



BUFFALO NIAGARA
CONVENTION CENTER

FACILITY GUIDE

**Buffalo Niagara Convention Center
Convention Center Plaza
Buffalo, New York 14202
Telephone: (716) 855-5555
(800) 995-7570
Fax: (716) 855-3158
Email: info@buffaloconvention.com
Website: www.buffaloconvention.com**

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INTRODUCTION

Dear Client:

It is a pleasure to introduce you to the Buffalo Niagara Convention Center....a very flexible and attractive public facility.

The primary purpose of the Buffalo Niagara Convention Center is to serve as a catalyst for the economic, physical and social revitalization of downtown Buffalo. The Convention Center annually obtains this goal by serving the public as a multi-purpose facility and presenting a balanced schedule of conventions, tradeshow, consumer shows, festivals and meetings.

The purpose of this facility guide is to introduce you to our facility and the services available, as well as to provide you and your guests with a few basic guidelines to follow.

This guide is not meant to be all-inclusive; however, it will help you familiarize yourself with the features that make our facility so unique. Our sales and service staffs pride themselves in being detail-oriented and will work with you to insure the success of your event.

We are confident that you will find the Buffalo Niagara Convention Center and its services to be the finest you will ever experience. (Upon completion of your event, you will receive a comment form on which you will have the opportunity to grade our performance. Your comments are greatly appreciated.)

Thank you for selecting the Buffalo Niagara Convention Center.

Sincerely,

Paul Murphy
Facility Director
Buffalo Niagara Convention Center

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STAFF

Listed below are names and titles of staff members of the Buffalo Niagara Convention Center.

Facility DirectorPaul Murphy
Executive AssistantLorna Cullen
Sales & Service Coordinator.....Heather Keller
ControllerTom Beiter
Accountant.....Maryann Martin
Senior Director of Sales & MarketingMelissa Burke
Convention Sales ManagerMichelle Helles
Convention & Event Service ManagerMelissa Bean
Convention & Event Service ManagerDanielle Winiarski
Sales & Catering Manager.....Susan Kimmins
Director of OperationsTerry O'Brien
Assistant Operations ManagerSam Mendez
Food & Beverage ManagerBrooke Williams
Executive ChefRaymond Thom
Sous ChefCraig Landseadel
Chief EngineerKen Sandford
Electrician.....Keith Pitman

Mailing Address.....Buffalo Niagara Convention Center
One Convention Center Plaza
Buffalo, New York 14202

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DEFINITION OF BOOKINGS

TENTATIVE BOOKING:

When space and dates are available, an interested client may request a tentative booking. The specified space and dates will be held by the Buffalo Niagara Convention Center, for a reasonable time period while the client decides to make the booking definite or to release the dates.

DEFINITE BOOKING:

An event becomes a definite booking either upon receipt of a signed contract and deposit or receipt of a letter of intent with deposit and the contract in progress.

Please note, due to the Convention Center's purpose as a public facility, conventions that utilize a minimum of 400 hotel rooms for two nights do hold scheduling priority (12 months in advance) over uncontracted trade shows, consumer shows and festivals. With this in mind, the Buffalo Niagara Convention Center staff will do everything possible to accommodate all events in the most appropriate manner possible.

SECOND OPTION BOOKING:

When other organizations are holding desired dates, a client may request a second option booking. The original holder of the dates has first option on the desired dates and will either confirm or cancel the booking within a 72 hour time period. After the period of time has lapsed, the Buffalo Niagara Convention Center will either confirm or cancel the tentative booking. If released, the space will then become available to the second client.

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CONTRACT POLICY

CURRENT POLICY:

A ten percent (10%) deposit is required on signing of the contract for the estimated use of exhibit space and/or meeting room(s).

- For repeat clients (with good standing credit) the remaining balance may be paid upon receipt of invoice following the event.
- For new clients without established credit with the Center, a 10% deposit is required, with the remaining balance due one month prior to the first day of move in.

RETURN OF DEPOSITS:

Deposits on any event are proof of the client's sincerity that the event will actually take place and that he/she is not speculating the event. Therefore, deposits are not returned on any canceled event.

RELEASING SPACE:

Any space to be released from the original contract must be done at least 3 months prior to the first move-in day. There will be a room rental charge for any space released within 3 months of the event, that can not be resold.

NOTE: The BNCC requires a preliminary program agenda twelve months out and a definite program three months out.

INCLUDED SERVICES:

Exhibit hall/meeting rental includes the following facilities and services at no charge:

- 1) House lighting, ventilation, heating or air conditioning during event hours. Move-in and move-out periods with reduced levels of lighting, ventilation, heating or air conditioning.
- 2) Janitorial service in non-carpeted aisles, meeting rooms and restrooms during show hours. One thorough cleaning each day during non-show hours (for more information see page 18).
- 3) Enough loading docks to meet (reasonable) needs.
- 4) First time set up (and use) of the Center's inventory of staging, eight foot tables, chairs and microphones.

Please Note: Charges for dumpsters, phone installation, supplemental lighting and sound, security, audio visual equipment, carpeting, pipe and drape or special electrical hook-ups for exhibits are NOT included in the basic rental price.

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INVENTORY EQUIPMENT:

Buffalo Niagara Convention Center inventory equipment may be utilized on a complimentary basis by the tenants. This equipment must be shared by all tenants in the facility and will be allotted by the Service Manager.

Inventory equipment includes; easels, flipcharts, eight foot tables, five foot round banquet tables, two foot and four foot staging, podiums, microphones, cushioned-folding chairs, upright piano, bulletin boards and white boards.

The set up and breakdown of in-house equipment will be provided on a complimentary basis depending upon the function set-up and changeovers. Additional labor charges may be incurred by the tenant and will be discussed at the pre-event production meeting.

Any additional equipment required must be rented by the client or by the account executive at the expense of the client. The Center's eight foot tables may not be used in exhibit booths.

ROOM SETS:

Meeting rooms shall be arranged in theater, classroom, conference, banquet or reception, one (1) time during the term of the lease. Equipment (i.e. chairs, tables, staging, etc.) will be provided on a complimentary basis within the limits of the Center's inventory.

Labor costs for room changeovers and/or rental of equipment from an outside company will be charged to the client at the prevailing rates.

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EXHIBIT HALL - SECOND FLOOR

SPACE: The second floor exhibit hall is comprised of 64,410 square feet of continuous and unobstructed exhibit space (on one level) and is divisible into two halls (north and south) of 32,205 square feet each. The entire hall can accommodate:

- 7,000 Theatre style
- 3,440 Classroom style
- (176) 8 x 10 or 10 x 10 booths on the North Hall
- (180) 8 x 10 or 10 x 10 booths on the South Hall

NOTE: The booth count for the North Hall is less than the South Hall due to the Hyatt walkway.

SERVICE: Sixty floor boxes are spaced at 30' intervals across the exhibit hall. The boxes contain the following services:

- Electric: (6) 110 outlets
(208) 30 + 50 amps
- Cold water, compressed air (120 PSI - 120 gallon reserve tank) and sanitary drain at selected locations.
- Telephone access

NOTE: Exhibitors must provide own adapters and regulators (3/4 inch) for cold water and compressed air.

ACCESS:

- Drive on access
- Direct access to five enclosed loading docks
- Pedestrian access from Franklin St. lobby via (2) staircases, (2) escalators and (2) elevators
- Pedestrian access from the Hyatt Regency Hotel via an enclosed walkway over Pearl

ENVIRONMENT:

- Air conditioned
- Lighting consists of both mercury vapors and florescent
- Moveable airwall provides acoustical separation between the north and south hall

AMENITIES:

- Public restrooms available in each hall.
- Food/bar service facilities.
- Exhibit management offices located directly on show floor.
- Public Address system (which is controlled from the show office).

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Exhibit Hall

Second Floor - Continued

TRUSS SYSTEM:

The exhibit hall features strategically located trusses which are set into the ceiling and may be used for the suspension of many types of graphics, such as banners, placards, and directional signs. The hall area has the capacity to support various loads from the ceiling structure. Each load must be considered on an individual basis and requested in writing.

UTILITY SERVICE PROCEDURE:

The use of electric is not included in the room rental price. Therefore, if a service contractor is hired, all exhibitors must place an advance order for electric. If no service contractor is utilized, Keith Pitman (in house electrician), is available and may be reached at the following address and phone number:

Keith Pitman
c/o Buffalo Niagara Convention Center
Convention Center Plaza
Buffalo, New York 14202

Phone: 716-855-5569

Fax: 716-855-3158

Electrical is priced "per outlet". This fee is to be paid by either the client and/or the exhibitor.

LIVE FLOOR LOAD: 350 pounds per square foot

SHOW OFFICES:

Each half of the second floor exhibit hall includes a show office. The office is located at the top of the main staircase. The room routinely contains a desk, chair and local telephone.

For your protection, the offices are equipped with a limited access key. The key is available from the service manager.

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BALLROOM AND MEETING ROOMS

FIRST FLOOR

SPACE: The Marquee level (first floor) features three spacious meeting rooms. They are described as follows:

- A) Our elegant ballroom measures 12,365 square foot and can easily accommodate:
- 1,000 people for a banquet
 - 1,400 theatre style
 - (50) 10 x 10 exhibit booths
 - 700 Classroom style
- B) Room 101 measures 13,064 square feet and can be configured into eight separate function rooms. It can accommodate:
- (75) 10 x 10 booths
 - (79) 8 x 10 booths
 - 150 to 200 Theatre style (per individual room)
 - 100 to 140 Classroom style (per individual room)
- * Please see page six for exact capacities
- C) Room 106 measures 7,584 square feet and can be configured into four separate function room. It can accommodate:
- (34) 10 x 10 booths
 - (50) 8 x 10 booths
 - 150 to 200 Theatre style (per individual room)
 - 96 Classroom style (per individual room)
- * Please see page six for exact capacities
- D) Eight additional private meeting rooms (102,103,104,105,108,109,110) highlighted by an impressive board room (107), are ideal in size for workshops or meals for groups ranging in size from 10 to 80 people. For specific capacities, please refer to page six of this guide.

LOBBY: Our lobby (8,760 sq. ft.) and lobby lounge provide a spacious area for registration, signage and displays. There are four tracks in the ceiling to accommodate the hanging of banners.

LIGHTING: Florescent and limited track lighting.

MOVEABLE WALLS: The air walls located in rooms 106 and 101 are to be installed and removed by Convention Center staff only.

NOTE: The photographs and art work displayed in rooms 103, 104, 105, 107, and 108 meeting rooms are permanently attached to the walls and are not to be removed.

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FOOD AND BEVERAGE SERVICE:

The Buffalo Niagara Convention Center's exclusive in-house catering serves your every food and beverage occasion from the simple to the simply spectacular. Our experienced chef and professional catering staff will work with you to create a menu to suit your needs and budget. From a continental breakfast to a black tie gala, we can offer your guests friendly service, quality food and beverage at competitive prices.

Catering is available in all of our function areas so feel free to plan a board luncheon, conference breakfast, a banquet for fifteen hundred or concessions for thousands. And there is no room rental charge for a food and beverage function.

Food and beverage facilities at the Center include a full service kitchen and three permanent concession stands. Two of which are located on the exhibit floor and one located in the lobby lounge.

No food or beverage will be permitted to be brought into the Center without approval of Center management. Decisions by the Center's Executive Director are final. (See Novelty & Sampling below).

LIQUOR LICENSE:

In accordance with the rules and regulations of the New York State Liquor Board, it is against the law for a tenant to bring alcoholic beverages into the building for any purpose. All arrangements for alcoholic beverages must be made through the Buffalo Niagara Convention Center food and beverage director and/or account executive.

NOVELTY FEES AND SAMPLING:

The exclusive right of the Catering Division shall not be construed to prevent or prohibit a licensee from distributing or dispensing without charge. Therefore, food and beverage sampling in conjunction with specific exhibits may be permitted, but only to the extent approved in advance and in writing from the executive director.

If a vendor wishes to sell food items during an event, the Buffalo Niagara Convention Center reserves the right to charge that individual \$100.00 per show day as a novelty fee. This fee must be pre-paid to the service manager or the food and beverage director.

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INSURANCE:

The Licensee agrees to provide to the Buffalo Niagara Convention Center with a one million-dollar insurance policy within three weeks to the first move in date.

The Licensee agrees to indemnify, defend and hold harmless the Buffalo Niagara Convention Center Management Corporation, the City of Buffalo and the County of Erie for any and all causes or claims whatsoever involving personal injury and/or property damage and/or torts whatsoever resulting on the Licensee's use of the premises.

The above mentioned properties must be actually listed on the certificate as additional insureds.

LICENSES AND PERMITS:

All clients must contact the Director of Licenses for the City of Buffalo to insure compliance with city regulations regarding show permits and vendor licenses. Anyone selling items on the show floor must have a selling license and New York state tax number. Please call (716) 851-4078 to investigate what procedures you need to follow or write to Division of Licenses, Room 113, City Hall, Buffalo, New York 14202.

Should an exhibitor refuse to purchase a license, he will not be able to sell or participate in the event that is taking place. He will also be asked to leave the building. If the person found to be selling without a license, they will be issued a summons to appear at City Court and charged with a misdemeanor.

If food items are being prepared on the premises, a temporary food stand license must be obtained from the Erie County Health Department. They may be reached at (716) 961-6800.

PLEASE MAKE EVERY ATTEMPT TO APPLY FOR THE ABOVE LICENSES IN ADVANCE!

REPORT OF SHOW:

The New York State Department of Taxation require that the Buffalo Niagara Convention Center file a "Report of Show" for all events held in the Center which involve the sale of taxable merchandise by two or more vendors or displaying merchandise with the intent of selling at a later date. The Department of Taxation also requires that all show vendors must have, or obtain prior to the event, a New York State Certificate of Authority (to collect sales tax) in order to participate in the show. This certificate must be displayed in the exhibit area assigned to the vendor throughout the event. Vendors must display the original certificate - not a photocopy, per state regulations. For more information please contact the New York State Tax Department, Sales Tax Bank Sub Unit at (800) 972-1233.

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NO SMOKING POLICY:

The Buffalo Niagara Convention Center is a Smoke Free Facility.

In accordance with New York law enacted statewide on July 24, 2003, smoking is prohibited in all indoor areas.

This ban on smoking includes the entire facility with no exceptions.

The law expands the “Clean Air Act” by prohibiting smoking in all places of employment, food service establishments, bars, lounges, indoor arenas, offices, restrooms, elevators, employee cafeterias, banquet and meeting rooms and company vehicles.

No waivers or exemptions will be granted. Management must inform smokers of this law and refuse service to any person who is smoking. That person will be removed from the premises if they do not comply.

COPYRIGHTED MUSIC/LICENSING FEES/CONDUCTED BY LICENSEE:

If performances are of such a type as to come within the province or jurisdiction of the American Society of Composers, Authors and Publishers and similar licensing agencies, it shall be your obligation as Licensee, to show evidence satisfactory to Licensor that payment has been made to the said Society and similar licensing agencies of any and all charges which may be incurred.

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TELEPHONE INSTALLATION:

For any event that requires local or long distance telephone lines (either on the show floor or in a meeting room) an in house telephone service is available. This should be ordered 30 days in advance.

Phone lines are \$160 for installation and activation. Charges will be applied for a 5 day usage period for both local and long distance calls. Charges are from the date of activation till day 5 of the event. After day 5 there is a \$30 per day fee.

Additional phones issued to the same customer are \$100 per line for a 5 day usage period for local and long distance calls charged from the date of activation till the day 5 of the event. After day 5 there is a \$30 per day fee.

Please contact the BNCC house electrician for any additional questions or special requirements.

Conference phones are available upon advanced request for a fee of \$75.00 per day in addition to the ordering of the phone line.

WATER SERVICE:

Water stations in the rear of a meeting room or pitchers of iced water at the head table or podium are provided on a complimentary basis.

AUDIO VISUAL EQUIPMENT:

The Buffalo Niagara Convention Center does not own any audio visual equipment. If audio visual is needed an outside company must be contacted. The Buffalo Niagara Convention Center does not have an exclusive supplier but we do recommend:

BAVServices, Inc.
Jim Suminski, President
10 Sonwil Drive
Buffalo, NY 14225
Tel: 716-685-5010 or Fax: 716-685-5014

We welcome all reliable and qualified audio visual suppliers. (Plug in and access charges will apply to all audio visual suppliers).

COAT CHECK:

A coat check service can be designed to best meet your event's needs. The BNCC offers two general options:

- A) Per item charge - requires a minimum guarantee by licensee with user paying a nominal per item fee. (BNCC labor)
- B) Hosted service - free to users; licensee or sponsor responsible for set-up and personnel charges. (BNCC labor)

Your event service manager will provide further details for this service, including estimated hours of operation, space needs and associated costs.

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LABOR UNIONS:

The Buffalo Niagara Convention Center is comprised of three labor unions:

Wait Staff.....Local 4 - Rochester Regional Joint Board Union
Maintenance.....Local 200 - Service Employees International Union
Engineers.....Local 17 - International Union of Operating Engineers

Because there are very few union regulations that directly involve the client, the Buffalo Niagara Convention Center can be easily described as a "union friendly" building. (For example, exhibitors are free to unload and set up their own booths.)

The basic requirements are, that all food and beverage functions utilize BNCC waitresses, waiters and bartenders. All room sets that are comprised of Convention Center equipment (including tables and chairs) are to be performed by facility personnel only.

ADDITIONAL LABOR RATES:

Meeting rooms shall be arranged in theater, classroom, conference, banquet or reception one (1) time during the term of the lease. Equipment (i.e. chairs, tables, staging, etc.) will be provided on a complimentary basis within the limits of the Center's inventory. Labor costs for room changeovers and/or rental of equipment will be charged to the client at the prevailing rates.

LOCAL 235 OF THE SERVICE EMPLOYEES INTERNATIONAL UNION:

Ticket sellers, ticket takers, doormen and ushers labor union.

When admission tickets are sold for an event, the client is required to utilize Local 235 Ticket Takers and Sellers Union. This Union must be utilized for all events that involve an admission price.

Ticket takers and sellers may be ordered and set up by calling John Heidinger at his home phone number (716) 842-0217, his cellular phone number (716) 348-2083 or by fax (716) 842-2254. The Buffalo Niagara Convention Center sales staff is also available to assist with orders for ticket takers and sellers.

All revenue generated from ticket sales belongs solely to the client.

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EVENT RESUME:

To make sure that all areas of an event are covered, your service manager will develop an event resume. This resume will list all details (including but not limited to: building access times, room sets and special requests) and will be distributed to all key Center personnel.

So that the resume can be compiled in a timely fashion it is requested that the licensee provide a detailed written list of requirements/requests for all function space (other than exhibit areas) no later than thirty (30) days prior to the first day of occupancy.

EVENT INFORMATION LINE:

Two months prior to your event you will receive a form requesting information pertaining to your event. (i.e. admission price, show hours).

The BNCC receptionists will use this information to answer general questions over the telephone as well as compile the script for the Event Information Line. The Events Line is accessible 24 hours a day by calling 716-855-5534. This recorded message is updated regularly.

Requests for specific information about your event will be directed to your on-site show office or main office.

WEB SITE:

For additional information on the Buffalo Niagara Convention Center, you can visit our web site at www.buffaloconvention.com. If your organization has a web site and would like to be hyperlinked to our web page, please let us know. You may send your request to us via email or fax. Our email address is info@buffaloconvention.com and our fax number is (716) 855-3158. Currently, there is no charge for this service.

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DIRECTIONS TO THE BUFFALO NIAGARA CONVENTION CENTER:

The Buffalo Niagara Convention Center is located on Franklin Street across from the Statler Building between Court Street and West Huron Street.

FROM THE NORTH (Tonawanda and Niagara Falls):

Take the 290 to the 190 (Youngman); take Niagara Street Exit #8, turn right (south) on to Niagara Street. Continue on Niagara Street go around the traffic circle in front of City Hall and turn right onto Court Street (approximately the fourth street). Go down one block to Franklin Street and turn left. The Buffalo Niagara Convention Center will be on the right hand side in the middle of the block.

FROM THE SOUTH (Erie):

Take the 90 East to Exit #53 (190 North); continue on the 190 to the Niagara Street Exit #N8 (Intersection 8). Turn right (south) onto Niagara Street. Continue on Niagara Street, go around the traffic circle in front of City Hall and turn right onto Court Street (approximately the fourth street). Go down one block to Franklin Street and turn left. The Buffalo Niagara Convention Center will be on the right hand side in the middle of the block.

FROM THE EAST (Buffalo Airport and Rochester):

Take the 90 West to Exit #51 West (Route 33 West toward downtown Buffalo). Exit at Goodell Street; go straight on Goodell until the sign directs you to Pearl Street (Pearl Street will veer to the left). The Buffalo Niagara Convention Center loading dock entrance will be on your right three blocks (just past West Huron Street).

TO REACH THE MAIN ENTRANCE: continue down Pearl Street until the corner of Court Street, turn right onto Court Street, go down one block and turn right onto Franklin Street. The Convention Center will be on your right, in the middle of the block.

FROM THE PEACE BRIDGE:

After getting off of the bridge, continue straight to Porter Avenue; make a left onto Porter. Stay on Porter to Niagara Street; turn right onto Niagara. Continue on Niagara Street, go around the traffic circle in front of City Hall and turn right onto Court Street (approximately the fourth street). Go down one block to Franklin Street and turn left. The Convention Center will be on the right hand side, in the middle of the block.

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LOADING DOCK:

1. The BNCC timekeepers and security guards are authorized to control all traffic patterns and movements during an event's move-in and move-out. All decorators, exhibitors, and show personnel are requested to follow their directions.
2. Exhibitor vehicles are authorized to enter the facility for loading and unloading purposes only.
3. During move-in and move-out vehicles may not be left unattended on either the exhibit floor, exit/entrance ramps or the loading dock, for an extended length of time.
4. Once an exhibitor has unloaded, the vehicle is to be removed from the facility immediately. Parking is available in several adjoining lots and within a reasonable distance from the facility.
5. ANY VEHICLE PARKED IN AN UNAUTHORIZED AREA WILL BE TICKETED AND TOWED AT OWNER'S EXPENSE.

RECEIVING OF SHIPMENTS:

The Buffalo Niagara Convention Center, cannot accept advance freight shipments for any customer, exhibitor, or delegate of the client.

Shipments arriving prior to the show without proper arrangements with the Center will be sent to the drayage contractor at customer/exhibitor risk and expense.

If a smaller event does not have a drayage company or service contractor, a shipment may be accepted with approval of the Executive Director or the service manager. This will be done at the customer/exhibitor's risk and storage fees may be charged at prevailing rates. No shipments will be accepted more than three days prior to the event.

The Buffalo Niagara Convention Center does not provide for exhibit crate storage unless an area is specifically reserved for that use.

* C.O.D. deliveries will not be accepted by the Center.

If packages have been OK'd for delivery by the appropriate manager, please address them in the following manner:

Event Name
C/O Company's Name and Booth Number
Buffalo Convention Center Pearl Street Loading Dock
Buffalo, NY 14202

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CLEANING AND TRASH REMOVAL:

The Buffalo Niagara Convention Center, provides cleaning services for the public areas occupied by your event. This includes the uncarpeted aisles in the exhibit hall, lobby, restrooms and meeting rooms occupied by the public.

Convention Center personnel will not clean the interior of exhibit booths. Arrangements for booth cleaning may be made through the designated service contractor. Vacuuming of the aisle carpets is also the responsibility of the service contractor.

The licensee will be responsible for the removal of all bulk trash that has accumulated during term of the lease (move-in/show/move-out dates). Bulk trash is defined as all packing materials, pallets, lumber, crates and other items not easily disposed of in a conventional dumpster.

Please note that under no circumstances is sand and/or soil to be put into the dumpster. It is the exhibitor's responsibility to remove the above mentioned debris from the building.

The Buffalo Niagara Convention Center may charge for dumpster usage fees during and after the show. Our policy is to bill the client the Waste Management of New York fees plus a 5% service charge. Approximate fees are available upon request.

DAMAGES:

Because of the costs of maintaining the Buffalo Niagara Convention Center, and in order to assure you of the most comfortable setting for your event, we must preserve all aspects of the building. Therefore, we must insist that you work closely with your staff, service contractors, attendees, and exhibitors to ensure that no damage is caused to the building.

You, as Licensee, are responsible for any damages resulting from your event. Your Service Manager will make a detailed inspection of your leased premises before and after the event and will make note of damages. We encourage you to accompany her for these inspections. If damage does occur the Center has the option, to either require the guilty party to make the necessary repairs or to pay for the cost of the repairs.

PLEASE NOTE: No tape should remain on the show floor after move-out is completed. (Client will be charged for removal).

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SERVICE CONTRACTOR/DECORATOR/DRAPAGE:

The Buffalo Niagara Convention Center does not have an in-house decorator or service contractor. If pipe and drape, table skirting (for anything other than a food & beverage event), signage or drayage is required, an outside company must be contacted. The Center does not have an exclusive contractor but we do recommend the following companies:

Hale Northeastern Inc.
828 East Ferry Street
Buffalo, New York 14211
Telephone: (716) 896-6170

Great Lakes Events
100 Bickford Street
Rochester, New York 14606 - 2298
Telephone: (585) 458-2200

The Buffalo Niagara Convention Center welcomes all reliable and qualified decorators. The event service manager will work closely with the chosen decorator in regards to move in, move out and Center related items.

* The following page is a **NOTICE TO EXHIBITORS** summarizing some of the regulations regarding building policies. Please make every effort to advise your exhibitors of these policies.

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NOTICE TO EXHIBITORS

- 1) No adhesive backed (stick-on) decals or similar items may be distributed or used in the building. Client and exhibitor will be charged for their removal.
- 2) No holes may be drilled, cored, nailed or punched in the building or its contents.
- 3) Any tape which causes damage to a floor surface (by either removing the exhibit hall floor sealer or leaving a residue) is prohibited. It is the customer's responsibility to remove the tape or pay for the repairs of any damages it has caused. Only double sided tape authorized by the Buffalo Niagara Convention Center for carpet installation is Echo Brand or Shur Brand tape. BNCC does have a supply of this tape for purchase.
- 4) No sample food and/or beverage products may be distributed by exhibitors or sponsoring organizations **EXCEPT UPON WRITTEN AUTHORIZATION** of the Buffalo Niagara Convention Center's Director.
- 5) Parking in the loading dock and/or ramps, except for loading and unloading, is prohibited. Violators will be towed at their expense and risk.
- 6) All freight and exhibit material must enter the building through designated loading docks on Pearl Street. In no case should the lobby escalators be used for this purpose.
- 7) All fire, safety and building regulations must be strictly followed. Questions should be directed to your event service manager.
- 8) Exhibitors are responsible for the removal of all of their materials at the conclusion of the show.
- 9) Gas powered vehicles that are to stay in the building during the event can contain no more than two gallons or 1/8 tank of gasoline. The gas cap must be locked or taped and the battery disconnected. A set of keys for the vehicle need to be left in the show office with management for the duration of the show.
- 10) For information regarding shipments, please contact the show manager or the Convention Center's event service manager.
- 11) At the close of the show day, please help the Center conserve energy by turning off your display lights.
- 12) The Buffalo Niagara Convention Center is a public facility therefore it is a non-smoking facility. Smoking is not permitted anywhere in the building.
- 13) Forklift tires will burn and permanently mark the floor. All loads must be lifted/ carried and not slid across the floor.

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IN-HOUSE PERSONNEL AND SECURITY:

When scheduled to be open, the Buffalo Niagara Convention Center, provides two staff members to monitor the front lobby (Information Desk) and the back loading dock (Timekeeper's office).

The Center is not responsible for individual leased areas. The client may be required to provide security in the loading dock areas, emergency exits, meeting rooms, exhibition hall, or the registration area from the time of initial move-in until the completion of move-out.

All staffing requirements are at the ultimate discretion of the Executive Director and will be set in manner which is fair and reasonable to the tenant, but which also protects the interests of the public as well as the Buffalo Niagara Convention Center.

The Buffalo Niagara Convention Center has a recognized and authorized security company familiar with our facility. Only firms that are insured and licensed by the State of New York are eligible to work in the Buffalo Niagara Convention Center. Please refer any questions regarding security to your event service manager.

EXHIBITOR SECURITY:

Each exhibitor must take responsibility for the security of all items in his/her display. Reasonable effort is made by the Buffalo Niagara Convention Center to guard against theft or damage, but the ultimate burden falls on the exhibitor.

DO NOT ship display material directly to the facility prior to the first set-up day. All exhibit materials should be sent to the designated drayage contractor for safekeeping and delivery at set-up time.

DO ship exhibits in sturdy containers but do NOT indicate contents. Your company name, date of your show, and your booth number must be clearly marked on all cartons and crates.

DO NOT leave unpacked display material unattended during set-up or removal hours. Make sure shipping containers are empty before being sent to crate storage during the show.

DO make sure that portable and high-theft-risk items (cameras, calculators, stereos, VCRS etc.) secured to display boards. Personal items should also never be left in an unattended booth.

DO NOT merely "hide" things under a skirted table, please make use of the lock up room.

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FIRST AID:

New York State law requires emergency medical technicians to be on duty when the facility attendance exceeds 5,000 people.

The Buffalo Niagara Convention Center has an available First Aid Room with limited basic equipment. The room is located on the second floor loading dock and is the property of Rural Metro (Buffalo, NY). Therefore it may only be utilized if Rural Metro is hired.

If the client chooses to hire an emergency service other than Rural Metro, a waiver must be signed stating that the Buffalo Niagara Convention Center is not to be held liable.

The service manager will work with you on coordinating what hours an emergency medical technician would be required/preferred.

PLEASE NOTE: If an emergency does arise, and an emergency medical technician is not on duty, 911 will be called.

INJURY REPORTS:

For our own records as well as insurance purposes, an in-house injury report must be filled out for all incidents. These reports are available from either the information desk or the timekeeper's office.

INCIDENT REPORTS:

An incident report must be filled out for any unusual event/incident that does not fall under the description of an injury or theft. For example, a lost item, fight or broken window.

THEFT REPORTS:

For our own records as well as insurance purposes an in-house theft report must be filled out for all incidents. These reports are available at the information desk or the timekeeper's office.

ANIMALS:

All animals are prohibited from entering the Buffalo Niagara Convention Center, unless they are assisting the handicapped or part of the event. If part of the event, they must be brought to the management's attention prior to their arrival. Proper care must also be taken to prevent odor and maintain cleanliness.

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SOLICITATIONS/COLLECTIONS:

No person shall be permitted to make solicitations/collections of any nature in the Convention Center except in contracted concession or commercial rented spaces. No person will be permitted to post or display signs, distribute handbills, or advertise material or sell and/or distribute free, any merchandise, unless under contract or prior written consent of the Executive Director.

The following policy has been adopted:

PUBLIC NOTICE

NO PORTION OF THE RAMPS, ENTRIES, CORRIDORS, PASSAGEWAYS, HALLS, LOBBIES, STAIRWAYS OR ACCESS TO PUBLIC UTILITIES OF THE BUFFALO NIAGARA CONVENTION CENTER BE OBSTRUCTED OR USED FOR ANY PURPOSES OTHER THAN INGRESS OR EGRESS FROM THE CENTER AND COMMERCIAL PURPOSES RELATED TO EVENTS IN THE CONVENTION CENTER.

ALL SOLICITATIONS, LOITERING, PICKETING, DEMONSTRATING AND DISTRIBUTION OF MATERIALS IS STRICTLY PROHIBITED EXCEPT FOR DISTRIBUTION OF COMMERCIAL MATERIALS RELATED TO EVENTS IN THE CONVENTION CENTER WITH THE PRIOR WRITTEN APPROVAL OF THE EXECUTIVE DIRECTOR OF THE BUFFALO CONVENTION CENTER.

KEYS:

The rooms on the marquee level can be made secure by having the lock cylinders changed (thus removing it from the master key system). This option will provide you with a very secure storage area and/or office space.

The Center can offer two keys per room. At a nominal charge, additional keys can be made. The Buffalo Niagara Convention Center, will not issue keys to anyone but those individuals specified by the client, and will not unlock any of these doors except in an emergency.

NOTE: Rooms 101 and 106 can be made secure with the exception of the moveable airwalls.

FORKLIFTS AND FLYING CARPET RENTAL:

A one-time flat rate fee of \$250.00 will be charged per piece of equipment used. This equipment requires certified, OSHA approved personnel to operate. The Convention Center can offer Certified Staff to meet your needs at \$42.00 per hour with a 2 hour minimum charge.

NOTE: Buffalo Niagara Convention Center equipment including, forklifts, flying carpet, ladders, shall not be used by decorators, exhibitors, or non-Center employees without the permission of an account executive or appropriate manager. The Convention Center does not supply or loan extension cords, hand tools and power tools under any circumstances.

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PUBLIC SAFETY:

- A. Licensee agrees that at all times he will conduct his activities with full regard to public safety and will observe and abide by all applicable regulations and requests by duly authorized governmental agencies responsible for public safety and with Licensor to assure public safety.
- B. All portions of the sidewalks, entries, doors, passages, vestibules, corridors, stairways, passageways and all ways of access to public utilities of the premises shall be kept unobstructed by the Licensee and shall not be used for any purpose other than ingress or egress to and from the premises by the Licensee, unless written permission is obtained from the Buffalo Niagara Convention Center management.
- C. Licensee agrees not to bring onto the premises any materials, substances, equipment, or object which is likely to endanger the life of, or cause bodily injury to any person on the premises, or which is likely to constitute a hazard to the property thereon without prior approval of the Buffalo Niagara Convention Center. The Buffalo Niagara Convention Center shall have the right to refuse to allow any such material, to be brought onto the premises and the further right to require its immediate removal. All material brought in must be approved by Fire Department regulations and it will be the sole responsibility of the Licensee to obtain approval of such material from the Fire Department.

ENTRANCES AND EXITS:

- A. The entrances of the Premises shall be locked or unlocked during the Event as Licensee may direct, subject to regulations of federal, state and municipal authorities, to any lawful direction of law enforcement officers and to the Center discretion.
- B. Whenever the Center is scheduled to be open to the public, the emergency exits of the Premises (behind rooms 101 and 106 and walkway doors) must remain unlocked. During all events the Center may, at Licensee's expense, place security guards at these doors.
- C. There shall be no display or exhibit outside of the building without written permission of the facility director.

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BUFFALO FIRE PREVENTION BUREAU REGULATIONS:

All regulations of the Buffalo City Fire Prevention Bureau will be enforced and observed by the Licensee, the exhibitors, and all others on the premises of the Buffalo Niagara Convention Center. It is the client's responsibility and duty to be aware of all fire safety requirements during your time as the licensee of the Buffalo Niagara Convention Center.

The Fire Prevention Inspector governing the Buffalo Niagara Convention Center, can be contacted by directing inquiries to:

312 City Hall
Buffalo, New York 14202
(716) 851-5703

FLOOR PLANS:

- A. Licensee shall provide the Center with copy of the floor plan, indicating all spaces to be used for exhibits seating and registration for the Event, at least thirty (30) days before Licensee publishes or distributes any material containing such information and in no case later than ninety (90) days prior to the Event.
- B. After approval by the Center, the floor plan may be forwarded to the appropriate City and/or County Fire Authorities for review of aisles and exits and public safety requirements.
- C. The Center hereby reserves the right, by written notice to the Licensee, to require Licensee to make such changes, deletions, and additions in the floor plan or the operating policies described therein as the Center may deem necessary for the safe, efficient operations of the Center.
- D. Failure by Licensee to make any such changes, deletions, or additions requested by the Center within ten (10) days after receipt of notice thereof shall constitute a default by Licensee.
- F. The doors, stairways, ramps and openings that reflect or admit light into any space in the Premises and lighting adjustments shall not be covered or obstructed by Licensee except during "blackout" periods and then only in such manner as permitted by the Center and/or the Fire Prevention Bureau of the City of Buffalo. Licensee shall give notice in its floor plan if a "blackout" period is scheduled during the Event.

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BUFFALO FIRE PREVENTION BUREAU REGULATIONS - CONTINUED:

1. All curtains, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth and decorations must be constructed of flame retardant material, or treated with an approved flame retarding solution. (Treatment shall be renewed as often as may be necessary to maintain the flame retardant effect). A certificate of flame retardancy is required.
2. No combustible materials, merchandise, or signs shall be attached to, hung, or draped over flame retardant side and rear dividers of booths, or attached to table skirting facing aisles, unless flame retardant.
3. All exits, hallways, and aisles leading from the building are to be kept clear and unobstructed at all times. No drapes, curtains, or decorations shall be hung in such a manner as to cover any exit signs or stairwells. There shall be no obstruction blocking exit doors from outside the building, such as autos parked in front of doorways or barricades across sidewalks. A minimum radius of 12' will be kept clear at all exits. Main aisles must be 10' wide.
4. No exit door shall be locked, bolted, or otherwise fastened or obstructed at any time the building is open to the public.
5. All sawdust, shavings, hay and straw shall be stored, displayed and maintained in manner approved by the Fire Prevention Inspector.
6. Automobiles, trucks, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside the building, shall have no more than two (2) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and both battery cables 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 the event of emergency. When located on a carpeted area, vehicles must have plastic or visqueen in place under motor and drive-train components.
7. No flammable liquids or liquefied petroleum gases shall be used or admitted inside the building, except for demonstration when approved by the Fire Prevention Inspector. Cylinders or compressed gases shall be secured in a vertical or horizontal position, depending on tank use and design. All cylinders or compressed gas containers shall be clearly labeled for content.
8. "No smoking" signs shall be posted in areas designated by the Fire Prevention Inspector where it would be hazardous to smoke. Smoking is not permitted in buildings of public assembly by order of New York State Law (Chapter 244, Article 13E).

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BUFFALO FIRE PREVENTION BUREAU REGULATIONS - CONTINUED:

9. All electrical wiring shall be installed in a manner approved by the City Chief Electrical Inspector and/or Buffalo Niagara Convention Center electrician.
10. All standpipe and hose cabinets shall be kept clear and unobstructed at all times. A minimum radius of 20' is mandatory.
11. All appliances fired by natural gas shall be approved by the Fire Prevention Inspector and inspected with certification by the gas company. This is the sole responsibility of the exhibitor.
12. Licensee shall not, without the prior written consent of the Center, put or operate any engine, motor, or machinery on the Premises or use oils, burning fluids, gasoline, kerosene, propane gas, or any other type of bottled gas or engine for either mechanical or other purposes. This includes welding and cutting equipment. All machinery operators must be certified/licensed.
13. Pyrotechnics shall not be performed without the prior written consent of the Center and the Buffalo Fire Department. In such cases, special insurance and safety requirements must also be satisfied. A licensed, certified pyrotechnician may be required to operate special effects.
14. The use of all gas-fired heating units either portable or stationary, shall meet the approval of the Fire Prevention Inspector. This is the sole responsibility of the exhibitor.
15. All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Prevention Inspector. All equipment shall also be installed in accordance with provisions of the City Building and Fire Codes. ABC fire extinguishers are required within reach (8') of each unit or display.
16. Easels, signs, etc., shall not be placed in aisles. No exhibit booth, display, signs or other equipment or device may be located so as to obstruct access to any fire exit or fighting equipment or apparatus permanently installed in the building (see #10 above).

**WE LOOK FORWARD TO YOUR PARTICIPATION IN A
SUCCESSFUL SHOW**

THANK YOU FOR YOUR COOPERATION

**VIP NOTE: POLICIES & RENTAL RATES NOTED THROUGHOUT THIS
FACILITY GUIDE ARE SUBJECT TO CHANGE WITHOUT NOTICE.**

UPDATED: May 2013