



EXHIBITOR / VENDOR GUIDELINES

The following facility guidelines were created to ensure an organized and safe event. All displays shall conform to the Life Safety Code 101 following federal, state and local inspection requirements. Chase Center staff will enforce all requirements. If satisfactory compliance is not evidenced immediately upon receipt of these policies, Chase Center has the right to remove the exhibitor.

THE FACILITY

The Chase Center on the Riverfront is a smoke free facility located on the Wilmington Riverfront along the winding Christina River. The facility has ground floor access and is predominately covered in carpeting with over 87,000 square feet of event space.

DISPLAY MATERIAL FREIGHT OR SHIPMENT

The Chase Center will not accept any shipments of freight or display materials. All display materials should be pre-shipped to our decorator or brought in during exhibitor load-in times. See attached forms from our Decorator. All items and trash should be removed during load-out times. Items to be shipped out should be handled through our decorator or be pre-arranged for pick-up.

EXHIBITOR AUDIO VISUAL SERVICES

Exhibitor audio visual needs are serviced by our in-house provider Riverfront Audio Visual, which may include electric, internet, equipment and projection. For exhibitor audio visual services contact 302.472.0118 ext. 3. Show order forms will be inserted into your exhibitor packets.

EXHIBITOR CHECK-IN

All exhibitors must check in at the exhibitor registration desk located through the rear Security Entrance. Exhibitors must wear an identifying wrist band (supplied by the Chase Center) or a show badge (supplied by Show Producer). Any person in the building without such identification will be asked to leave. All exhibitors will be given a parking tag to hang on their rear view mirrors notating the event and booth number.

EXHIBITOR LOAD-IN

All Exhibitors must utilize the Security Entrance for loading in and loading out. There are three roll-up doors, two with lifts. Main entrance may be used only for carry in displays and materials with approval.

All Exhibitors should observe their designated load-in times assigned for the event to avoid congestion. All Exhibitors are to enter and exit through the Security Entrance for the length of the event unless otherwise instructed.

Vendors should supply their own carts or dolly due to limited supply available.

EXHIBITOR PARKING

Please move your vehicles to the designated vendor parking lot (Lot D on the East Side of the building across Justison Street) after loading in. No trucks, cars, vans, etc. are to be left parked in the rear areas or in fire lanes. Towing costs will be charged to the Show Producer.

EXHIBITOR DISPLAYS

All displays shall conform to the Chase Center's, federal, state and local inspection requirements. Chase Center staff will enforce all requirements. If satisfactory compliance is not evidenced immediately upon receipt of these policies, Chase Center has the right to remove the exhibitor.

EXHIBITOR MOVE IN

- No items may be pulled, dragged or pushed across the carpet, floors or thresholds. Items must be on wheels. I.E. handcart, dolly or pallet jack.
- Floor load should not exceed 5,000 lbs.

EXHIBIT DISPLAYS

- Nothing may be attached in any manner to the walls, columns, draperies or mirrors in the facility. This includes signs, banners, pictures and/or fixtures. Pipe and Drape is available for rental.
- Only approved tape; Gaffer's or Painter's may be used on carpeted areas and tiled floors. No duct tape is allowed in the facility.
- Exhibits must stay in their confined spaces, and cannot block or obstruct exit doors, view of exit signage, fire apparatus or fire alarm pull stations. Exhibitor shall use care not to disrupt the flow of traffic in the aisles.
- Exhibits must be confined to actual contracted booth space. Display elements over 3' high must be set back 3' from the aisle. Raw plywood, cardboard or other structural materials must be painted or appropriately covered. Display materials shall be non-flammable and fire-rated certified. Wood exhibit displays greater than 1/4" shall use treated fire-retardant wood. All fabric, canvas, tenting and pipe and drape must be non-flammable and have a label or marking noting such.
- Exhibitors may not apply paint, lacquer, adhesives or other coatings, tacking strips to the facility's floors, walls, columns or booths.
- Electric extension cords and electrical devices not provided by the Chase Center shall be commercial duty with grounded plugs (three-wire UL or FM compliant per NFPA Code 70.) Cords should be contained in the rented booth space and not pose a hazard to attendees. Cords must be approved by Riverfront Audio Visual.
- No loud sound displays or flashing light displays are permitted in the building.
- Waterbeds, aquariums, spas, pools, fountains may only be displayed with water in Wilmington Hall. In all other spaces items must be empty. Please submit water requests in writing to the Chase Center.
- Any displays of heavy equipment or crated displays require a fire-rated mat or 6-mil plastic underneath the item. This includes bricks, sand, plants, trees and/or dirt. Extra precautions may be needed to protect the marble flooring in Lobby and Governors' Hall during load-in.

- Any vehicle displays with combustion engines including: cars, trucks, motorcycles, boats, etc. must have between 1/3 or less tank of gas, unless they have never been fueled. The fuel fill tank must be locked and the positive and negative battery cables must be disconnected. Keys must be given to Show Producer or Chase Center on-site event supervisor. All vehicles require Visqueen plastic under the oil pan. Wet Wheel is prohibited from being applied in the facility.
- Lighting displays cannot use 100 watt quartz stem halogen lamps with linear bulbs.
- There may be no open flames, propane or flammable liquids, explosives or pyrotechnics. Any Exhibitor utilizing an approved heat source (Wick sterno, cassette or induction burners) at their booth is to provide a 5 LB ABC Fire Extinguisher at the booth.
- No animals are permitted with the exception of Guide/Therapeutic Dogs who must be accompanied by a master.
- Exhibitors shall have at least one attendant at their booth at all times while the event is open to attendees.

DECORATIONS

- No Popcorn, Chocolate Fountains, Peanuts, Snow, Fog, Bubble, Confetti or Cotton Candy Machines are permitted in the building. No Glitter or Silly String may be used on site.
- No open flame votive or candles are permitted.
- Balloons are permitted only when weighted. Balloons given to children must have a weight attached.

GIVEAWAYS

- **Exhibitors may not bring food or beverage into the facility.** There are vending machines available off the Lobby, or check with Show Producer if kiosks or meals are being offered.
- Vendors may not sell food or beverages. Exhibitors may only give away pre-packaged food such as wrapped candy. Samples or giveaways of unpackaged food or beverage items must submit requests in writing to receive special permission; supply a \$1M Certificate of Insurance naming Sodexo and Riverfront Development Corporation of Delaware as insured riders; and have a DE Board of Health temporary food permit at their booth. See the Food Vendor Requirements.
- Any vendors serving or preparing food or beverage samples require fire-rated 6-mil plastic flooring or carpet runners in their preparation space. See the Food Vendor and/or Alcohol Vendor Requirements.
- The use of and/or dispensing of alcoholic beverages is prohibited with the exception of license Restaurant and Alcohol trade vendors. For alcohol tastings see the Alcohol Vendor Requirements.

EXHIBITOR MOVE OUT

- All vendors are responsible for breaking down boxes/cartons/crates that need to be disposed and removed to either a designated area or by utility personnel. Trash and recycling dumpsters are located outside the Security Entrance for all waste. The facility should be left broom swept.
- Show Producer will walk thru the facility after load-out with Chase Center Event Management to ensure there is no need for extra cleaning or trash removal. Vendors may be charged for any excessive cleaning and or damage to their contracted space.

SECURITY

- The Chase Center on the Riverfront is a 24-hour secure building with an on-site security command center. Cameras are located on the perimeter and on select interior rooms and hallways. Exhibitors are urged to remove valuable property from the premises during non-exhibit hours. The Chase Center is not responsible for lost or stolen property. Exhibitors must wear their name show badges/wrist bands at all times.

The facility reserves the right to change, modify or add regulations without prior notice.

Sodexo reserves the right to terminate or ban any vendor that does not follow or abide by these guidelines or respect the facility accordingly.

INSURANCE REQUIREMENTS

Your show producer/host will determine the amount required for a certificate of insurance naming Sodexo and the Riverfront Development Corporation of Delaware as the insured riders. The Chase Center on the Riverfront has the right to require additional insurance coverage from specific exhibitors if they pose risk. Note that any exhibitor preparing or serving food or beverage that is potentially hazard or is not commercially pre-packaged must provide a \$1M Certificate of Insurance as well. All certificates should be sent to the producer at least two weeks prior to the event.

ASSISTANCE

Please contact Show Management with any questions or special requests. Our sales department would be happy to assist you with any immediate concerns at info@centerontheriverfront.com or 302.425.3929 x 121.