

UPDATED: 9/28/2023

# **BUFFALO CONVENTION CENTER**

## **FACILITY GUIDE**

Buffalo Convention Center  
153 Franklin St.  
Buffalo, NY 14202  
Phone: 716-855-5555 or 1-800-995-7570  
Fax: 716-855-3158  
Website: [www.buffaloconvention.com](http://www.buffaloconvention.com)

***Welcome to the Buffalo Convention Center!***

Thank you for taking the time to consider the Buffalo Convention Center for your upcoming event. The Convention Center is a multi-purpose facility that presents a balanced schedule of conventions, trade shows, consumer shows, festivals, weddings, special events and meetings. The primary purpose of the Buffalo Convention Center is to serve as a catalyst for the economic, physical and social revitalization of downtown Buffalo, a goal we annually achieve by serving the public.

Our sales and service staff pride themselves in being detail oriented and will work with you to ensure the success of your event. We are confident you will find the Buffalo Convention Center and its services to be the finest you will ever experience.

Sincerely,

Jeff Calkins  
*General Manager*

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## MEET YOUR CONVENTION CENTER TEAM

*The following staff is instrumental when it comes to ensuring your events success. Not only do we work with you to coordinate all details of your event and convey your needs to our staff but they are incredibly knowledgeable about Buffalo. Have a question just ask... we are happy to help!*

<b>General Manager</b>	<i>Jeff Calkins</i>
<b>Assistant General Manager &amp; Director of Convention and Event Services</b>	<i>Danielle Winiarski</i>
<b>Executive Assistant</b>	<i>Lorna Cullen</i>
<b>Senior Director of Sales &amp; Marketing</b>	<i>Melissa Burke</i>
<b>Convention Sales Manager</b>	<i>Colleen Willis</i>
<b>Convention &amp; Event Services</b>	<i>Christie Walker</i>
<b>Sales &amp; Catering Manager</b>	<i>Susan Kimmins</i>
<b>Sales &amp; Service Coordinator</b>	<i>Heather Petrino</i>
<b>Director of Operations</b>	<i>Terry O'Brien</i>
<b>Assistant Operations Manager</b>	<i>Michael Will</i>
<b>Banquet Manager</b>	<i>Cory Watson</i>
<b>Executive Chef</b>	<i>Craig Landseadel</i>
<b>Chief Engineer</b>	<i>Ken Sandford</i>
<b>Electrician</b>	<i>Keith Pitman</i>
<b>Controller</b>	<i>Julie Brooks</i>
<b>Accountant</b>	<i>Maryann Martin</i>

**IMPORTANT DETAILS TO KNOW...**  
*What are the BCC's Definition of Bookings?*

**POSSIBLE BOOKING**

When space and dates are available, an interested client may request a possible booking based on information provided in the event inquiry form. The specified space and dates will be held by the Buffalo Convention Center (BCC), for a reasonable time period (not to exceed 2 weeks without prior approval from the General Manager) while the client decides to make the booking definite or to release the dates.

**SECOND OPTION BOOKING**

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

**TENTATIVE BOOKING**

A contract is issued to client with a required deposit to secure dates

**DEFINITE BOOKING**

An event becomes a definite booking upon receipt of a signed contract and deposit.

*\*\*The Buffalo Convention Center places priority on convention groups that utilize rooms and provide economic impact in the community. For that reason, no dates can be confirmed more than 12 months out for non-convention groups. With this in mind, the Buffalo Convention Center staff will do everything possible to accommodate all events in the most appropriate manner possible.\*\**

## 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)/ food and beverage expenses.

- For repeat clients (with approved credit application) the remaining balance may be paid upon receipt of invoice following the event within 30 days of receiving the invoice.
- For new clients without established credit with the Buffalo Convention 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 intent that the event will take place. 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 cannot be resold.

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

### INCLUDED SERVICES

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

- 1) House lighting, ventilation, heating or air conditioning during event hours. However, during 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 to and to include one thorough cleaning each day during non-show hours.
- 3) Enough loading docks to meet (reasonable) needs.
- 4) First time set up (and use) of the BCC's inventory of staging, tables, chairs and microphones. Buffalo 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 Event Service Manager.

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

**THE BCC'S A, B, C'S OF POLICIES AND PROCEDURES**  
*These rules and policies apply to all the activities occurring in the  
Buffalo Convention Center (BCC).*

**ACCESSIBILITY**

The BCC is wheelchair accessible, including exhibit halls, meeting rooms, and ballroom. Elevators and wheelchair ramps for the physically challenged are located on the Marquee Level. Bathrooms throughout the BCC are wheelchair accessible. Wheelchairs are available upon request at the BCC's Information Desk or Timekeeper's Office and are limited in quantity. Please contact your Event Service Manager to discuss arrangements for those guests with special needs. When utilizing a wheelchair, a driver's license must be turned in to our front desk to secure use. Braille plates are available throughout the facility for the visually impaired.

**ADDITIONAL COSTS**

With every great event there are some unexpected costs. Our Event Service Managers can help create a breakdown of estimated costs for your event. Should there be any add-ons during your event that would incur an additional cost; your Event Service Manager will inform you of the potential cost. The BCC prides itself in working within their client's budget.

**ADDRESS**

*Physical Address (GPS)*

Buffalo Convention Center  
153 Franklin Street, Buffalo, NY 14202

*Mailing Address*

Buffalo Convention Center  
One Convention Center Plaza, Buffalo, NY 14202

Shipping Address:

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

**ADHESIVES**

The use and distribution of adhesive-backed decals and stickers on any wall surface, glass or equipment must be pre-approved by your Event Service Manager. Floor decals are NOT allowed. Examples of approved tape brands - Eco Brand (can be purchased from operations department) and Gaffers Tape (not available for purchase). Duct tape is NOT permitted and use of this tape on BCC Floors will result in additional charges to the final invoice. Acceptable wall adhesives are painters' tape or 'fun tak.'

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

**ANIMALS**

Animals or pets, except for service animals, are not permitted within the BCC, unless they are part of an exhibit approved by your Event Service Manager. Such animals or pets must be on a leash or in an enclosed pen, and under control at all times. Animals are not permitted near or at food service areas, public washrooms or pre-function spaces. The animal's owner must take full responsibility for his/her pet.

## **ATM**

An ATM is located on the lower level of the BCC near the Information Desk. Additional ATMs may be requested for events at no additional charge to the licensee.

## **AUDIO VISUAL EQUIPMENT**

The BCC owns limited audio-visual equipment (see equipment inventory form). Clients may select an audio-visual company of their choice. (See page 35)

## **BALLOONS**

The BCC prohibits helium filled balloons for displays or distribution in the Exhibit Hall. Use of balloons may be waived with prior written consent from the General Manager.

## **BANNERS AND SIGNAGE**

Banners, signs, pictures, notices, or advertisements may only be placed in locations, and by methods approved in advance by BCC management. The BCC requires posters to be mounted on easels and/or individual holders. Staples, tacks and nails are prohibited and are not to be used on any building surface or equipment. **NO STICKERS CAN BE USED OR DISTRIBUTED.** Tape of any type is prohibited in all areas of the building.

## **BILLING (INVOICE)**

Upon booking an event, the licensee is required to pay a deposit as stated in the contract. First time events without prior credit application approval will be required to pay in advance of their event. All other invoices are due within 30 days of the event. Deposit is nonrefundable.

For your convenience and clarification, an event invoice summarizing rent, additional charges, and any credits will be prepared by accounting. Any additional charges and fees accrued before, during or after the event will be charged to the licensee. These charges may include, but are not limited to:

- Food & Beverage charges
- Additional electrical service
- Additional telecommunications/Internet service
- Additional dumpster fees
- Security or police officer services
- Emergency Medical Technician Services
- Damages to BCC and equipment
- Additional equipment or supply rentals

## **CANCELLATIONS**

Please refer to appropriate sections of your license agreement for details pertaining to cancellations of services or any requested items and/or rental space. Should you have any questions or require clarification, please contact either your Sales Manager or Event Service Manager.



## CARPETED AREAS

The following policies, regulations, and limitations are geared towards the protection of all permanently carpeted areas, including lobby, lobby lounge, ballroom, meeting rooms and exhibit hall carpet when in use.

- All carpeted areas require 100% coverage with heavy-duty visqueen at all times when work is being performed that includes delivery, movement, unloading, construction, installation, or dismantling of materials and equipment. This includes booth areas as well as aisles.
- Only approved tape may be used on carpeted areas. (see ‘Adhesives’ for more information.)
- The use of paint, glue, inks, dyes, oil, solvents, other industrial liquids or adhesives is not permitted without 100% protection.
- Any items that are likely to snag carpet fibers or leave a residue may not be used on any carpeted surface without 100% protection. This includes paint, adhesives, soil, grass, flowers, chalk, water, unapproved tape, screws, nails, Velcro, rough lumber, metal glass, or other items likely to cause damage.
- BCC will not cut into any carpet for utility setup for events.
- BCC exhibit carpet is for general session and meal functions ONLY.
- BCC does not guarantee use of carpet on the exhibit floor
- BCC does not allow floor stickers to be placed in carpeted areas
- Once the carpet is down for an event it must stay down for the duration of the event.
- A fee will apply for any damage to BCC carpet.
- Floor sticker decals will NOT be allowed in the Buffalo Convention Center or the carpeted part of the Hyatt Walkway.

## CERTIFICATE OF INSURANCE

The Licensee agrees to provide the Buffalo Convention Center with a one million-dollar insurance policy one month prior 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 listed on the certificate as additional insureds.

BCC may request a Certificate of Insurance from vendors (i.e. Decorators/AV companies.)

## **CLEANING AND TRASH REMOVAL**

The BCC 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 BCC may charge for dumpster usage fees during and after the show. Our policy is to bill the client the dumpster fees plus a 5% service charge. Approximate fees are available upon request.

## **CLIENT POST EVENT SURVEY**

How do we find out whether our customers are satisfied? The answer is simple: we ask them. Once your event is complete, we will send you our post event survey to complete. We constantly are striving to exceed your expectations and host successful events. Your feedback is important to us as well as your satisfaction, so please let us know how we did. Additionally, at any point in your experience if you have feedback please feel free to share it with us. We always have time to listen. A perk of filling out the survey is a chance to win a \$100 gift card!

## **COAT CHECK**

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

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

Your Event Service Manager will provide further details for this service, including estimated hours of operation, space needs and associated costs. Inform your Event Service Manager if a volunteer group will be assisting/working coat check.

## **COPYRIGHTED MUSIC/LICENSING FEES/CONDUCTED BY LICENSEE**

You, as the sponsoring organization, are responsible for obtaining all necessary licenses and paying all costs and fees arising from the use of copyrighted music or dramatic materials, or any other property that is subject to trademark, patent, or other proprietary right which is used or incorporated into your event.

As part of the content of your event and which pertain strictly to the conduct of your activities here in our venue. As such, in making decisions to incorporate such elements into your event activity, you retain the legal responsibility for complying with copyright and trademark requirements.

## **DAMAGES**

Because of the costs of maintaining the BCC, 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 Event 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 them for these inspections. If damage does occur the BCC has the option, to require the responsible party to pay for the cost of the repairs.

## **DELIVERIES AND FREIGHT**

Your Event Service Manager must be advised of all deliveries, shipments, contractors, and vendors who require access to the facility in conjunction with your event. It is important to ensure that sufficient move-in and move-out time has been booked. Advance deliveries and freight shipments are permitted (3) days prior to your move-in date with permission from your Event Service Manager. If you have any concerns regarding timing, please contact your Event Service Manager.

If a client is not utilizing a decorator's services, the client is responsible for all shipping labels and must notify carrier of pick-ups.

## **DISPLAY MONITORS**

TV monitors are located throughout the upper and lower levels of the facility including (1) in the Hotel Walkway. The monitors have the capability to display slides that have been created and saved as image files (JPG, BMP or GIF). These slides can display logos with a welcome message, agenda's, thank you to sponsors, general information about the event, or directional guidance for rooms. All information must be provided (2) weeks prior. Last minute changes made on site will be considered at BCC's discretion.

## ELECTRICAL CABLES

Any and all cables that run across any floor surface must be either taped down with safety hazard tape or placed within the appropriate cable covering option, to minimize the possibility of pedestrian injury. Uncovered, unfastened, or unsecured cables, cords, wires, etc. are strictly prohibited.

## EMERGENCY PROCEDURES

For fire and medical emergencies, please contact manager on duty. Please do not call 911. The BCC can provide detailed emergency procedures upon request.

## ENTRANCES AND EXITS

- A. The entrances of the BCC 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 BCC discretion.
- B. Whenever the facility 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 BCC 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 General Manager.

## EQUIPMENT INVENTORY

BCC equipment inventory may be utilized on a first come-first serve basis by the tenants. Equipment must be shared by all tenants in the facility. A full list of equipment can be obtained from your Event Service Manager.

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.

**PLEASE NOTE:** If your needs exceed our available inventory, we will be happy to assist in making arrangements for the rental of additional equipment through outside vendors at the licensee's expense.

## EVENT INFORMATION LINE

Prior to your event you will receive a form requesting information pertaining to your event (i.e. admission price, show hours). The BCC will use this information to answer general questions over the telephone and email 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.

## EVENT MENUS

Final guarantees for food and beverage functions must be received (5) business days prior to the function date. For functions of 500 people or more, the final guarantee will be required (7) business days prior to your event. This count is not subject to reduction within this period. If the guarantee is not received, the BCC will charge your organization for the estimated number of people noted on the menu. The BCC will be prepared to serve and set the function room for 5% over the guaranteed number for all parties under 500 and 3% for parties over 500. A \$100 service charge will be applied to all food functions totaling less than \$300. The Convention Center adds an administrative fee of 22% to all food and beverage costs for the events. The Convention Center retains 7% of the charge and distributes the remaining 15% to its service employees. The 7% portion of the charge retained by the Convention Center is for the administration of the event, is not a gratuity or tip, and will not be distributed to the employees who provided service at the event.

## EVACUATION PLAN

Familiarize yourself with your surroundings. Note all emergency exits in your area. The key to a successful evacuation is for everyone to remain calm. If evacuation is necessary, you will be informed via a voice-recorded message advising you to proceed to the nearest exit. If you are assisting in the evacuation of your show attendees and exhibitors, make sure they are instructed to leave by way of the nearest exit in a calm and orderly fashion. Physically challenged guests should be escorted to the nearest fire exit and the nearest BCC personnel must be notified. A detailed map can be provided upon request.

## EVENT RESUME

To make sure that all areas of an event are covered, your Event 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 BCC personnel to review for your event.

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.

## EXCLUSIVE SERVICES

The BCC is a union facility and services must be rendered through the following departments:

- Facility Maintenance - Building Engineers, Maintenance, Janitorial and Electrical Services
- Food and Beverage - Servers, Culinary Staff and Bartenders
- Rigging Services (IATSE) for all lighting and sound equipment (proof of proper certification may be required of audio-visual company) (page 20)
- Ticket Takers/Sellers Services (page 21)
- Security – Vista Security Group, Inc. (page 20)
- EMT – Twin City Ambulance (page 14)
- Valet Service – AllPro

## **FIRE POLICIES**

We realize that fire laws and policies can be a bit complicated to maneuver with regards to vehicles on display, floor plans, candles, special effects, tents or decorating. The best solution is to speak with the staff assisting you and allow us to deal on a case-by-case basis for each event or program.

For the protection of our facility and for those guests either working or attending an event on our premises, the BCC Facility Guide contains a brief overview of the City of Buffalo Fire Regulations that may apply to various aspects of event planning.

### **1. Capacity Concerns**

- The BCC will not permit exhibition halls or meeting rooms to be occupied by number of persons greater than listed capacities.

### **2. Exhibit Hall Floor Plan Approval**

- Preliminary exhibit floor plans, including general session, registration and pre-function space, must be submitted to the Event Service Manager at least six (6) months prior to the first move-in day for approval by the City of Buffalo Fire Marshall.

### **3. Flame Resistance**

- All woodwork, stage scenery, furnishings, decorations and sets used upon a working permanent or temporary stage, or within an exhibit, shall be coated or treated by approved methods to render them flame resistant.
- All fabrics, films, draperies, curtains and similar furnishings must be flame resistance.
- Acoustical and decorative material including, but not limited to, cotton, foamed plastic, hay, paper, straw, wood chips, mulch, split bamboo and thatch must be treated with a flame-retardant.
- Documentation of flame resistance must be available for review upon request.
- Additional flame retardant treatments shall be applied in accordance with the appropriate product direction.
- The use of styrofoam products for set construction is not permitted.

### **4. Gas Information**

- The Licensee shall not bring upon the premises any exhibit, equipment or vehicle that, in the judgment of the BCC, would be, or might be, dangerous to persons or property or otherwise incompatible with the structure, systems and furnishings.
- Gasoline, kerosene, diesel fuel, combustible gases (cylinders) or other flammable liquids may NOT be stored (permanently or temporarily) within the BCC facility, or on dock areas, during an event or its move-in and move-out.

### **5. Hazardous Chemicals**

- The Licensee shall not bring upon the premises any exhibit, equipment or vehicle that, in the judgment of the BCC, would be, or might be, dangerous to persons or property, or otherwise incompatible with the structure, systems and furnishings of the building.
- Hazardous chemicals and materials, including, but not limited to, pesticides, herbicides, poisons, flammable and combustible liquids, hazardous gases, pressure cylinders and tanks, and hazardous chemicals (including oxidizers) are prohibited inside the BCC.
- Compressed inert gases may be used provided the vessels are stored in a safe manner and the BCC Management has been notified regarding their intended use and preferred storage location. Demonstrations involving inert gases must comply with all federal and local regulations.

- The Licensee is responsible for the removal of all hazardous waste and must comply with all applicable federal, state and local regulations. Hazardous waste includes materials that are ignitable, corrosive, reactive, toxic or a biohazard. If materials are questionable, contact BCC for more information. Costs or applicable administrative expenses incurred by the BCC for the removal of hazardous waste left in, or about, the BCC will be assessed to the Licensee.

## **6. Open Flame, Pyrotechnics and Special Effects**

- The use of open flame devices, including candles, is permitted on BCC premises with prior approval from the Event Service Manager, provided Licensee or exhibitor adheres to the following conditions.
- All candle flames must be enclosed and protected at all times.
- Candles may be used on tables if securely supported on a substantial noncombustible base and located in a position to avoid danger of ignition of combustible material.
- Pyrotechnics must comply with City and State regulations.
- A pyrotechnics permit is required.
- The use of fog and haze machines for lighting and theatrical effects is permitted within the BCC, provided that the fog/haze fluid used in those machines is water-based. The use of non-water-based fog/haze fluid, specifically with an oil-based composition, is prohibited.

## **7. Welding**

- Under certain conditions, welding or brazing in an exhibit hall may be permitted, with prior approval from the Fire Marshal and the BCC Management. In addition, depending on the scope of work that requires the on-site welding, a mandatory Fire Watch may also apply. Any unauthorized welding activity is strictly prohibited and will be subject to an immediate cessation of the activity.

## **FIRST AID (EMT)**

New York State law requires emergency medical technicians to be on duty when the facility attendance exceeds 5,000 people. The Buffalo Convention Center has an available First Aid Room with limited basic equipment. The room is located on the loading dock and is the property of Twin City Ambulance. The Event Service Manager will work with you on coordinating what hours an emergency medical technician would be required/preferred. EMT may be required depending on the scope of the event.

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



## FLOOR PLANS

The Buffalo Convention Center provides floor plans upon request. Please ask your Event Service Manager for assistance in creating a floor plan.

- Licensee shall provide a 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.
- After the floor plan is approved by the BCC, the Event Service Manager may forward the plan to the City Fire Marshall for review of aisles and exits and public safety requirements.
- The BCC 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 BCC may deem necessary for the safe, efficient operations of the BCC.
- Failure by Licensee to make any such changes, deletions, or additions requested by the BCC within ten (10) days after receipt of notice thereof shall constitute a default by Licensee.
- 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 BCC 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.

## FORKLIFTS AND AERIAL HIGH LIFT RENTAL

**FORKLIFT:** \$275 per event PLUS, if applicable, \$44 per hour (BCC Operator)  
2-hour minimum charge

**HIGH LIFT:** \$375 per event PLUS, if applicable \$55 per hour (BCC Operator)  
2-hour minimum charge

**NOTE:** Buffalo Convention Center equipment including, forklifts, high lift, ladders, shall not be used by decorators, exhibitors, or non-Center employees without the permission of a Event Service Manager or appropriate manager.

## GBAC Gold Star Rated Facility

GBAC (Global Biorisk Advisory Council) is a globally recognized certification for maintaining a thoroughly clean and safe environment, free from the risk of infections and diseases, both for our employees and guests. To that end, we are committed to ensuring that our facilities are always well maintained, following meticulous health and safety guidelines. All our employees are given proper training on these policies, and we are always looking for ways to improve so that we can continue to offer the very highest standards of safety.

## INCIDENT REPORTS

An incident report must be filled out for any unusual event/incident that does not fall under the description of an injury. An example of an incident could be a lost item, possible theft, altercation or damage to property.



## INJURY REPORTS

For our own records as well as insurance purposes, an in-house injury report must be filled out for all injuries. These reports will be completed by a member of the Buffalo Convention Center management.

## INTERNET SERVICES

The BCC has teamed with Escapewire, Inc. as the in-house provider for internet services. If internet services are not included in the contract please ask your Event Service Manager about coordinating internet service (additional charges will apply). The BCC is equipped with high speed bandwidth so exhibitors and attendees have unimpeded access to any applications they require.

Highlights include:

- Free Basic WiFi throughout the facility
- 300 MB of bandwidth
- 200 hardline connections available
- 70 wireless access points
- Ability to accommodate up to 7,000 concurrent users

## KEYS

The rooms on the lower 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 use of the secure lock would be an additional fee on your invoice

The BCC can offer two keys per room. At a nominal charge, additional keys can be made. The Buffalo 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. If keys are not returned at the conclusion of the event a nominal fee will be assessed to the final invoice.

NOTE: Rooms 101 and 106 can be made secure except for the moveable air walls.

## LABOR UNIONS

The Buffalo Convention Center is proud to be a Union facility. Our staff is comprised of three labor unions:

Food & Beverage.....Local 4 - Rochester Regional Joint Board Union  
Maintenance & Operations.....Local 200 - Service Employees International Union  
Engineers.....Local 17 - International Union of Operating Engineers

The basic requirements are that all Food and Beverage functions utilize BCC servers and bartenders. All room sets that are comprised of BCC equipment are to be performed by facility personnel only.

## LICENSES AND PERMITS

Clients must contact the Director of Licenses for the City of Buffalo to ensure 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 301, City Hall, Buffalo, New York 14202.

Should an exhibitor refuse to purchase a license, s/he will not be able to sell or participate in the event that is taking place. S/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!**

## LIQUOR LICENSE

Alcoholic beverages will be served in accordance with the regulations of the New York State Liquor Authority. The BCC retains the exclusive right and responsibility to provide and dispense any alcohol served at its facility. Monday thru Saturday the BCC will serve from 8:00AM – MIDNIGHT and Sunday from 10:00AM – MIDNIGHT.

## LOADING DOCK

1. The BCC 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 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.

## MOVEABLE WALLS (Air Walls)

All movable walls in 101 and 106 must be installed and removed by BCC staff only. The exhibit hall air wall can be keyed open by BCC staff.

## **NOVELTY FEES AND SAMPLING**

The exclusive right of the Food and Beverage 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 General Manager.

If a vendor wishes to sell food items during an event, the Buffalo Convention Center reserves the right to charge that individual \$150.00 per show day as a novelty fee. This fee must be pre-paid to the Event Service Manager.

## **PAYMENT**

Accepted payments are credit/debit card, cash, check, money order, or cashier's check. The BCC reserves the right to request payment in advance for any estimated additional costs the Licensee may incur. In the event a Licensee fails to pay an invoice when due, the BCC reserves the right to pursue legal action to collect the balance due and to cancel event.

## **PARKING**

There are parking ramps and several service lots within (1) block of the BCC. Parking maps can be provided by your Event Service Manager. Valet parking can be arranged through AllPro Parking, ask your Event Service Manager for more information. For additional information visit the BCC website.

## **PHOTOGRAPHY**

BCC retains the right to take photographs of events for its own records and for publicity purposes.

## **PRE & POST CONFERENCE MEETING**

Pre-conference and Post-conference meetings with the facility and other vendors, contribute to an events success. The time to hold such meetings can vary depending on the size of the meeting, your proximity to the site, and the schedule you, the facility and other vendors determine is most convenient. At the latest, the pre-con should be held one day in advance of a meeting. Pre-cons are a time for key team members to meet each other and for last-minute details to be discussed. Those in attendance may include the General Manager, the Salesperson assigned to the account, Event Service Manager, Food & Beverage Manager, Operations Manager, Audio Visual company representative, and others, depending on the site and complexity of the meeting. Please see your Event Service Manager to set-up the appropriate times to hold these meetings.

## **PUBLIC SAFETY**

- Licensee agrees that at all times s/he will conduct their 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.
- 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 Convention Center Management.
- 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 Convention Center. The Buffalo 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.

## **RECEIVING OF SHIPMENTS**

The BCC 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 BCC 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 General Manager or the Event 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 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 approved 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  
Convention Center Plaza  
Buffalo, NY 14202

## **REPORT OF SHOW**

The New York State Department of Taxation requires the Buffalo Convention Center file a "Report of Show" for all events held in the facility 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 Subunit at (800) 972-1233.

## **RIGGING**

Contractors are required to submit rigging plans to the Buffalo Convention Center through the Event Service Manager for review and approval by our certified IATSE rigger. All rigging must be done with rated, stamped and approved hardware only. All rigging work to be done in the Buffalo Convention Center must be completed by our approved rigger and the client will be charged accordingly.

**\*\*Note:** Insulation, or protective coatings or covers may not be removed. Fire suppression, detection, and alarm appliances may not be covered in any way.\*\*

## **ROOM SETS**

Meeting rooms shall be arranged in theater, classroom, conference, u-shape, hollow-square, 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 BCC'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.

## **SECURITY AND IN-HOUSE PERSONNEL**

The BCC, provides staff members to monitor the front lobby (Information Desk) and the back loading dock (Timekeeper's office) during access hours.

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

All staffing requirements are ultimately the discretion of the General Manager 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 Convention Center.

The BCC has a recognized and authorized exclusive security company. Only firms that are insured and licensed by the State of New York are eligible to work in the Buffalo Convention Center. Please refer any questions regarding security to your Event Service Manager.

## **SERVICE CONTRACTOR/DECORATOR/DRYAGE**

The Buffalo Convention Center does not have an in-house decorator or service contractor. Please see page 34 for a list of vendors who are familiar with the facility.

## **SOCIAL MEDIA**

The Buffalo Convention Center utilizes various social media platforms (Facebook, Twitter, Instagram, etc.) to engage attendees and offer giveaways for events. Please share with your Event Service Manager if your group is active on social media or if you have restrictions on what you would like shared. Be sure to use the #BFLOCC while posting at the BCC!

## **SOLICITATIONS/COLLECTIONS**

No person shall be permitted to make solicitations/collections of any nature in the BCC 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 General Manager.

## **SMOKING POLICY**

The Buffalo Convention Center is a Smoke Free Facility. Smoking and E- Cigarettes are strictly prohibited in all areas, including loading docks, service corridors, freight elevator...etc. at all times!

## **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.

Cost of phone installation is as follows: \$ 30 to activate a phone line per event (per line) in advance, \$55 on-site. An event is up to five days.

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

## **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 Patrick Fitzgerald at (716) 359-2192. The Buffalo 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.

## UTILITIES

Installation of all utility services involving electrical, air, water, water drainage, or internet/telephone connections must be performed or supervised by Buffalo Convention Center staff. BCC electrical equipment, such as extension cords, electrical panels, spotlights, and fixtures are not to be removed by the renter or any unauthorized persons. Violators will be assessed an appropriate charge for any removals. Under no circumstance shall distribution panels or mechanical equipment be blocked, or access impeded. Floor boxes may not be accessed by anyone other than BCC personnel.

## VEHICLES

Vehicles are permitted in various locations throughout the Buffalo Convention Center and must have prior approval from your Event Service Manager. Display vehicles must conform to City fire codes as it pertains to fuel tanks and battery connections. Batteries on display must be disconnected, fuel tanks locked, or duct taped closed and a 1/8 tank of gas is required.

Vehicles or other equipment that are part of an exhibit or display are limited in size to those capable of being transported through our corridors or door openings.

## WATER SERVICE

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

## WEBSITE

For additional information on the Buffalo Convention Center, you can visit our website at [www.buffaloconvention.com](http://www.buffaloconvention.com). If your organization has a website 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](mailto:info@buffaloconvention.com) and our fax number is (716) 855-3158. Currently, there is no charge for this service.



## **FOOD & BEVERAGE POLICIES AND PROCEDURES**

*Food and beverage at the Buffalo Convention 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 prior approval from your Event Service Manager or General Manager. Decisions by the Center's General Manager are FINAL.*

### **ADMINISTRATIVE FEE & TAX - Effective June 1, 2022**

The Convention Center adds an administrative fee of 22% to all food and beverage costs for the events. The Convention Center retains 7% of the charge and distributes the remaining 15% to its service employees. The 7% portion of the charge retained by the Convention Center is for the administration of the event, is not a gratuity or tip, and will not be distributed to the employees who provide service at the event.

### **BEVERAGE SERVICE**

We offer a complete selection of beverages to enhance your function. Please note that the State of New York Regulates alcoholic beverage sales and services. The Buffalo Convention Center, as a licensee, is responsible for the administration of these regulations. Therefore, it is our policy that no liquor, beer, or wine may be brought into or carried out of the Buffalo Convention Center. For open bars, one bartender per 100 people will be provided. For cash bars, one bartender per 125 people will be provided. Each bartender must take in \$500 in sales in a 4-hour period, or a \$200 service charge will be applied per bartender. Additional Bartenders requested will be charged at \$25 per hour, with a 4-hour minimum. In accordance with rules and regulations set aside by the State of New York, the Buffalo Convention Center cannot sell or condone the sale of alcoholic beverages to any person under 21 years of age.

You must have pre-approval before planning any on-site promotion that includes alcohol consumption. Monday thru Saturday the BNCC will serve from 8:00AM – MIDNIGHT and Sunday from 10:00AM – MIDNIGHT.

### **CONCESSION SERVICE**

We offer a variety of concession style services and will be glad to tailor menus to complement your trade show or convention. The availability of concession services can greatly enhance your event. For special information regarding concessions for set up and move out days, contact your Event Service Manager. All food and beverage service is based on a minimum of \$500 in sales for a 4-hour period. If the charges fall below the minimum, an additional labor charge of \$200 will be charged.

Concession stands are located in the Lobby Lounge, North and South Exhibit Halls. A minimum of 8 ft. must be left in front of each stand for lines to form. Concession stands are open at the discretion of the Event Service Manager. The Buffalo Convention Center reserves the right to determine which carts/stands/menus are available for business and hours of operation pending the flow of business.



## **DELAYED OR EXTENDED SERVICE**

On the day of your event, if the agreed upon beginning or ending service time of your meal changes by 30 minutes or more, an additional labor charge may be applied.

Food will be allowed out on buffets for a maximum of two (2) hours.

## **DIETARY CONSIDERATIONS**

With advance notice, our chefs are able to accommodate most special meal requests. Your Event Service Manager is available to consult with you on special dietary requests and pricing to serve vegetarian, vegan, kosher and other dietary restrictions. Such special requests are due 7 days in advance of your event. These special meal requests are to be included in your final guaranteed attendance.

## **EXCLUSIVE CATERER**

The Buffalo Convention Center is committed to providing the highest quality food and beverage services for our guests. All food and beverage is to be arranged through your Event Service Manager. No outside food and beverage of any kind are allowed into the facility by clients, guests or exhibitors without prior written consent of the General Manager.

## **GUARANTEES**

Final guarantees for Food and Beverage functions must be received (5) business days prior to the function date. For functions of 500 people or more, the final guarantee will be required (7) business days prior to your event. This count is not subject to reduction within this period. A \$150 service charge will be applied to all food functions totaling less than \$400.

If the licensee/client fails to notify the Buffalo Convention Center of the guaranteed attendance within the time required:

- The Buffalo Convention Center will prepare for and provide services to persons attending the event on the basis of the estimated attendance specified on the event menu and such estimated attendance shall be deemed to be the guaranteed attendance if no guarantee is confirmed by Licensee.
- The Buffalo Convention Center will be prepared to serve five percent (5%) above the guaranteed attendance if fewer than 500 people guaranteed. The BCC will prepare to a three percent (3%) overage if guarantee is above 500 people.
- Should additional persons attend the event in excess of the total of the guaranteed attendance plus the overage, the Buffalo Convention Center will make every attempt to accommodate such additional persons subject to product and staff availability. Licensee will pay for such additional persons and/or a la carte items at the same price per person or per item plus the administrative fee and local taxes.
- We will accommodate special dietary requests pertaining to allergies or cultural restrictions given advance notification at the time of your guarantee.
- The guaranteed attendance shall not exceed the maximum capacity of the areas within the facility in which the event will be held.

## LINEN SERVICE

The Buffalo Convention Center provides complimentary linen for all meal functions. Additional linen fees will apply for specialty linens required for meeting or banquet functions.

## MENU SELECTION

Our knowledgeable staff is eager to assist you with your event planning, menu selection, and to answer any questions or concerns. We take great pride in our menus, which offer a wide variety of deliciously crafted culinary offerings, designed by the BCC's Executive Chef. Your Event Service Manager, together with the Executive Chef, will be happy to closely work with you and your team to customize menus that will be perfectly suited to your special occasion.

## REFRIGERATION & STORAGE

The BCC has limited refrigerated storage space on-site for food and beverage products. Provisions can be made for on-site storage only if arranged in advance. When the storage space is full – *it is full*. So please plan accordingly. Contact your Event Service Manager for more information.

## SERVICE TIMES

Meal services are based on the following time guidelines:

Seated dinner	3 hours
Receptions	2 hours
Seated breakfast or lunch	2 hours
Buffet dinner	2 hours
Buffet breakfast or lunch	1.5 hours
Continental breakfast	1.5 hours
Coffee service	1.5 hours
Meeting breaks	30 minutes

Seated or buffet meals require two hours setup time in advance of the function. Extended or reduced service times, early set-up times, or delays in service time start may result in additional labor charges. Due to the length of your program overtime charges for wait staff may be incurred.

## **SUPPLEMENTAL STAFFING FEES**

Unless indicated otherwise, charges for the staffing of your function are included in our menu prices, provided the guaranteed minimum sales requirements are met.

When you request additional staffing, over and above what are normally provided, the following hourly rates will apply. Please note that four (4) hour minimum per staff member applies.

Banquet Coordinator \$51.00/hr

Banquet Staff \$23.00/hr

Chef/Carver \$31.00/hr

Bartender \$30.00/hr

### **Service Standards**

1 Bartender for every 125 guests (hosted and cash bar)

1 Server per 30 guests (plated meals)

1 Server per 40 guests (buffet meals)

1 Buffet per 200 guests (double-sided)

### **TAX EXEMPT**

For organizations that are tax exempt, a copy of your Exemption Certificate must be received with your signed contract.

## **EVENT PLANNING CHECKLIST**

### **12 Months Out**

- Event Service Manager is assigned (please place on your mailing list)
- Obtain and review Facility Guide
- Schedule a site visit or planning meeting with your Event Service Manager to review and finalize required space

### **7 Months Out**

- Discuss preliminary F&B need
- Provide contact information for key service contractors
  - Decorator
  - Production Company
  - Audio Visual Company
- Contact Event Service Manager for necessary utility forms to be placed in Exhibitor Kit (if applicable)

### **3 Months Out**

- Draw up preliminary floor plans (Event Service Manager and Operations Manager can assist as needed)
- An event timeline/agenda to be provided to Event Service Manager. Include the following:
  - Move In Schedule
    - Decorator
    - Exhibitors
    - Registration
    - Internal Utilities: Electrical/Internet/Phone Orders
  - Exhibits
  - Meetings or Breakouts
  - Move Out Schedule
- Inform Event Service Manager of any possible Street Closures or Special Parking Needs

### **1 Months Out**

- Schedule Pre/Post Convention meeting with Event Service Manager
- Security, EMT, and Fire Marshall requirements are due (if applicable)
- Documents due at this time:
  - Certificate of Insurance – Naming “The Buffalo Niagara Convention Center Management Corporation, The City of Buffalo, and The County of Erie” as additional insureds.
  - Final Menu Selection
  - Final Event Timeline/ Agenda
  - Final Floor Plans
  - Final Facility Utilities

### **2 Weeks Out**

- Review and approve Final Event Resume sent by Event Service Manager
- Review and provide Final Guarantees for Final Menus sent by Event Service Manager
- Provide all Monitor and Marquee graphics

***\*\*Please note modifications will be made for events contracted less than a year in advance\*\****

***\*\*\*This suggested timeline allows your Event Service Manager to best service your group\*\*\****

## **MARQUEE LEVEL FLOOR PLANS**

### **MARQUEE LEVEL MEETING ROOMS**

There are 21 meeting and breakout rooms on this level. The 101 and 106 rooms are subdivided by moveable air walls.

Total gross square feet .....	38,459 square feet
Floors .....	Carpeted
Floor load capacity .....	350 lbs/sq. ft
Ceilings .....	10' 6", (acoustical tile - meeting rooms only)

### **Meeting Room**

#### **Lighting**

- 2 levels of fluorescent lighting
- Cloud lighting around perimeter of room

#### **Power**

##### **Room 101**

- 1 – 100amp 208 volt three phase Camlok (all female)
- 1 – 60 amp 208 volt three phase ‘Canon’ plug
- 2 – 12 circuit 20 amp 120 volt “power pillars”

##### **Room 106**

- 1 – 12 circuit 20 amp 120 volt “power pillar”

### **Ballroom**

#### **Lighting**

- Zone lighting
- Touch screen panel control

#### **Power**

- 8 – 60 amp 208 volt three phase ‘Canon’ plugs equally distributed across the floor centered on the pillars.
- 1 – 100 amp 208 volt three phase Camlok (all female) service
- 1 – 60 amp 208 volt three phase ‘Canon plug
- 8 – 20 amp 120 volt outlets equally spaced along the north, west and south perimeter in the floor.

### **Pre-function space**

The pre-function space in front of the Ballroom is a shared space unless otherwise stated by your Event Service Manager during planning. This space includes a lobby lounge and lobby.

## Marquee Level Meeting Rooms (Continued...)

### Other

Rest rooms .....	6 (3 women's and 3 men's)
Elevators .....	2
Escalators .....	2
Handicap Ramps .....	2
Hotel Walkway .....	1 (connected to Hyatt)
Freight Elevator.....	1



**Moveable Walls:** The air walls located in rooms 101 and 106 are to be installed and removed by BCC staff only.

**NOTE:** The photographs and art work displayed in hallways outside of the meeting rooms are permanently attached to the walls and are not to be removed.

## Marquee Level Meeting Rooms (Continued...)

EVENT SPACE	DIMENSIONS (L x W)	SQ. FT.	CEILING HEIGHT	THEATRE	CLASSROOM	BANQUET	HOLLOW SQUARE	BOOTHS 10 x 10
<b>MARQUEE LEVEL</b>								
Ballroom (first level)	149' x 83	12,367	10'6"	1400	800	900	–	60
101	142' x 92'	13,064	10'6"	1360	680	930	n/a	75
101A	29' x 48'	1,392	10'6"	150	72	100	48	-
101B	40' x 48'	1,920	10'6"	200	100	140	56	-
101C	44' x 48'	2,112	10'6"	200	100	140	56	-
101D	29' x 48'	1,392	10'6"	150	72	100	48	-
101E	29' x 44'	1,276	10'6"	130	68	90	48	-
101F	44' x 44'	1,936	10'6"	200	100	140	56	-
101G	40' x 44'	1,760	10'6"	200	100	130	56	-
101H	29' x 44'	1,276	10'6"	130	68	90	48	-
102	18' x 30'	540	11'	50	24	40	24	-
103	28' x 29'	812	11'	80	48	60	32	-
104	28' x 29'	812	11'	80	48	60	32	-
105	18' x 30'	540	11'	50	24	40	24	-
106	79' x 96'	7,584	10'6"	750	392	540	n/a	35
106A	41'6" x 48'	1,992	10'6"	200	100	140	56	-
106B	37'6" x 48'	1,800	10'6"	175	96	130	56	-
106C	37'6" x 48'	1,800	10'6"	175	96	130	56	-
106D	41'6" x 48'	1,992	10'6"	200	100	140	56	-
107	18' x 31'	558	11'	50	24	40	24	-
108	28' x 29'	812	11'	80	48	60	32	-
109	28' 29'	812	11'	80	48	60	32	-
Boardroom	18' x 31'	558	11'	Boardroom seating for 22				
Lobby Lounge	14' x 77'	1,078	7'11"	Not Applicable				
Lobby	146' x 60'	8,760	7'11"	Not Applicable				



## **EXHIBIT LEVEL FLOOR PLANS**

### **Exhibit Level**

The exhibit hall is continuous and unobstructed exhibit space (on one level) and is divisible into two halls (north and south) of 32,205 square feet each.

Total gross square feet .....	64,410 square feet
Floors .....	Concrete floor with Epoxy Coating
Floor load capacity .....	300 lbs/sq. ft
Ceilings .....	35' clearance

### **Lighting**

- Zone Lighting
- LED ribbon light around perimeter of the exhibit hall
- (4) Touch screen light panel in each hall
- Audio Visual computer to control lighting (inquire to Event Service Manager)

### **Power**

Sixty floor boxes are spaced at 30' intervals across the exhibit hall. The boxes contain the following services. Please ask your Event Service Manager for the detailed floor plan that lists each box 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
- Hardline Internet Access

### **Access**

- Drive on access via loading dock ramps
- Direct access to four enclosed loading docks
- Dock 1 will be left open for BCC deliveries

### **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.

### **Pre-function space**

- The pre-function space is located on the Marquee level. It is a shared space unless otherwise stated by your Event Service Manager during planning. This space includes a lobby lounge and lobby.



## Exhibit Level (Continued...)

### 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 your Event Service Manager.

### Other

Rest rooms .....	4 (2 women's and 2 men's)
Elevators .....	2
Escalators .....	2
Hotel Walkway .....	1 (connected to Hyatt)
Freight Elevator.....	1



EVENT SPACE	DIMENSIONS (L x W)	SQ. FT.	CEILING HEIGHT	THEATRE	CLASSROOM	BANQUET	HOLLOW SQUARE	BOOTHS 10 x 10
<b>EXHIBIT LEVEL</b>								
Exhibit Hall (second level)	392' x 160'	64,410	35' clearance	7000	2800	4000	—	352

## **DIRECTIONS**

### **DIRECTIONS TO THE BUFFALO CONVENTION CENTER:**

The Buffalo 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 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 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 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 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.

## **SERVICE CONTRACTOR/DECORATOR/DRYAGE**

The Buffalo 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 BCC does not have an exclusive contractor but we do recommend the following companies:

**GREAT LAKES EVENTS**  
A Premier Exposition and General Services Contractor

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

**HALE**  
EXPO SERVICES

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

The Buffalo Convention Center welcomes all reliable and qualified decorators. The Event Service Manager will work closely with the chosen decorator regarding move in, move out and Center related items.

## AUDIO VISUAL/PRODUCTION COMPANIES

The Buffalo Convention Center does not have an exclusive audio-visual provider. If the program or event you are planning exceeds our inventory or capability, we do recommend the following companies that are familiar with our facility:



**Advanced Production Group, LLC.**  
PO Box 1189  
Dunkirk, NY 14048  
Telephone: (716) 716-366-5090



**Cheshire Audio Visual**  
60 Pixley Industrial Pkwy  
Rochester, New York 14624  
Telephone: (585) 325-4250



**Indigo Productions**  
313 Kensington Avenue  
Buffalo, New York 14214  
Telephone: (716) 836-2930



**Inspire Event Technologies LLC**  
160 Bud Mil Dr. Suite 1  
Buffalo, NY 14206  
Telephone: (800) 264-5010



**RPM Entertainment Productions**  
701 Seneca Street, Suite 700  
Buffalo, NY 14210  
Phone: (716) 853-0669



**Encore**  
2 Fountain Plaza  
Buffalo, NY 14202  
Phone: (716) 855-4825



*Thank you for allowing us to be a part of your event. We hope this facility guide was helpful in your planning process. If you still have any questions, please feel free to contact your Event Service Manager and they will be happy to assist in any way they can.*

# **BUFFALO CONVENTION CENTER**