordinator, who will work with your general services contractor to communicate and distribute our electrical/utility forms to your exhibitors. Please contact our Operations Coordinator at 505-768-3863 for further information on exhibitor utilities service.

Basic meeting room rental includes standard overhead lighting and heating and/or air-conditioning. Any additional electrical needs are subject to an additional cost.

Engineering

Our Engineering Staff ensures that heating, ventilation and air-conditioning, and other critical building systems work correctly for the comfort and safety of your staff, attendees, and exhibitors.

They rely on your Event Coordinator/Manager for information as to event hours and HVAC needs. Providing our Engineer Staff with the information they need is just another important way in which your Event Coordinator/Manager is working for you, again, reinforcing how crucial it is to provide clear, concise and timely information.

Equipment Inventory/Rental

The Center is equipped with an inventory of tables and chairs to meet your requirements. Additionally, we have an inventory of special items (dance floor, lecterns, staging, easels, podiums, coat racks, etc.) available for rent. Please contact the Sales & Services Department at 505-768-3879 or visit our website at www.albuquerquecc.com for the current Equipment and Labor Rate Sheet, which details equipment available through the Center.

Event Management

Following the execution of the License Agreement for your event, the ACC will assign an Event Coordinator/Manager to work with you on event planning and implementation. Your Event Coordinator/Manager will contact you as soon as they are assigned and will remain your primary Center Liaison through the conclusion of your event.

The ACC's Event Coordinators/Managers are skilled professionals who are thoroughly familiar with the policies, procedures, and services of the facility. A major function of the Event Coordinator/Manager is to gather all event information and distribute it to our internal operating departments. These departments include Engineering, Security, Housekeeping, Set-up, Audio-Visual, Medical, Electrical, Telecommunications, and other technical services.

A separate catering contract and deposit will apply for all pre-planned events. You will be introduced to a Catering Sales Manager early in the event planning process to ensure that you benefit from their inventory of products, services, and expertise.

Expenses

Inclusive in the rental fee of meeting room and ballroom space contracted in the License Agreement, the ACC will provide overhead lighting, HVAC, initial room set-up, a riser and lectern, a head table, water service for the speaker and housekeeping of restrooms, lobbies, corridors, and other public areas at no additional charge. Additional services, or expenses, shall be outlined by your Event Coordinator/Manager once final event requirements are provided. An Event Estimate of Expenses will be prepared and will indicate the services desired, the price, and the authorization of the Licensee or designated representative. Payment for the estimate of event expenses will be due seven (7) days prior to the first day of your event. Please contact the Sales & Services Department at 505-768-3879 or visit our website for the current Equipment & Labor Rate Sheet to assist with budgeting potential expenses.

Exclusive Services

The ACC is proud to provide the following services on an exclusive basis for all events in the Facility:

- Food & Beverage
- Electrical & Utility Services
- Telecommunications & Internet
- In-House Sound/Patches
- Kiva Auditorium Built-in Sound & Light Systems
- Cable Television
- Rigging

Finance

Room rental charges, catering charges and event expenses are due in full prior to arrival. Please refer to your License Agreement for amounts and due dates. Invoices for deposits may be requested; otherwise the License Agreement shall serve as the total invoice. The Center accepts business/personal checks, major credit cards (American Express, Visa, Master Card, Discover) and wire transfer for payment of fees.

Event expenses and on-site services will be invoiced at the conclusion of the event and payment is due upon receipt of the final invoice.

First Aid/Emergency Medical Services (EMT)

The Center recommends that public events, trade shows, and/or events of one thousand (1,000) or more attendees, to schedule on-site emergency medical personnel, especially during your move-in/move-out periods when your exhibitors are working on-site. This is when we have found that injuries requiring medical assistance are more likely to occur. Your Event Coordinator/Manager will be able to assist you in scheduling this service through the Albuquerque Fire Department.

Floor Plans

Floor plans for meeting and ballroom space can be designed with the assistance of your Event Coordinator/Manager to ensure fire code requirements are met. You can access floor plans and standard room sets on our website.

Your designated general service contractor will help you design your exhibit space (including registration areas). Exhibit floor plans must be submitted to your Event Coordinator/Manager to be approved by the Albuquerque Fire Marshall's office no later than thirty (30) days prior to move-in day. Please refer to the "Exhibit Services Guidelines" section of the Event Planning Guide.

Food & Beverage/Concession Service

Savor...Albuquerque Catering by SMG is proud to be the exclusive caterer at the Albuquerque Convention Center and stands ready to offer the finest quality product and service for all your events. Gourmet coffee breaks, receptions, black-tie dinners, and theme parties are just samples of the events that SMG can provide.

SMG's concession operations is available to provide food and beverage service for your event. Permanent stands and themed portable stations will enhance any event's program by featuring a variety of specialty food and beverage items. SMG will work with show management to ensure that food and beverage service will accommodate your group's needs. Please contact SMG at 505-768-3885 for ideas on how food & beverage can bring a unique quality to your event.

The food and beverage department will allow sampling of products as long as the following sample size is followed: Food item samples are limited to a maximum of 1oz. "bite size" portions and non-alcoholic beverages are limited to a maximum of 2 oz. serving size. SMG must be notified if products are to be sampled.

Housekeeping

As our motto of the "Three C's" suggests, cleanliness is a priority to ACC staff and we are proud of our reputation of maintaining the beauty of our facility. Maintaining such a reputation rests with our Operation Staff – they are the men and women who take exceptional care of the ACC.

We will keep the restrooms, lobbies, corridors, and other public areas clean and tidy during all of your event hours, and we will also refresh your meeting rooms between sessions, should time allow. Please be sure to tell your Event Manager about special cleaning schedules or restricted housekeeping areas.

Insurance

All events booked at the ACC are required to provide liability insurance. Event insurance can be self-provided or SMG offers an excellent event insurance option through the Master Venue Program (MVP).

The ACC requires commercial general liability insurance policy with combined limits of liability for bodily injury or property damage as follows:

\$1,000,000	Per Occurrence
\$1,000,000	Policy Aggregate
\$1,000,000	Products Liability/Completed Operations
\$1,000,000	Personal and Advertising Injury
\$ 50,000	Fire Legal
\$ 5,000	Medical Payments

Additional insurance coverage, such as vehicle insurance, may be required depending on building usage. Please refer to your contract for full insurance details.

The Certificate of Insurance shall name "The City of Albuquerque and SMG, its officers, agents and employees" as additional insureds. The Certificate of insurance is due no later than thirty (30) days prior to the first day of occupancy.

If you have the required general liability insurance coverage, request a certificate of insurance from your insurance agent. To make certain that the certificate of insurance meets the required specifications please send Section 9 of the License Agreement to your insurance agent.

The insurance can be purchased from any A VIII rated insurance provider or from the Master Venue Insurance Program (MVP) through SMG. MVP insurance is provided by a qualified insurance provider that has contracted with SMG to issue coverage to our clients at a discounted rate.

To purchase insurance under our MVP contract rate please contact your Event Coordinator/Manager.

Internet & Telecommunications

Your internet & telecommunication needs are exclusively provided by the ACC. We help your event with its technology and communication needs by providing voice lines, high-speed data lines and wireless internet service. Our telecommunication & internet partner, Showtel Communications, will install telephone lines and instruments

and Internet connectivity for your staff offices as well as for your exhibitors in their booths. Exhibitors are able to order their telephone and Internet services on-line before they arrive on site direct with Showtel Communications. Please be sure to include Showtel's order forms in your exhibitor service kit. Please contact the Sales & Services Department at 505-768-3879 or visit our website at www.albuquerquecc.com for order forms.

Operations

Through your Event Coordinator/Manager, our Operations Staff will set all tables, chairs, risers and other Center-provided equipment where and when you need it. They will move the meeting room airwalls into the right places and handle your changeover requirements with dispatch. Some services may involve a labor charge and/or rental fees. Please ask your Event Coordinator/Manager about changeover fees.

Room Set-Ups & Changeovers

The ACC will provide the initial set-up for meeting rooms and Ballrooms at no charge with rental. An initial room set-up will include seating (theater, classroom, banquet, hollow-square or conference), a riser, a podium, a head table and water service for the speaker. Changeover fees will apply for any changes to the room set-up thereafter, with the exception of changes required to go to or from a catered function. Please contact your Event Coordinator for applicable changeover fees.

Rental of exhibit space does not include an initial set-up. You may opt to rent tables, chairs and staging for exhibit space through your Event Coordinator/Manager or through one of the Center's approved vendors.

Please provide your Event Coordinator/Manager with room set-up and space specifications no later than thirty (30) days prior to your event.

Sales & Booking

Following the designation of available space, our Sales Representatives may enter a space reservation for your event. All space reservations are designated as "prospect" on a first or second option basis, "tentative" or "definite." Potential date and space availability will be discussed as appropriate. An event will be regarded as "definite" following the execution of a License Agreement and payment of deposit. The parameters for issuing and executing License Agreements are dependent upon the type of event being considered. Please refer to the following section of the Event Planning Guide, "Facility Booking Policy," for more details on booking space at the ACC.

Security (Building & Event)

The Center maintains an exclusive in-house security operation for the building. Our trained building Security Staff maintains 24-hour security coverage for the Center's perimeter areas, internal corridors and life safety alarm system. Security staff will also open and secure the interior and exterior access doors as well as monitor internal traffic flow.

The Center may require certain events to provide minimum levels of event security coverage (including Albuquerque Police Department staffing) in any leased space and other areas (i.e. docks, public access areas, registration areas, etc.). Such coverage will be at Licensee's expense. Licensee must obtain event security services from a vendor on the Center's approved list and provide the Center its proposed event staffing scheduling for approval no later than two (2) weeks prior to move-in day.

All incidents of injury, vandalism, fire, theft, etc. should be reported to the ACC Security Office immediately at 505-768-4590. Following notification of any incidents, event staff will initiate appropriate reports and investigations.

The use of armed guards is prohibited without written consent from the Center.

Vendors & Service Providers

To assist with your planning efforts, the ACC has compiled a list of vendors approved to work and provide non-exclusive services in the Facility. These include general service contractors, exhibit services, event security/staffing, production services and stagehands. Please refer your Event Coordinator or visit our website at www.albuquerquecc.com for the Center's Approved Vendors List. In the event your designated vendor does not appear on the Center's approved list, please contact your Event Coordinator/Manager.