



Charleston  
Coliseum

—◆—  
Convention Center  
West Virginia

## **Event Planner's Handbook**

## POLICIES AND GUIDELINES

The Charleston Coliseum & Convention Center is committed to providing an outstanding experience for all of our guests. We have developed the following policies and guidelines to ensure the safety, comfort, and enjoyment of all who visit and use the facility. We appreciate your careful review of this information and greatly appreciate your compliance during your time with us. If you have any questions, please contact your Event Coordinator.

### Accidents

Please immediately report any accidents or rendering of first aid services to the CCCC Security Team at (304) 993-9685 or the Operations Team at (304) 741-7820.

### Adhesives

To maintain the excellent condition of our facility, the Charleston Coliseum & Convention Center asks that all exhibitors, show management, or their contract representative(s) remove any carpet, tape and/or tape residue marks on the floors. You will be billed for any costs incurred due to the removal of adhesives from the carpets, walls, and/or floors.

No pins, tacks, or adhesives of any kind are permitted on windows, doors, walls, or floors without prior approval from your event coordinator two weeks in advance of your event start date. We ask that you utilize painters' tape as it is non-damaging. Absolutely do not use duct tape, double sided foam tape, packaging tape or tacky.

### American with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) mandates federally enforceable standards that seek to address and eliminate the discrimination of individuals with disabilities. According to the spirit and intent of the ADA, we believe that the Charleston Coliseum & Convention Center is a highly accessible facility.

As a "Public Assembly Facility," the Charleston Coliseum & Convention Center is responsible for permanent building access accommodations including, but not limited to, wheelchair ramps, elevator standards, door width standards, and restroom accessibility. You are responsible for making sure that all exhibits, displays, meeting room layouts, paths of travel, etc. will be accessible to those with disabilities attending your event. You will not be required to make any structural changes to the convention center. However, you will be responsible for non-permanent accessibility requirements including, but not limited to, auxiliary aides for the visually, hearing, and mobility impaired.

We will do our best to assist you in identifying local vendors of auxiliary aides and services such as wheelchairs; however, you are ultimately held responsible for the identification and contracting of the aides and/or service providers.

If you do not arrange for a reasonably requested temporary aide or service, the Charleston Coliseum & Convention Center reserves the right, but not the obligation, to provide or arrange such services as deemed necessary. It will be your responsibility to reimburse the convention center with the cost associated of doing so.

You will also indemnify and hold harmless the Charleston Coliseum & Convention Center and the City of Charleston, their agents, employees, servants, and officials from any and all claims, losses, damages, or expenses, including reasonable attorney's fees arising out of or resulting from your failure, or the failure of one of your exhibitors or contractors, to comply with the ADA or applicable regulations.

### Animals

Trained guide dogs or service animals are permitted in the CCCC. The Americans with Disabilities Act (ADA) defines a service animal as any dog, such as a guide dog or signal dog, that is individually trained to do work or perform tasks for the benefit of an individual with a disability. This includes psychiatric service animals that are individually trained to provide service to individuals with psychiatric or neurological disabilities, such as preventing or interrupting impulsive or destructive behaviors. Service animals must be harnessed, leashed or tethered at all times, unless special circumstances exist, and will be required to rest in the seating area of the individual with a disability, rather than in the aisle.

### Children

For safety reasons, no individual who is under the age of 16 and is not affiliated with the host organization is permitted in the hall or dock areas during Move-In or Move-Out. Individuals under the age of 16 are permitted in other parts of the facility if supervised by an adult. Children should be accompanied by an adult especially on escalators.

### Cleaning

The Charleston Coliseum & Convention Center provides the general cleaning of contracted spaces, as well as common public areas (i.e., hallways, lobbies, restrooms, etc.) during the course of your event.

You and your staff are responsible for the breakdown of crates, large skids, abandoned exhibits, or other debris too large or too heavy for removal by normal means.

At the conclusion of the move-out period, we ask that you return an essentially empty and clean space. "Essentially empty and clean" means:

- All excess show and display materials are removed from the premises and/or placed in trash containers (including the compactors) provided by the Charleston Coliseum & Convention Center.
- All equipment not belonging to the Charleston Coliseum & Convention Center is removed from the facility.

- All wooden crates, pallets, skids, etc. are removed from the building (disposal available at your expense).
- All tape or other marking methods used are removed from the floor of the exhibit halls. Carpets in ballrooms used for exhibits must be vacuumed.
- All hazardous materials, which cannot legally be disposed of in the landfill, are to be properly packaged and removed from the premises at your expense.

If the aforementioned points have not been met or if your event produces excessive amounts of trash, a cleaning fee will be charged at the prevailing rates.

### Damages

The Charleston Coliseum & Convention Center understands that there will be “wear and tear” on the building as events take place. However, the cost to repair or replace any damage beyond what is considered reasonable by Charleston Coliseum & Convention Center staff will be the responsibility of you and/or your insurance carrier.

To minimize the chances of such damage, the following basic guidelines have been established:

- Metal-wheeled carts/pallet jacks are not permitted on the stone floors.
- Bicycles and personal transporters i.e. Segways, skateboards, hoverboards, etc. are prohibited in the building.
- Exhibitors may not distribute stickers, decals, or similar items with adhesive backing in the building.
- The following items are not allowed in the building unless approved by event staff (cleaning fees may apply):
  - Canned string/silly string or similar products
  - Glitter and confetti
  - Helium-filled balloons or Mylar balloons
- Only CCCC personnel may move plants, lobby furniture, and/or other CCCC equipment in the public areas.
- Sand, gravel, dirt, mulch, and other loose materials may not be brought into the building without prior approval from your Event Coordinator.
- Brick, stone, and other similar materials may not be cut on the premises unless a vacuum is used to prevent dust and debris from entering the air or remaining on the floor. These materials may not be glued or otherwise adhered to the building floor.
- Holes may not be drilled, cored, or punched in the building.

- The use of staples or pins to apply skirting to Charleston Coliseum & Convention Center tables or curtains is not allowed.
- Painting or applying any covering to the walls, ceilings, floors, or other areas of the convention center or its furnishings or fixtures is not permitted.
- Spray painting, touch-up painting, or use of cleaning materials (i.e., Armor All) on equipment may be done only after the exhibitor has provided adequate protection of the surrounding surfaces. Exhibitors who fail to provide adequate protection will be billed for removal at prevailing rates. No painting will be permitted in any carpeted area — no exceptions.
- Drains are intended for water and sanitary waste only. Dumping of paints, food, or chemical waste into sinks, toilets, or other drains is strictly prohibited.
- You and/or your service contractor are required to ensure that all motorized equipment operated in the convention center does not drip oil or any other staining solution. Any vehicle found to leak oil or other solutions that could stain the floors must be removed immediately. You will be charged for any and all costs associated with the cleanup and removal of stains.
- Motorized vehicles are not permitted in permanent carpeted areas without approval from your Event Coordinator. You will receive approval if a required covering (plywood, polyethylene, carpet) is used to protect the permanent carpeting in the area.

### Event Personnel Identification

The Charleston Coliseum & Convention Center asks that all event personnel wear identification when on the Charleston Coliseum & Convention Center's property.

### Event Requirements and Staffing

Charleston Coliseum & Convention Center furnishes event staffing.

### Fire Code Rules and Regulations

The City of Charleston Fire Department and the Charleston Coliseum & Convention Center know that safety is of the utmost concern for your event. The following guidelines are based upon the provisions of the 2015 NFPA 1 Fire Code, 2015 NFPA 101 Life Safety Code to ensure that you have a safe and successful event.

Upon receipt of setup requirements, your Event Coordinator will review and notify you if a Fire Marshal inspection is necessary. Please note that fees may apply based upon the anticipated set and that the Inspector may or may not be visible or identifiable on site by show management.

Please review and familiarize yourself with this information to ensure the safety of your guests and staff. Should you have any questions, please contact your Event Coordinator.

## General Regulations

- All exhibitors and contractors must comply with all applicable Federal, State, and local fire codes.
- The Charleston Coliseum & Convention Center is a smoke-free facility.
- All empty shipping cases, cartons, or crates must be labeled and removed for storage or they will be removed as trash.
- Fire lanes in and around the facility must remain clear and unobstructed.
- All exhibitors are responsible for the correction of all fire code violations found. Violations are required to be corrected within the time determined by the Fire Marshal or duly authorized representative. Failure to comply may result in the denial of your show's opening and/or citation.

## Floor Plans

All exhibitions and trade show plans must be submitted to your Event Coordinator at **least 30 days** in advance of your first contracted date. Event coordinators assist in creating a scale drawing utilizing AutoCAD. The floor plan will be reviewed by your Event Coordinator and the Facilities Superintendent, who will notify you of necessary changes. Otherwise, on your behalf, they will submit the floor plan to the City of Charleston's Office of the Fire Marshal. The Fire Marshal will conduct a walkthrough during Move-In and issue authorization on-site, pending compliance with the approved floor plan.

- Your floor plan should be drawn to scale and have the following information clearly indicated:
  - Name and date(s) of event
  - Show times
  - Decorator (service contractor) if available
  - Number and booth configurations drawn to scale, including all base dimensions, height, and location
  - Revision number and date
  - Aisle widths (no less than 10' in width)
  - Emergency exits (must not block)
  - Locations and dimensions of any stages, platforms, scaffolding, etc.
  - Location and dimensions of entrance headers or kiosks
  - Registration area, drawn to scale
  - Service desk
  - Vehicles
  - Covered exhibits (approved by fire dept.) (canopies, tent tops, umbrellas, enclosed or partially enclosed structures, etc.)
  - Cooking demonstrations
  - Proposed temporary food service areas

## Exits

- All exit doors and aisles must be kept clear and unobstructed.
- Directional and exit signs must function properly and be visible from all areas.
- Aisles must be clear of crates, easels, trailer tongues, or any exhibit materials at all times.

## Seating

- All seating arrangements for events must be in accordance with NFPA 101 of Life Safety Code.
- Any special arrangement must be approved by the Event Coordinator and the Facilities Superintendent.
- Seating approval will require a final site inspection by the Fire Marshal or duly authorized representative prior to opening to ensure compliance with the previously approved plan.

## Construction/Decorations/Stage Scenery

- All decorations including, but not limited to, drapes, curtains, table covering, skirts, carpet, signs, banners, acoustical materials, plastic cloth fabric, linen, and similar decorative materials must be rendered flame-retardant. Proof of satisfactory flame-retardant treatment (certificate) is required for inspection by the Fire Inspector.
- Fire protection and emergency equipment must be accessible. Portable fire extinguishers, pull stations, standpipes, and strobe lights may not be hidden or obstructed.

## Tents & Canopies

- Tents or similar covers which would impair the effectiveness of the sprinkler system must be indicated on the floor plan.
- All displays within the convention center that possess a roofed area (tents, awnings, canopies, etc.) must be equipped with a fire extinguisher.
- CCCC Management can require Fire Marshal inspection of structures (including tents, canopies) erected on-site.

## Cooking & Warming Equipment

- Cooking and warming equipment must have approval from the Event Coordinator no less than 30 days prior to the date of the event
- Appliances must be listed by a nationally recognized testing laboratory (U.L. and/or F.M.) for their use. Appliance should be isolated from the public by at least four feet (measurement should be from an aisle) or separated by a barrier between the public.
- Appliances should be limited to 288-square-inches of cooking surface area.
- Appliances should be placed on non-combustible surface material.
- A Class K fire extinguisher is required for any cooking within the facility.

- Small cans of Sterno may be used for food warming purposes when proper precautions are taken to prevent ignition of combustible materials.

### Electric Equipment

- All electrical equipment must be UL listed and approved for its specific uses. Extension cords of 110 volt shall be grounded, 14 or larger awg. copper wire.
- All temporary wiring must be accessible and should not be covered. Hard-back booths must have power supplies dropped within.
- Approved multi-plug adapters must be plugged directly into an approved receptacle.
- Approved extension cords are for one appliance only.
- Extension cords should not be affixed to structures, extend through walls, ceilings and floors, run under doors, or cause environmental damage.

### Compressed Gases/Open Flames/Explosives

- Compressed flammable gases including LPG tanks are prohibited unless approved by the Charleston Coliseum & Convention Center. This could include acetylene, hydrogen, propane, and butane, as well as vehicles fueled by LP gas, such as RVs or forklifts. Please contact your Event Coordinator for approval.
- Compressed air or gas cylinders (non-flammable) used for inflation must be properly secured to prevent toppling.
- Non-flammable compressed gas cylinders must be stored in an upright position with gauges and regulator protected against physical damage.
- NFPA 58 permits portable butane-fueled appliances in restaurants and in attended commercial food catering operations where fueled by no more than two 10 oz. (0.28 kg) LP gas capacity nonrefillable butane containers with a maximum 1.08 lb. (0.4 kg) water capacity per container.
- Open-flame devices are prohibited unless approved by the Fire Marshal's office.
- Open-flame devices, such as candles, require prior approval and may also require additional fees and labor calls.

### Hazardous Materials

- Hazardous materials are not permitted in the facility without approval from your Event Coordinator.
- Exhibitors should submit a written list of any hazardous materials to the Event Coordinator along with the MSDS sheets no less than thirty days prior to the event. All hazardous materials must be properly labeled.



## Vehicles

- Vehicles shall not be parked in the fire lanes or block any exits.
- Gas tanks shall have no more than 1/2 tank or 10 gallons of fuel, whichever is less. Motorcycle tanks cannot exceed 1/5 tank of fuel.
- Fuel caps must be taped shut or fitted with a locking cap.
- Battery cables should be disconnected while in the facility. For electric/hybrid vehicles, the master switch located near the hybrid battery needs to be switched off.
- There should be no fueling or de-fueling of vehicles on facility property.
- Combustible materials must not be stored beneath display vehicles. All space beneath vehicles must be clear and visible. Vehicles shall not be moved during exhibit hours.
- Any vehicle (gas or electric) parked within the facility must leave keys with CCCC security in addition to the operator's name and emergency phone number.

## Permits

- All permits must be obtained through the Fire Marshal's office and will be issued accordingly to your need.
- A fee may be required for certain permits.

## Drones

- Drones will be approved in a case by case basis **30 days** prior to the event.

## Freight/Shipping & Receiving

Freight deliveries for show management/event organizers may not arrive more than 48 hours before an event. Freight arriving prior to the 48-hour load-in window will not be accepted. Please notify your Event Coordinator if you are planning to ship to the convention center.

The Charleston Coliseum & Convention Center is not responsible for lost or misplaced freight.

The Charleston Coliseum & Convention Center will not accept or store deliveries of exhibitor freight for events. Please contact an exhibit contractor or freight handler for all shipping and receiving services. Exhibitor/freight handlers are required to package, label, and coordinate pick up within 7 days of contracted move-out. All freight and exhibit materials must be moved in and out through the Loading Dock area.

Passenger elevators and escalators may not be used for transporting freight from level to level.

Any article or equipment remaining at the convention center past the expiration date of the contract may be considered abandoned and, as such, may be disposed of by the convention center at the group's expense. CCCC Management shall not be liable for any damages to or loss of such goods, wares, merchandise, or property which may be sustained by reason of such

removal. CCCC Management is hereby released from any and all claims for damages of whatever kind of nature, including, but not limited to non-use or unavailability of such property.

### Gratuities

While we appreciate your gratitude for our services, the Charleston Coliseum & Convention Center does not allow its employees to accept gifts, gratuities, or favors from parties doing business with the convention center. We ask that you and your exhibitors please respect this policy.

### Insurance

Charleston Coliseum & Convention Center requires a Certificate of Insurance (COI) to be submitted prior to any contracted event within the facility.

Please check item #13 on your individual contract to address any further insurance requirements.

Additional insurance may be required based on the added features of your event.

### Inventory

Charleston Coliseum & Convention Center inventory is based on availability. Please confirm setup requirements and availability with your Event Coordinator.

### Loading Dock (Moving In/Out)

The Loading Dock areas are designed for the sole purpose of facilitating the unloading and loading of vehicles transporting event-related equipment. For that and other safety-related reasons, general parking for attendees, exhibitors, and staff is strictly prohibited. Charleston Coliseum & Convention Center reserves the right to access dock spaces at any time to support in-house maintenance or service deliveries. Storage of crates and empty trailers in or on the dock is permitted in certain situations (excluding combustibles) but will be closely monitored. This must be arranged with your Event Coordinator in advance.

**Please note that there is absolutely no smoking on the Loading Dock at any point in time.**

### Entering the Dock/General Procedures

Facility access will not be available until the time designated on your contract unless otherwise arranged with your Event Coordinator. Upon entry, please utilize the call box located on the left side of the entrance gate and state your upcoming event or reason for access. Space on the dock is limited and, once capacity has been reached, entry may be denied until space becomes available. When entering or exiting the facility, please ensure that you are only utilizing the space designated for your event.

### Vendor Move-In

During heavy move in hours requiring event dock staff (outlined below), a guard will be placed at the Loading Dock entrance gate. This security personnel will check in vendors as they arrive,

and issue dock passes accordingly. Passes will specify date/time of allowed access as deemed appropriate by the Dock Master. Vehicles will then be staged appropriately by Dock Master or other designated personnel as space becomes available.

### Exiting the Dock

Upon completion of Move-In/Out, the vehicle must exit the Loading Dock. Violations of this policy are subject to towing at the driver's expense. You and/or your contractors are responsible for cleaning Loading Dock areas of all excessive trash, debris, skids, pallets, and equipment. Failure to do so will result in additional charges to you and/or your contractors for the costs of cleaning the dock areas.

### Freight/Carrier Deliveries

All carrier deliveries/pick-ups (Ex. UPS, FedEx, etc.) will be given access to the Loading Dock as available and will be assigned a staging area by the Dock Master or Security personnel. Freight may not be stacked or stored in the Loading Dock area without the prior approval of your Event Coordinator. The Charleston Coliseum & Convention Center is not responsible for loss or damage to items left on the Loading Dock.

### Dock Equipment

For safety purposes, all CCCC equipment will be operated by authorized CCCC personnel only. No one other than employees of the official service contractor(s) for your event are authorized to operate any motorized cart, lift equipment, etc. of the service contractor in the convention center.

### Parking

Parking is available at prevailing rates in parking lots and decks surrounding the Charleston Coliseum & Convention Center. Parking in the Loading Dock or inside the center (except for loading or unloading) is strictly prohibited and violators will be towed at owner's expense.

A separate flat lot is available for oversized vehicle/vendors on a first-come, first-served basis. Please obtain approval by your Event Coordinator prior to event Move-In, as space is limited and shared by all events within CCCC.

### Quarrier Street/Front of Building Access

Unloading or moving in from Quarrier street/ main lobby doors is not permitted.

### Vendor Parking

Please speak with show management about parking options for your event.

### Freight Elevators

Freight Elevator: (small one) has a weight limit of 8,000 pounds and measures 6'W x 8'L x 10'H.  
Freight Elevator: (large one) has a weight limit of 5,000 pounds and measures 8'W x 10'L x 10'H.

## Period of Use

The customer’s period of use of the facilities (dates, times, and space) is limited to what is outlined in the Booking Acknowledgement (Exhibit A) of the Lease Agreement. Customers seeking to adjust the space, dates, or times of their facility use may contact their CCCC sales representative to review availability and rates.

## Above Ceiling Work Permit

Above ceiling permits are required for any work on any system above the rented space. The permit is required to better supervise the system that we provide for each client. The permit assures that Charleston Coliseum and Convention Center provides the best environment and that all systems will be available upon request ensuring the client experience is met.

## Rigging

Within this document, the term “rigging” refers to the overhead suspension of objects from any portion of the physical building. Rigging diagrams are available through your Event Coordinator.

## Contractor Guidelines

Contractors are expected to submit full rigging plans with a schedule of Move-In/Out and intended call times to the convention center through the Event Coordinator. These documents must be submitted for review and approval two weeks prior to the first contracted Move-In day. All rigging must be completed with rated, stamped, and approved hardware that will be spot-checked by CCCC Management. The use of non-rate, unstamped, or unapproved hardware is prohibited.

Show management will be charged for any costs associated with damage caused to the building. Show management will also be liable for any injuries that result from the install and dismantle of equipment.

## Facility Rigging Specifications

Ballroom Lobby	Rigging Point(s): The Ballroom Lobby has rigging points with load limits of 1000lbs per point. Please consult rigging diagram for point placement.
Ballrooms	Rigging Point(s): The Ballroom has rigging points with load limits of 2500lbs per point. Please consult rigging diagram for point placement.
Exhibit Hall	Rigging Point(s): The Exhibit Halls have rigging points with load limits of 2000lbs. Please consult rigging diagram for point placement. Rigging from the beams is allowed but the rigging must have a protective wrap of carpet around the structural beam to shield the fireproofed structural trusses.
Meeting Rooms	Rigging Point(s): The meeting rooms are not equipped with rigging points and rigging from the air wall tracks and lighting fixtures are strictly prohibited.

## Riggers and Fork Lift Operators

The Charleston Coliseum & Convention Center requires that all contracted parties on City of Charleston-owned property be properly insured and certified to perform duties pertaining to operating lifts within the facility.

Certificate of Insurance meeting identical qualifications to the minimum requirements listed in the contracted party's signed agreement with CCCC • Proof of qualifications and/or certifications for all personnel scheduled during both Move In/Out calls

All riggers that meet the specified qualifications are required to utilize City of Charleston-owned scissor lifts unless otherwise approved by your Event Coordinator. However, contracted personnel meeting the specifications above may bring their own forklift and driver. Due to liability reasons, all City of Charleston-owned forklifts must be operated only by City of Charleston Certified personnel. Please contact your Event Coordinator to schedule forklift drivers.

Please refer to Recommended Vendors List for a list of third-party rigging contractors that are approved and qualified to rig within our facility.

### [Rigging Guidelines](#)

In an effort to ensure the safety of the guests, exhibitors, contractors and employees of the Charleston Coliseum & Convention Center, a rigging installation and inspection program is being implemented.

All companies with rigging services in the CCCC must provide documentation of completed lift training administered by a Certified ETCP rigger no later than 2 weeks prior to the first move in day to their assigned Event Coordinator. A roster of those who completed the training administered by the ETCP rigger along with his certification number should be included in training documentation. It is the contractor's responsibility to ensure that the riggers sent to work in the CCCC are current on training and the CCCC reserves the right to spot check at any time.

It is the contractor's responsibility to ensure that their riggers are current on their training. The CCCC reserves the right to spot check at any time.

It is imperative that cables crossing doorways, egress or exit paths should be properly taped down or covered using ADA-compliant cable covers.

The CCCC requires that contractors provide a minimum 2-man crew consisting of (1) up rigger and (1) down rigger per lift, per call.

Only CCCC lifts are permitted to be used by convention center staff and IATSE 271 unless given prior approval from your assigned Event Coordinator.

### [Signage, Banners & Decorations](#)

Signs, banners and decorations may not be affixed to the facility or suspended from any surfaces in the convention center without prior review and approval by your Event Coordinator. All items should be freestanding and may not obstruct any stairways, exit doors, exit lights, fire alarm pull boxes, fire hose cabinets, fire extinguishers, or facility signage. Suspension points do not include light fixtures, sprinkler heads, conduit, HVAC ducts, etc.

No pins, tacks, or adhesives of any sort are permitted on windows, doors, walls, or floors without prior approval from your Event Coordinator two weeks in advance of your event start date.

No signs or banners may be placed on the exterior of the facility without approval from your Event Coordinator two weeks in advance of your event start date.

It is imperative that your banners (size and placement) be approved by your Event Coordinator in advance of your show. Banners may be hung over the Balcony ledge, walkways, or the North Lobby, and affixed to the base of the handrail using either zip ties or tie line in compliance with the above contractor guidelines. All banners must be made of lightweight materials weighing no more than 50lbs total so as not to place undue weight or stress the handrails and hang no lower than 9 feet from the floor below.

### Service Contractor

The Charleston Coliseum & Convention Center requires all major contractors and subcontractors to be properly qualified and licensed.

Service contractors (i.e., decorators, AV service providers, display companies, etc.) may have access to the building only for set-up and tear-down in accordance with the dates and times specified in the Lease Agreement. You are responsible for contracting enough Move-In/Out time for your contractor to set-up and tear-down any exhibits, displays, or decorations.

### Sharing the Facility

The Charleston Coliseum & Convention Center is pleased to offer the entire facility for contracted use. However, unless your contract covers the entire building, there may be other events taking place at the same time elsewhere in the building. Please remember that the Lobby areas may be available to you based upon your contracted space, but we ask that, as public areas, they remain open for egress. Please also discuss any requests for amplified sound with your Event Coordinator to prevent disruption among groups.

To provide a positive atmosphere for all events, we ask that you and your service contractors be responsible for the conduct of their personnel and subcontractors while in the building.

Loud or profane language and disorderly conduct are not permitted at any time. The possession of outside alcoholic beverages and illegal drugs is strictly prohibited.

### Smoking

The Charleston Coliseum & Convention Center is a smoke-free building. **Smoking inside the building or within 25 feet of any entrance is strictly prohibited.**

### Soliciting

Outside solicitors or unauthorized pickets are strictly prohibited.

### Timeline

In order to ensure smooth execution of your event, Charleston Coliseum & Convention Center enforces a structured timeline throughout the planning process.

## SECURITY

### Building Security

The mission of the in-house CCCC Security Team is to provide a safe and friendly environment for everyone. All public areas, concourses, back-of-house areas, and other related spaces are monitored 24 hours a day by the CCCC Security Team and surveillance equipment.

Please do not prop open exterior doors or remove any automatic closing device, panic hardware, or mullion from any door of the facility.

For your safety, areas of the convention center labeled “Authorized Personnel Only” are restricted to all persons except Charleston Coliseum & Convention Center staff.

To provide the best service, the following CCCC staff members will be given free access to the entire building, including your rental space, to perform their duties: the custodians of the building, security guards, maintenance crews, and management staff of the center.

For the safety of you, your staff, and your guests, only Charleston Coliseum & Convention Center personnel are authorized to operate portable (air)walls and freight doors, turn on or off lights, or lock and unlock doors.

### Event Security

The Recommended Vendors list references all providers who are authorized to supply event staffing at Charleston Coliseum & Convention Center. The event security providers listed represent companies that are fully and properly licensed in compliance with all pertinent provisions.

## EXCLUSIVE SERVICES

### Catering

The Charleston Coliseum & Convention Center is proud to provide unparalleled service and personalized attention to you and your guests. Our in-house caterer, Distinctive Gourmet, is committed to doing the same when it comes to your special event. The Distinctive Gourmet catering team will work with you to create an unforgettable menu that will delight your guests.

The Charleston Coliseum & Convention Center holds and maintains a full-service liquor license and abides by all rules and regulations set forth by the West Virginia Alcoholic Beverage Control Commission. Outside alcoholic beverages and food are prohibited.

### Electrical and Utility Services

The Charleston Coliseum & Convention Center serves as its own exclusive electrical and utility services contractor. We are happy to furnish electrical and utility rates upon request.

Electrical connections and telephone/data connections are available on all levels, as well as in floor boxes, which are strategically located throughout both the Ballroom and Exhibit Hall floor on a 25' x 25' grid.

Compressed air and water are also available as needed. We are happy to provide current rates upon request.

### Telephone/Internet/Data Service

The Charleston Coliseum & Convention Center provides comprehensive telephone service throughout the facility. A full line of features is available in numerous areas of the center, including on the Exhibit Hall floor, in meeting rooms, and in registration areas.

### Electrical / Wired Internet

If power/internet is not included in booth rental, or additional power is needed, please fill out the Convention Center's Utilities Order Form to purchase. Items added onsite are subject to floor rates, and payment must be processed prior to service completion.

## IN-HOUSE/OPTIONAL SERVICES

### Audiovisual Equipment Rental & Services

Audiovisual equipment rental and services are available at an additional charge for more extensive needs. The Charleston Coliseum & Convention Center can provide you with a list of recommended vendors.