

HAWAII™

CONVENTION CENTER

Where Business and Aloha Meet



Event Planner's Handbook Version 6.3



Aloha & Welcome to the Hawai'i Convention Center!

On behalf of our `ohana, we would like to extend a warm and heartfelt *Mahalo* to you for choosing the Hawai'i Convention Center for your upcoming event. We look forward to working with you and creating an experience that is unique and memorable for you and your guests.

The dedicated service and Aloha spirit delivered by our experienced staff along with our facility's captivating island architecture, inviting interiors and lush indoor, outdoor ambiance will assure you a meeting experience like no other. The success of your event is important to us because it is our mission to treat guests to the finest convention and meetings experience in the spirit of ho'okipa (Hawaiian-style hospitality) so they will want to return.

To help ensure that the planning process goes smoothly for the both of us, we have assembled this handbook to introduce you to our team, the services we offer and provide you with important timelines and other useful information that will help you to plan your event at HCC.

We will be by your side every step of the way through the event planning process and encourage you to contact us with any questions you may have regarding the information contained in this handbook. To speak with a member of the Events team, we welcome you to call us at (800) 295-6603 or (808) 943-3500 or send us an email at eventinfo@hccaeg.com.

Mahalo for choosing the Hawai'i Convention Center.....Where ***Business and Aloha Meet!***

The Hawai'i Convention Center Events Team



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Visit us on the web at www.meethawaii.com

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CONTACT INFORMATION

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Honolulu, Hawai'i 96815
USA

Main switchboard: (808) 943-3500
Toll-Free: (800) 295-6603
Sales Inquiries: info@hccaeg.com
Event Inquiries: eventinfo@hccaeg.com
Website: www.hawaiiiconvention.com

<u>Department</u>	<u>Phone</u>	<u>Fax</u>	<u>Email</u>
Accounting:	(808) 943-3571	(808) 943-3599	---
Audio Visual Services:	(808) 943-3041	(808) 943-3042	Honolulu@projection.com
Business Center	(808) 792-6699	(808) 943-3075	HCCBusinessCenter@hccaeg.com
Dock Reservations:	(808) 943-3018	---	Dockres@hccaeg.com
Event Services:	(808) 943-3552	(808) 943-3556	Eventinfo@hccaeg.com
Executive Offices:	(808) 943-3512	(808) 943-3599	---
Food & Beverage:	(808) 943-3578	(808) 943-3547	---
Operations:	(808) 943-3524	(808) 943-3599	---
Sales:	(800) 295-6603 (808) 943-3500	(808) 943-3099	Info@hccaeg.com

BOOKING AN EVENT AT THE HAWAII CONVENTION CENTER (“HCC”)

Sales

The Sales Department is the Event Planner's first point of contact with HCC. Our knowledgeable and experienced Sales team will work closely with you to ensure that you secure the right space for your event and assist you through the licensing process. Once you have begun the licensing process with our Sales Team, you will be contacted shortly thereafter by our Event Services and Food and Beverage departments to further discuss the requirements for your event.

Event Services

When you host an event at HCC, you will be assigned an experienced and dedicated Event Manager who will work closely with you on the details of your event. They will help you to understand the building's policies and procedures and will take on the responsibility of communicating your needs and event requirements to the other departments so that your event runs smoothly from beginning to end. Your Event Manager can also put you in touch with a variety of local service professionals – from audio visual to pyrotechnic companies and beyond – should you require any special services for your event.

Food & Beverage

The Hawai'i Convention Center is the exclusive provider of in-house food and beverage services. A complete range of services is available to you including catered meals and banquets, coffee and refreshment services, theme parties, crew/staff and green room catering, concessions and exhibit booth services. A Catering Sales Manager will be assigned to your event and will contact you up to nine (9) months prior to your program. During the planning process, your Catering Sales Manager is your single source for planning your food service needs and works with your Event Manager to insure the success of your event.

If you have any questions, we encourage you to call or e-mail us. Please refer to the previous page for our contact information or we invite you to call us toll-free at (800) 295-6603.

EVENT PLANNER'S CHECKLIST

12 months out

- ☐ Place your HCC Event Manager on your Delegate & Exhibitor mailing list

9 months out

- ☐ **Tentative program outline due**
- ☐ Provide contact information for key service companies (decorator, production, audio visual, transportation, etc.)
- ☐ Submit your exhibit floor plan (and any subsequent revisions) to HCC for approval
- ☐ Discuss Food & Beverage needs with HCC Catering Sales Manager

6 months out

- ☐ Provide a copy of the Exhibitor service kit

3 months out

- ☐ Contract services with HCC partner providers & other vendors as needed: *
 - ☐ **Security**
 - ☐ **First Aid**
 - ☐ **Internet**
 - ☐ **Office equipment rental/Printing**
 - ☐ **Other Services (i.e. temporary staffing, radios, etc.)**
- * See your Event Manager or refer to our website for a list of our **Exclusive Services & Providers**
- ☐ Advise Event Manager of transportation plans
- ☐ Provide Exhibitor List (if applicable)
- ☐ Submit rigging plans for consideration
- ☐ Credit Application due (if applicable)

2 months out

- ☐ **General meeting room specifications due** (i.e. room assignments, type of set up, head count, start and end times, etc.)
- ☐ Certificate of Insurance due
- ☐ Menu selections due
- ☐ Submit move-in and move-out schedule for client and Decorator
- ☐ Electrical requirements due
- ☐ Pyrotechnics approval/Fire Marshal schedule (if pyrotechnics, lasers, open flames, and/or hazing used in production)

1 month out

- ☐ **Final program outline / Room specifications / Floor plans due** *(Please note changes made to room set specifications within 3 business days of your first move-in date are subject to additional labor &/or equipment charges)*
- ☐ Final production schedules due (including rehearsal times)
- ☐ Full prepayment of estimated Food & Beverage charges due 30 days prior to event
- ☐ Full prepayment of estimated Event charges due 14 days prior to event
- ☐ Provide a final list of contractors that will be used during the event
- ☐ Telecommunication orders due for Association and Exhibitors
- ☐ Submit final rigging plans to HCC's rigging contractor
- ☐ Submit content and locations of banners and signs
- ☐ Submit Security plan
- ☐ Submit cleaning plan & recycling needs
- ☐ Schedule Pre-con and Post-con meetings
- ☐ Make dock reservations
- ☐ Submit room key requests for secured rooms
- ☐ Submit requests for reserved parking stalls and In/Out parking passes as needed
- ☐ Submit content for digital sign boards (optional)
- ☐ Submit schedule for Business Center to be open as needed

GENERAL FACILITY INFORMATION & POLICIES

ACCOUNTING

Full prepayment of rental deposits, estimated food & beverage charges and event charges are due prior to a group's arrival. Check the license agreement for rental deposit amounts and due dates. Thirty (30) days prior to your event, Food & Beverage will require full prepayment of estimated food & beverage revenue. Fourteen (14) days prior to your event, Events will require full prepayment of estimated event charges.

Acceptable forms of payment include cash, checks, wire transfer and automated clearinghouse (ACH) payment.

During the course of your program, billing statements can be issued daily per function (if requested) as charges are incurred. These billing statements should be reviewed and signed by a designated authority and returned so that they may be forwarded to Accounting for processing. An invoice with detailed supporting documentation of all charges and payments/deposits will be issued within ten (10) days after your move-out. All balances outstanding will be due upon receipt of the invoice.

ADVERTISING

Advertising in public (non-licensed) areas are subject to a fee. Please see your Event Manager for more information. All advertising copy and proposed sign locations need the prior approval of your Event Manager.

AIR-CONDITIONING

The convention center utilizes a computerized energy management system to control its air conditioning systems and equipment and to program the air conditioning in the Exhibit Halls, Meeting Rooms, and Ballrooms. It is our goal to conserve energy, yet provide a comfortable environment for our clients. Because of our energy saving initiatives, air conditioning on event days will begin one hour prior to the scheduled start time of your event and will remain on until the conclusion of your event. Air conditioning in closed rooms is maintained at a set point of 73.5°F. During your event, we ask that you keep the doors to your event rooms closed to help maintain the optimal temperature in the room and to help conserve energy. Air conditioning during move-in and move-out is provided at 78°F for the Exhibit Halls and Ballrooms only at no charge. Air conditioning in the meeting rooms is available during move-in and move-out but at an additional charge. Please see your Event Manager for details.

All meeting areas which include the Exhibit Halls, Level 3 Meeting rooms and Kalakaua Ballrooms can be air-conditioned. Common areas such as the Lobby, Level 3 concourse and Rooftop Garden are open air and not able to be air-conditioned.

AMERICANS WITH DISABILITIES ACT

The Hawai'i Convention Center offers many features that make our facility friendly to our guests with disabilities. These features include accessible parking, accessible loading/unloading zone in porte cochere, automatic entrance doors, wheelchair/motorized scooter accessible elevators, evacuation chairs, TDD pay phones, accessible restrooms, and assistive listening systems. Stages and risers can be made accessible with a portable platform lift or ramp. Please see your Event Manager or refer to our website for HCC's ADA Accessibility Brochure. Please advise us at least thirty (30) days in advance of any delegates with special needs. We suggest that you include an area on your registration form to allow individuals with disabilities to indicate any special needs they may have. Please use caution when using pedestals, stands, tripods or easels for signage, monitors or any other device throughout your event. If you have any concerns about your compliance with our accessibility guidelines, please consult your Event Manager.

ANIMALS

With the exception of guide, signal or service animals, animals are not allowed in the facility without prior approval. Approval is based on whether the animal is legitimately part of a show, exhibit or activity requiring use of animals. If allowed, show management is ultimately responsible for the liability associated with animals and their sanitary needs.

AUDIO VISUAL

Projection Presentation Technology, Inc. ("Projection") is the in-house audio visual supplier for the Hawai'i Convention Center. They are a full service audio visual company, offering a full range of audio visual

equipment, sound reinforcement, video/data imaging, skilled technicians, and other related services. HCC's in-house audio and video distribution and reinforcement system are an exclusive service of Projection. For a complete list of Projection's services and rates, please refer to the Audio/Visual Rental Price Schedule on our website or contact them by phone at (808) 943-3041 or by email at Honolulu@projection.com.

Outside audio visual suppliers are permitted in the building. Please note that microphones or any equipment that is utilized or will be otherwise connected to our house audio or video systems shall be exclusively installed, operated and removed by Projection.

BADGING

As a matter of security and for identification purposes, we ask that you provide your staff and delegates with badges that are clearly marked with their name and the event they are attending.

BANNERS AND SIGNS

Please advise your Event Manager in advance of the quantity, size and exact location of your banners. The copy on all banners and signs, and their proposed locations must be reviewed and approved by your Event Manager. For more information on banner locations and price estimates, please contact your Event Manager.

Listed below are guidelines for event signage.

- All proposed signs or banners shall be approved in advance by the General Manager or Director of Operations at the Hawai'i Convention Center.
- Any proposed sign or banner must be placed inside the facility. Exterior banners are prohibited.
- Banners can only be displayed for the duration of your event.
- Banners can only publicize an event currently being held at the Hawai'i Convention Center.
- Any window display shall be limited to the first floor of the building.
- Prior approval is required to display signage in common areas since it is a shared space
- Any banners and signs in public areas that are advertisements are subject to a fee. Please refer to the Advertising section for more information.

BUSINESS CENTER

Our Business Center is conveniently located on the meeting room level of our facility and offers a variety of business services for attendees and exhibitors. Services include photocopying, fax transmissions, equipment rentals (desktop computers, laptops, copiers, printers, charging stations, digital message boards, etc), and shipping/receiving via FedEx, DHS & UPS. Handling fees for incoming and outgoing shipments will apply. Arrangements to receive incoming shipments should be made with our Business Center at least 2 weeks prior to the date the shipment is scheduled to arrive. Equipment rental orders must be placed at least 30 days in advance of the event move-in date. The Business Center's hours of operation are scheduled upon request by the licensee.

For more information, please refer to the Business Center Service Menu & Rental Information flyer on our website. To contact our Business Center team, please email them at HCCBusinessCenter@hccaeg.com or contact them by phone at (808) 792-6699.

CLEANING

HCC requires its licensees to return the premises back to HCC in the same condition it was in when the licensee first occupied them. For exhibitions and tradeshow, cleaning of the aisles pre-carpet kick, during the event, booth cleaning, and post cleaning may be contracted with HCC or your decorator. Please refer to the [Exhibit Booth Cleaning](#) section of this handbook for more information.

Please contact your Event Manager to discuss specific cleaning needs for your event and the cleaning standards at HCC. A cleaning plan should be submitted to your Event Manager thirty (30) days prior to your event.

CLIENT SERVICES

The Client Services team at the Hawai'i Convention Center is committed to providing exceptional destination support services to convention planners and their delegates. We want you to consider us 'your staff' on location in Hawai'i. Our knowledgeable team will serve as your primary resource for statewide information on the products and services of Hawai'i and provide you with the following services for your convention.

Pre-Convention Services

Promotional Collateral Materials

We have a variety of promotional collateral materials to help you promote your event including maps, photos, stock articles and videos. Informative and colorful brochures suitable for promotional mailings are also available.

Site Inspection Assistance

Our team of professionals will coordinate your pre-convention site inspections of the convention center, hotels, special venue sites and attractions. We will schedule appointments and meetings with your key contacts and accompany you to all meetings to ensure that all of your questions are answered to your satisfaction.

Attendance Building Assistance

We are pleased to offer various attendance building services to help make your event a success. We will work with you to promote and build attendance through social network media, direct marketing efforts and through tradeshow marketing on-site at the previous year's convention location.

Promotional Booths

Our Client Services team will staff a promotional booth at your convention the year prior to your event in Hawai'i to help generate excitement among members about our destination. We will distribute information about Hawai'i and promotional items along with a "Save the Date" notice to help encourage attendance at your convention in Hawai'i.

Housing Services

We work with reputable convention housing partners to provide your conference with toll-free, online, multi-hotel, convention housing reservation services.

On-Site Services

Welcome Banners

The Hawai'i Convention Center is pleased to offer a welcome banner program for conventions. The welcome banners are customized with the name of your convention and are prominently displayed on the light poles fronting the convention center. An airport banner program is also available.

Registration/Event Staffing

Our Client Services team can recommend a number of temporary staffing agencies to help support your event staffing needs.

"Aloha Concierge" Restaurant Reservation and Information Services

Located in the main lobby of the Hawai'i Convention Center and staffed by our concierge team, our Aloha Concierge desk will be open during your convention to assist attendees with information about attractions and activities on O'ahu and the neighbor islands as well as maps and other general visitor information. Our knowledgeable concierge staff is also well-versed in our local dining scene and will be available to assist attendees with restaurant recommendations and reservations.

For more information about our services, please contact our Client Services Department at (808) 943-3048.

CONTRACTOR POLICIES

It is the licensee's responsibility to ensure that all Service Contractors and Service Providers are approved to work at HCC and have received a copy of our [Service Contractor Rules and Regulations](#), [Contractor Policy for Conveyances](#) and [Statement of Waiver and Indemnification](#) form (all included in this handbook) prior to their arrival at HCC. Show management must provide HCC with a list of contractors that will be used during the

event at least thirty (30) days prior to the first move-in day. The list assists us with the preplanning of services and security programs.

DAMAGE TO THE FACILITIES

As the licensee who has contracted for the use of the facilities, you are responsible for any damage caused by your staff, contractors, exhibitors, or attendees. A pre and post walk through of your licensed areas must be scheduled with your Event Manager.

DECORATIVE MATERIALS

All decorative materials displayed or installed in our facility must be flameproof in accordance with the Public Safety and Fire Regulations. HCC does not allow anything to be taped, nailed, tacked, or otherwise affixed to ceilings, painted surfaces, doors, glass, fire sprinklers, columns, fabric or decorative walls. Cleaning and/or removal of décor items such as confetti, streamers, balloons, etc. will incur additional charges.

DISPLAY VEHICLES

Display vehicles are allowed on the Exhibit Hall floor, Ballroom, and limited areas of the public concourses. Regulations on display vehicles are as follows:

- Vehicles must not have more than 1/4 tank or 5 gallons of gasoline, whichever is less
- Gas tank fuel pipe cover taped shut
- Battery cable must be disconnected
- Vehicle must have a piece of carpet or drop cloth with a catch pan under the engine
- Certificate of Insurance is required and is to be kept on file
- Vehicles displayed in all areas except the Exhibit Hall must be placed by HCC staff only. Vehicles displayed in common areas will be subject to labor fees. This must be coordinated in advance with your Event Manager.

Conveyances may be used by licensed personnel after submittal and approval of the [Contractor Policy for Conveyances](#) and [Statement of Waiver and Indemnification](#) form included in this handbook. Operation of the vehicles is limited to non-event days, on non-carpeted areas, and are not permitted in passenger elevators or carried on escalators. Storage shall be in designated parking areas. Please consult your Event Manager for locations.

ELECTRICAL

Power is provided at 120/208 volts, 3 phase 60 hertz; and 277/480 volts, 3 phase, 60 hertz. Available power taps are: 125amp, 100amp, 60amp, 30amp, and 20amp.

Exhibit Halls:

The Exhibit Hall has an underground utility corridor with plug-in bus duct supplies 480-volt power to transformers to provide 120/208-volt 125 ampere power to all floor boxes, located at 30 feet on center. Each floor box contains:

- 20 ampere 120 volt single-phase, receptacle with a ground fault circuit interrupter for the 120 volts circuit
- 20 ampere 120/208 volt 3-phase 5-wire receptacle (NEMA L21-20) w/20A breaker
- 30 ampere 120/208 volt 3-phase 5-wire receptacle (NEMA L21-30) w/30A breaker
- 125 ampere load break 120/208 volts 5-wire receptacle (MALTRIC DSR150)
- The utility corridor can access 480 volt 3-phase plug-in bus duct with up to (2) 400 ampere; (1) 200 ampere; (4) each 100 ampere, 60 ampere, 30 ampere. Plug-in breakers available.
- Each Floor box has a 3" conduit with pull-cord that connects to the utility corridor
- Each Exhibit Hall has one (1) 8" handhole that connects to the utility corridor
- (1) Fiber Optic connection
- (6) Cat-5 connections

The wall units in the Exhibit Hall offer:

- 30 ampere 120/208 volts 3 phase
- 100 ampere 120/208 volts 3 phase

Lobby & Common Areas:

Most floor boxes provide one (1) fiber optic connection, six (6) Cat-5 connections and 30-ampere 120/208 volts 3 phase connection.

Meeting Rooms:

All meeting rooms are capable of managing basic electrical requirements. However, each meeting room is unique. Therefore, please see your Event Manager if extensive power is required in a particular meeting room.

The following electrical power is available in most meeting rooms:

- 20 ampere 120 volts single phase
- 30 ampere 120/208 volts 3 phase
- 60 ampere 120/208 volts 3 phase
- 100 ampere 120/208 volts 3 phase

Kalakaua Ballrooms:

The Kalakaua Ballroom has ample electrical power in the floor boxes and wall units.

- 20 ampere 120 volts single phase
- 30 ampere 120/208 volts 3 phase (floor & wall units)
- 60 ampere 120/208 volts 3 phase (wall units)
- 100 ampere 120/208 volts 3 phase (wall units)
- (3) 600 amp 120/208 volts 3 phase (located in back service corridor)

HCC is not responsible for voltage fluctuation or power failure due to temporary conditions or faulty connections. For your protection, we recommend that you install a Battery UPS (uninterruptible power supply), surge protector/over-under voltage protector on your computer(s) and/or other equipment that you deem necessary. HCC is equipped with an oil fired 1,500 kW emergency generator capable of providing power to essential services and exit lighting in the event of a power outage.

If you need to hook up to the HCC's power for your event, you will be required to hire a qualified, licensed electrical provider. Please see your Event Manager or refer to our website for a list of our Approved Electrical Providers. The contracted electrician will take out a permit for your event and will need to be present at the time of hook up, tear down, and during show hours. If your event is a production event, HCC will bill you for show power usage. If your event is a tradeshow, your general service contractor will be billed.

The costs listed below are for usage of HCC's electricity:

One Day Event			
	VOLTAGE		
AMPERAGE	120v, SPH	208V, 3PH	480V, 3PH
20 amp	\$160.00	\$ 195.00	\$ 350.00
30 amp		\$ 215.00	\$ 430.00
60 amp		\$ 275.00	\$ 550.00
100 amp		\$ 360.00	\$ 715.00
125 amp		\$ 400.00	\$ 800.00
200 amp		\$ 880.00	\$1760.00
300 amp		\$ 990.00	\$1980.00
400 amp		\$1430.00	\$2860.00
600 amp		\$2150.00	

Multiple Day Event			
	VOLTAGE		
AMPERAGE	120v, SPH	208v, 3PH	480v, 3PH
20 amp	\$160.00	\$ 330.00	\$ 550.00
30 amp		\$ 440.00	\$ 770.00
60 amp		\$ 770.00	\$1540.00
100 amp		\$ 880.00	\$1760.00
125 amp		\$ 990.00	\$1900.00
200 amp		\$2090.00	\$4250.00
300 amp		\$2450.00	\$4750.00
400 amp		\$3550.00	\$6600.00
600 amp		\$5000.00	

Any power requirements not listed above will be quoted on a case by case basis.

EMERGENCY PROCEDURES

The Hawai'i Convention Center utilizes equipment to insure a safe and secure facility for all attendees. Our Emergency Response Plan is on file with the City & County of Honolulu Fire and Police Departments and our security personnel are on premises 24 hours daily. Our security personnel are trained in First Aid/CPR and the use of our Automatic External Defibrillator (AED) in the event of a medical emergency. We use closed circuit television cameras to monitor the facility perimeter as well as public areas and to monitor all building entrances and exits. For a copy of our Emergency Preparedness Plan, please refer to our website or contact your Event Manager.

EQUIPMENT RENTAL

HCC offers a variety of equipment that you may rent for your event. For a list of available equipment and rental rates, please see your Event Manager or refer to the Equipment Rental & Event Services Price List on our website.

If you need to rent office equipment for your event (computers, laptops, copiers, printers, etc.), please contact our Business Center. They can be reached by phone at (808) 792-6699 or by email at HCCBusinessCenter@hccaeg.com

If you should require special items for your event that are not in our inventory, please contact your Event Manager and they will be happy to provide you with a list of local vendors that may be able to assist you. Should you handle your own rentals, be sure to advise your Event Manager of the delivery/pick up schedule and location of where these items should be placed upon delivery.

If you will be renting lift equipment from an outside vendor, please note that all equipment must use propane or electric power. Wheels should be white rubber, non-marking tires or taped for use in carpeted areas. Lifts should be equipped with reverse beepers and operated at 5 mph for safety.

EXCLUSIVE SERVICES & PROVIDERS

For a current list of services provided exclusively by the Hawai'i Convention Center and its designated service providers, please see your Event Manager or refer to the Exclusive Services & Providers list on our website.

EXHIBIT BOOTH CLEANING

Booth cleaning services can be arranged through HCC or subcontracted through your general service contractor. Order forms should be included in your exhibitor service kits so your exhibitors can order these services in advance. Please contact your Event Manager for more information.

EXHIBITS

The Exhibit floor is to be returned to HCC in the same condition it was received. If the floor is not returned in such condition, HCC will clean the area and bill you for the costs incurred, including the removal of tape and tape residue.

Exhibits in Permanently Carpeted Areas:

In our Ballroom and Meeting Rooms, there are limited provisions for installation of electrical or telephone services to individual exhibits, and no provisions for certain utilities such as plumbing. Therefore, specific limitations have been set to maintain the furnishings of these areas.

- Tape may not be used to mark the carpeted floors
- Drapery systems must be supported through the use of sandbags or similar weights
- Visqueen and plywood must be laid over the carpet before bringing freight or material handling equipment into the area
- Movement of equipment and material is limited to hand-carried items
- No trucks, carts, or other motorized devices are allowed on the carpet unless suitable floor coverings, as approved by the Event Manager, are in place to protect the carpet

Vehicles are permitted in the Exhibit Hall for the purpose of loading and unloading freight. Unless they represent an integral part of a display, vehicles may not remain parked in the Exhibit Halls. Please refer to the [Display Vehicles](#) section of this handbook for more information.

FIBER OPTICS

Every floor box in the Exhibit Hall contains one pair of fiber optic lines (single mode) with an ST terminating connector. Wall boxes and floor boxes in the Meeting Rooms and the Ballroom have fiber optic lines as well. HCC's fiber optic network terminates in the demarcation room where it can be cross-connected internally or connected to out-bound fiber provided by HCC's "other providers".

FIRE SAFETY & PROTECTION

The Hawai'i Convention Center is fully protected by an automatic fire sprinkler system. In addition, fire hose cabinets are provided in the Exhibit Halls, ballrooms and at the Rooftop Garden Terrace. Fire extinguisher cabinets are also provided at multiple locations throughout the building. A fire pump provides water for the sprinklers and firefighting services. A fire alarm and smoke detection system and manual pull stations are located throughout the facility.

FIRST AID

Groups with 500 or more attendees are required to contract medical personnel from HCC's exclusive qualified healthcare provider, Straub Clinic & Hospital, to staff the facility's on-site First Aid Center during event hours. We recommend that medical personnel be on site during your move-in/out periods when you have exhibitors working on site. Please see your Event Manager or refer to the Straub First Aid Services flyer on our website for more information about first aid staffing requirements and rates.

FLOOR BOXES (EXHIBIT HALL)

The Exhibit Hall floor boxes contain:

- 20 ampere 120 volt single-phase, receptacle with a ground fault circuit interrupter for the 120 volts circuit
- 20 ampere 120/208 volt 3-phase 5-wire receptacle (NEMA L21-20) w/20A breaker
- 30 ampere 120/208 volt 3-phase 5-wire receptacle (NEMA L21-30) w/30A breaker
- 125 ampere load break 120/208 volts 5-wire receptacle (MALTRIC DSR150)
- Quick-disconnect ¾ inch service cold water connection
- Quick-disconnect ½ inch compressed air connection
- 2" waste connection
- (1) Fiber Optic connection
- (6) Cat-5 Connections

Following are the hose adapter specifications:

Water Hose Adapter: Tomco Series THK6
Water Hose Drain: GHT 1" hose

Air Hose Adapter: Tomco Series THK4

Please arrange these services through your Event Manager.

FLOOR PLANS

Before commencing the sale of your exhibit space and entering into contracts with your exhibitors, floor plans of your exhibit space, drawn to scale, must be submitted to your Event Manager for approval at least (9) months prior to your move-in date. This includes floor plans for exhibit shows and general sessions to be held in the Exhibit Halls, Ballrooms, meeting rooms and 3rd floor concourse. Please note these basic rules for exhibit show floor plans:

- Aisles between display areas are ten (10) feet.
- Nothing may intrude into the aisle space.
- Aisles must be configured to provide clear access to exit ways.
- There must be twenty (20) feet of clearance in front of all exits.
- The travel distance within any booth or exhibit enclosure to an exit access may not be greater than fifty (50) feet.

The following items must be designated on your Exhibit floor plans:

- Booth spaces and what is in the booths (i.e., exhibit booths).
- Bulk spaces.
- Enclosed areas in a booth or bulk space (Enclosed areas, i.e., closets, offices, etc. need to be equipped with a UL approved battery-operated smoke detector and a 2A10BC Fire Extinguisher).
- Proposed crate storage areas.
- Multi-level booths. (proper permit is required)
- Entrance units & common area usage.

Please note that for safety reasons, all exits, entrances, air supply vents, ramps, sidewalks, hallways, stairways, elevators, escalators and aisles must be kept clear at all times. Our common spaces are designed to move people quickly throughout the building. They are key to our overall safety plan for the Center and must remain reasonably open to all guests. Exit signs must be kept visible at all times. Fire extinguishers, fire protection valves and fire hose cabinets must be kept clear at all times.

Any changes made to floor plans that have received final approval from HCC must be immediately routed to your Event Manager for review and approval. Floor plan drawings of our Exhibit Halls, Meeting Rooms, and Ballrooms, including those with standard room sets (classroom, theater and banquet), are available from your Event Manager upon request.

Here are some basic guidelines and information to consider when creating floor plans:

Theater Seating:

- Chair size = 19"x21"
- Chairs may be set up to a maximum of 13 per row before an aisle is required and up to a maximum of 13 rows deep before a cross aisle is required.
- The distance between each row of chairs is 3 feet (measured from the front of one chair to the front of the chair behind it)

Banquet Seating:

- Banquet chair size = 17"x18"; Maximum setting of 11 chairs per table
- Banquet table size = 72" round'; Maximum setting of 36 tables (usually 6 rows across x 6 rows deep) before an aisle is required.
- Rounds are set on 11' centers

Classroom Seating:

- Chair size = 19"x21"; Maximum setting of 4 chairs per table
- Classroom table size = 8'x18"; Maximum setting of 4 tables across before an aisle is required and 13 rows deep before a cross aisle is required.
- Tables are set 4'6" from the front of the table to the front of the next table.

Aisles – Minimum widths:

- 4 feet minimum aisles required for rooms up to 5,000 square feet
- 5 feet minimum aisles required for rooms up to 10,000 square feet
- 8 feet minimum aisles required for rooms over 10,000 square feet

FLOOR PROTECTION & TAPE POLICY

Visqueen of sufficiently heavy gauge shall be laid down on permanent carpeted areas to prevent damage from lifts or similar wheeled equipment and in freight landing areas. For more information about the Facility's carpet protection requirements, please refer to the [Service Contractor Rules & Regulations](#) section of this handbook. No forklifts are allowed in the Ballroom or Meeting rooms without prior approval from the HCC Director of Operations.

To preserve the beauty and prevent damage to the carpeting, rooftop surface, exhibit hall flooring and Brazilian slate in the common areas, only approved, non-residue tape can be used on these surfaces. Please check with your Event Manager for more details. Any other tape purchased outside the Hawai'i Convention Center must be approved by HCC prior to its use. This policy applies to all taping applications including but not limited to carpeting, cords and displays.

Approved tape may be purchased through your Event Manager. The client and client's service contractors are responsible for the removal of all tape and tape residue. Should the client or service contractor fail to remove the tape and/or residue, the client and/or service contractor will be charged for the labor and materials used to remove the tape and/or tape residue.

FOOD & BEVERAGE

The Hawai'i Convention Center is the exclusive provider of in-house food and beverage services. A complete range of services is available to you including catered meals and banquets, coffee and refreshment services, theme parties, crew/staff and green room catering, concessions and exhibit booth services. For more information, please refer to the [Food & Beverage Services](#) section of this handbook.

FREIGHT DOCKS

The freight dock is limited to commercial vehicles. Passenger vehicles are required to load and unload in Row F of the parking garage.

Docks Available:	12
Container Size:	45' length & 13'6" height (Maximum)
Freight Ramp Capacity:	16,000 pounds per truck axle
Exhibit Hall Access Doors:	19'5" width & 18'5" height

Twelve loading docks are available for active unloading and loading. Docks are able to accept containers up to 45 feet long and 13'6" high. Freight ramps are rated to hold up to 16,000 pounds per truck axle. The dimensions of the access doors to the Exhibit Halls are as follows: Exhibit Hall I = 15' high x 23'2" wide, Exhibit Hall II = 13'11" high x 18'2" wide, Exhibit Hall III = 18'6" high x 20' wide.

The entrance to the freight dock is located on Kahakai Drive and exits onto Kalakaua Avenue. During event move-in and move-out, the docks are available between the hours of 7:00 am – 10:00 pm. Special arrangements can be made to accommodate dock use outside of those hours. We ask that all dock use requests be communicated through our dock reservation system. To make a reservation, call (808) 943-3018 or send an email to dockres@hccaeg.com.

FREIGHT ELEVATORS

Freight elevators are available to all four levels of the building. We have two (2) sets of elevator banks, one on each wing of the building consisting of 2 small and 1 large freight elevators at each bank. Please refer to our building floor plans on our website for freight elevator locations.

Large freight elevators (2): (Elevators 8 & 9)	Dimensions: 17'5" (length) x 8' (width) x 10' (height) Load capacity: 10,000 pounds
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Small freight elevators (4): (Elevators 4, 5, 6 & 7)	Dimensions: 9'5" (length) x 4' (width) x 8' (height) Load capacity: 5,000 pounds
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Prior to move-in, a move-in schedule for your exhibitors as well as any requests to use the large freight elevators will need to be communicated to your Event Manager so that arrangements can be made to have a freight elevator operator on duty.

A move in schedule for your exhibitors will need to be provided to your Event Manager, in advance, so that arrangements can be made to have a freight elevator operator to assist you during your move in.

HAZARDOUS MATERIALS

All hazardous materials must be registered with HCC. Please submit the OSHA Material Safety Data Sheet (MSDS) on your hazardous materials sixty (60) days prior to your event. Hazardous materials (chemicals, gases, batteries, paints, oils, petroleum products, corrosives, solvents, and biological contaminants including blood, body fluids, organic matter, cadavers, used first aid supplies, and sharps) are the responsibility of the licensee, exhibitor, or attendee. All items must be placed in clearly marked product-safe containers, safely stored and secured, and disposed of properly, according to local, state, and federal regulations. Items may not be left in the facility for later pick-up, or disposed of in facility trash receptacles or sewage systems. Hazardous waste left in the facility will be disposed of immediately at the expense of the licensee. This includes charges associated with identification, containment, transportation, disposal, and potential closures of the convention facilities or waste disposal site due to contamination. Please contact your Event Manager for a list of vendors that can assist you with hazardous waste disposal.

HAZARDOUS WORK AREAS

Exhibit halls during move-in and move-out, loading dock areas, and "back of the house" service areas are considered hazardous areas and as such, the following guidelines will be strictly enforced to insure a safe environment for all occupants of the Hawai'i Convention Center:

- No consumption of alcoholic beverages
- No horseplay, practical jokes, throwing of objects, or display of unsafe behavior
- No use or possession of illegal or controlled substances. Violators will be prosecuted
- No speeding or reckless use of vehicles, forklifts, carts, or equipment
- Exit doors may not be blocked with freight, equipment, display material or any object
- Children under the age of 16 years old are not permitted in hazardous areas
- Covered footwear must be worn at all times. Slippers, sandals and open toe shoes are prohibited.

HELIUM BALLOONS

Helium balloons may not be distributed or sold inside the facility. With the prior approval of your Event Manager, helium balloons may be used when they are permanently affixed to authorized displays. If helium balloons are released for any reason within the facility, labor costs associated with the removal of the balloons from ceilings and airhandlers will be charged to show management at the prevailing rate. Helium balloons distributed outside the facility shall not be permitted inside the building. Additionally, helium balloons may not be released into the outside environment from our premises.

HOURS OF OPERATION

HCC's administrative office is open Monday through Friday from 8:00 a.m. to 5:00 p.m. Building access during events is generally between the hours of 7:00 am to 10:00 pm. However, specific times may be requested by the licensee. Activity between the hours of 12:00 midnight and 6:00 a.m. may result in additional charges.

HOUSEKEEPING

Restrooms, lobbies, corridors, and other public areas will be maintained by HCC during event hours. Meeting rooms will be serviced at the end of the event day. Additional housekeeping services are available through HCC at an additional cost. Please contact your Event Manager for details.

INFORMATION DISPLAY BOARDS

We have nine (9) 50" LCD display boards located throughout HCC that will display general information about your event (event name, room number, event time). Each display unit is accompanied by a property map to help your attendees navigate their way around the facility. If you would like to display a custom presentation on the display boards during your event, please contact your Event Manager for a specification sheet that explains how to format your presentation.

INFORMATION KIOSK

As part of our ongoing effort to provide an extraordinary experience for guests, the Hawai'i Convention Center is pleased to offer Concierge services to groups with 1,000 or more delegates.

During your meeting or convention, the helpful and knowledgeable staff at our Concierge service desk will be available to answer general inquiries as well as provide delegates and their guests with information about tours, restaurants, special events, and shopping on Oahu and the neighbor islands. The Concierge service desk, which also houses a wide variety of tour and activity brochures, is conveniently located on the Lobby Level directly in front of our Exhibit Halls. Our complimentary Concierge services are generally scheduled to coincide with your registration times but can be specified by you.

If you would like more information about our services, please contact our Client Services Department at (808) 943-3500.

INTERNET

The Hawai'i Convention Center has an extensive fiber-optic and Cat-5 infrastructure with connection points in all meeting spaces and common areas. Leveraging a 100Mbps fiber connection and dual homed network architecture, HCC can deliver all your internet needs with the speed and reliability you have come to expect from top tier Convention Centers.

Services commonly requested by industry leading meeting planners and exhibitors:

- Local Area Networks for show management, registration and sales
- Special private network & corporate VPN connectivity
- Show & Exhibitor information kiosks
- Private Speaker Ready/Meeting AV networks
- Streaming video distribution
- Temporary point-to point circuits to local hotels
- Internet Lounge/Cyber Cafe

HCC is also fully WiFi enabled for the convenience of your attendees and offers WiFi service at a nominal fee. Please contact your Event Manager for the current rate. For information on sponsorship opportunities of the wired or wireless network during your event, please contact your Event Manager.

For rates and ordering information, please see your Event Manager or refer to the ***High Speed Internet Services Order Form*** on our website.

KEY CARDS

At your request, we can make up to four complimentary key cards for each room which we will issue to you upon your arrival. Additional keys may be purchased if needed. You will be charged for any lost or unreturned keys. All keys will be issued to one member of your staff who will then be responsible for their return.

LICENSE AGREEMENT

Once all details of your program pertaining to space use have been determined with the sales representative, a license of agreement will be issued outlining the space specifications of your program and the standard terms and conditions for use of the Hawai'i Convention Center. The signed agreement must be returned along with the specified deposit in order to hold your space on a definite basis. The license agreement will also include the payment schedule for your program. Should your space needs change once the agreement has been signed, please inform your Event Manager and they will facilitate your space changes with the Sales Department. At that time, you will be issued an addendum to the agreement for your review and signature to make all changes "official".

LIGHTING

Meeting Rooms:

The Meeting Rooms are equipped with fluorescent fixtures, incandescent track lights and down lights, with control panels and dimming systems. The lights are capable of being programmed using four (4) different computerized settings.

Kalakaua Ballrooms:

The Ballroom lighting is similar to the meeting rooms with the addition of chandeliers. Spotlights are mounted on our catwalk facing the service corridor or North side of our Ballroom.

Exhibit Halls:

The Exhibit Hall is equipped with groups of four (4) fluorescent fixtures and one (1) incandescent dimmable can. The fluorescent fixtures may be set at increments of 25%, 50%, 75% or full illumination. These lights do not have a dimming feature. They are only capable of being switched on or off.

On the north & south sides, adjacent to the lobby and docks respectively, are banks of soffit lights. These lights are controlled by prearranged lighting scenes. All lighting is controlled from a central computer. Lighting scenes for the dimmable cans and coordination of lighting may be scheduled and arranged with your Event Manager.

Full exhibit floor lighting is provided at no charge on show days a minimum of thirty (30) minutes prior to the scheduled opening of your exhibit program and thirty (30) minutes following closing. Move-in and move-out lighting is provided at 25% illumination. Lights can be unplugged, if required, over staging or particular exhibit areas, but this service will be subject to applicable operator and equipment rental fees.

LINEN (Tablecloths & Skirting)

Our meeting room tables are covered with boxed, black linen tablecloths to ensure a professional look for your event. We also have stage skirting available in black. Other varieties of skirting and tablecloths are available and subject to the prevailing rental fee. Please consult with your Catering Sales Manager regarding availability of banquet linen.

MOVE-IN / MOVE-OUT INFORMATION

Staff and exhibitors driving passenger vehicles may load and unload in Row F of the parking garage. Height maximum in the parking garage is 8'11". Commercial vehicles requiring access to the loading dock for move-in are asked to make a reservation with our Dock Master by calling (808) 943-3018. The freight dock entrance is located on Kahakai Street and exits onto Kalakaua Avenue. For more information, please refer to the [Freight Docks](#) and [Freight Elevators](#) sections of this handbook.

Exhibitor move-in and move-out is not permitted through the main lobby with the exception of small hand carried freight only. Escalators and lobby elevators are restricted for passenger use only.

PARKING

Our parking garage has 690 parking stalls and is located on Level 2 of our facility. The entrance to the garage is located on Kalakaua Avenue. Please contact the Events Department for current parking rate information. The garage accommodates most passenger vehicles and is able to accommodate vehicles up to 8'11" in height and up to 140" wheelbase. (NOTE: Our exit ramp/helix is not wide enough to accommodate most limousines. Please contact your Event Manager to coordinate limousine drop-offs and pick-ups). We have accessible parking available in Row "A" of our parking garage and two accessible unloading and loading zones in the Porte Cochere. For a list of off-site parking locations, please see your Event Manager.

Parking is allowed during business/event hours only. Our parking lot opens one hour before and closes one hour after an event. Overnight parking is not allowed. Vehicles parked overnight are subject to removal. Parking is restricted to marked parking stalls. Vehicles parked in designated fire lanes, service streets, vacant exhibit halls, loading dock areas or locations posted “No Parking” may be cited and/or towed at the owner’s expense. In the event you wish to host parking for your guests, your Event Manager will issue you a parking validation machine. All parking tickets validated by your machine will be billed to you at the prevailing parking rate.

Passenger vehicles may load and unload in the parking garage loading zone row “F” (Flower). The loading zones are located in front of our freight elevators. Vehicles are allowed to park in the loading zone stalls for active loading and unloading only. Please observe posted time limits for loading zone. Commercial vehicles, high cubes, container trucks, etc., are permitted to load and unload in the freight docks located on the ground level. Please refer to the [Freight Docks](#) section of this handbook for more information.

PRE & POST CONVENTION MEETINGS / POST-EVENT EVALUATION

Pre-Convention Meetings are scheduled for all conventions. It is an informal meeting for your staff and our staff to meet and network. It is hosted by HCC and coordinated by your Event Manager. A representative from each department at HCC will be in attendance. Your key support staff, as well as any service contractors for your show (i.e. Decorator, Production Company, Audio Visual Company, etc.), are encouraged to attend.

At the conclusion of your show, we will ask to schedule a Post-Convention meeting with you so that we may get your feedback about the facility’s performance. We will also ask you to complete a Post-Event Questionnaire which will allow you to evaluate your entire experience with HCC from beginning to end. We are pleased to receive consistent ratings of “Excellent” in most categories; however, there is always room for improvement and this is where client feedback is so important. As areas of client concern are reviewed and addressed by our management team, corrective action is taken to insure customer service is always a priority and that our clients will want to return again and again to HCC.

PRODUCTION EVENTS

Events requiring a production company will need to work closely with the Event Manager to facilitate their move-in and move-out schedule, rigging and staging, and production requirements.

PUBLIC RELATIONS

Please identify your spokesperson and/or press representative to your Event Manager. Any media inquiries received by HCC prior to or during your event will be forwarded to your press representative. On occasion, local press may want to cover portions of the event. HCC’s public relations representative will obtain approval from your representative before any commitments are made by HCC on behalf of your event.

PYROTECHNICS, LASERS, FIRE

Requests to use pyrotechnics, lasers, hazers/fog machines, or fire (including candles) for decorative or production enhancements must be submitted in writing to the HCC Director of Operations (cc: Event Manager) **at least sixty (60) days prior to your event**. Clients will be required to hire a Fire Marshal, at their own expense, to be on site for the entire duration that the above materials and/or equipment will be in use. Requests for a fire marshal must be submitted to your Event Manager at least 60 days prior to your event.

Events that plan to use pyrotechnics and/or lasers for decorative or production enhancements must adhere to the following approval process:

1. A letter must be submitted **at least sixty (60) days prior to your event** to the HCC Director of Operations (cc: Event Manager) requesting permission to use and store pyrotechnics for a specific event. The letter should include:
 - Date and time that pyrotechnics will be used (both rehearsal and performance).
 - Copy of State of Hawai’i Pyrotechnics License.
 - Floor plan of area marked with specific location that pyrotechnics will be used.
 - A delivery and storage plan for pyrotechnics.
 - A contingency and response plan for malfunctioning items.

Request to HCC must be a minimum of 60 calendar days prior to the event. If this deadline is not met, HCC may deny the request without review of the above documents. If an expedited request is made by the client in less than 60 days prior to the event, HCC will charge a fee of \$250.

2. The HCC General Manager will issue a letter to the Honolulu Fire Department granting the Pyrotechnics vendor entry for the specified times and purposes.
3. It is the client's responsibility to be compliant with all federal, state, and local laws. The client will file plans with the Honolulu Fire Department (HFD) and HFD must give their permit approval to client, which then must be supplied to HCC.

A test of pyrotechnics must be performed with HFD prior to the actual event. Any charges associated with this test will be the sole responsibility of the client.

If HFD requires any additional services or labor supervision or precautions, that is the sole responsibility of the client.

All information must be received by HCC at least seven (7) business days prior to the client's first scheduled move-in day.

4. Once the permit is issued, requestor will need to submit to HCC a copy of the permit along with a Certificate of Insurance. At a minimum, insurance shall be \$10,000,000 in general liability coverage. If additional insurance coverage is deemed necessary by HCC, the HCC Event Manager will notify the client. The Certificate of Insurance must name the entities below as loss insured:
 - a. AEG Management HCC, LCC
 - b. State of Hawai'i and their respective members, officers, directors, agents and employees
 - c. Hawai'i Tourism Authority and their respective members, officers, directors, agents and employees.
 - d. Client
5. As your event date nears, your Event Manager will request from you a revised schedule to include dates/times when pyrotechnics will be active (to include both rehearsal and performance times). This gives you an opportunity to revise the schedule you provided on your initial letter to the HCC Director of Operations. Your Event Manager will use the revised schedule to arrange fire watch coverage with the Honolulu Fire Department at your expense.

If you are planning to have a fire knife performance during your event, your entertainment provider must submit a request for approval letter to the Honolulu Fire Department (HFD) at least 60 days prior to the performance date. Your provider must receive written approval from the HFD prior to the performance and will be expected to comply with all requirements set forth by the HFD (i.e. non-combustible protective net for front of stage, fire extinguishers, etc). HCC will provide a fire extinguisher located at stage right. You will also be required to arrange fire watch coverage at your expense. Please contact your Event Manager to discuss these requirements.

RECYCLING

HCC is committed to recycling and provides receptacles throughout the common areas for your event recycling needs. Additional receptacles are available for paper recycling in offices, attendee badge holders and lanyards and other items to reuse. HCC has partnered with local organizations to repurpose foam core signs, exhibitor giveaways and exhibitor build-outs. Bulk recycling areas are provided within the exhibit halls for all exhibitors to use. HCC is able to assist with tracking of your event recycling to monitor your sustainable efforts. We encourage all contractors to participate in our recycling program as it has proven its effectiveness at reducing trash costs and your impact on the environment. Please speak with your Event Manager to discuss your recycling needs.

RIGGING (Exclusive)

ALL rigging that is installed at the Hawai'i Convention Center must be approved and installed by our exclusive rigging contractor, Hawai'i Stage & Lighting Rentals, Inc. (HSLR). HSLR maintains the largest inventory of equipment on the island as well as highly skilled rigging labor. Specific rigging grid plans with values are

available upon request. Rigging points are only available in the Exhibition Halls on Level 1 and the Ballrooms on Level 4. All rigging must conform to the structural engineering design of the building.

The Hawai'i Convention Center must be notified no less than 30 days in advance in writing and asked for approval of any intended variation or deviation from the Rules and Regulations. Should it be necessary to remove or damage the existing fireproofing on the steel structure to install a point not listed on the existing grid, a reapplication cost of \$140 per point will be charged to your account. A copy of your final rigging plans must be approved by HCC's rigging contractor no later than 30 days prior to move-in.

For more information, please contact Hawai'i Stage & Lighting via our rigging hotline at (808) 943-3092. To place an order for rigging services, please use the ***Rigging Order Form*** available on our website.

ROOFTOP GARDEN TERRACE

The [Rooftop Garden Terrace Reservation Policy](#) (found in the [Kalākaua Ballroom & Rooftop Garden](#) section of this handbook) outlines specific information relative to booking criteria requirements and should be reviewed if your group is considering use of this area.

ROOM REFRESH

One mid-day room refresh is provided for each meeting room in use. The refresh includes straightening of tables and chairs, trash disposal, and replacement of the speaker's water. If you have requirements beyond our usual mid-day refresh, appropriate labor charges will apply in relation to the scope of the work to be done. Your Event Manager can assist you with a room refresh schedule.

ROOM SETS

Floor diagrams for all meeting, public and exhibit spaces, and lobbies shall be submitted to your Event Manager ninety (90) days prior to your event. Initial set-ups per room of the physical equipment (tables & chairs) are provided at no charge. Any changes made within the 3 business days prior to your first contracted move-in day will be subject to equipment and labor fees. Room turnover charges will apply for each room configuration change (i.e. theatre to classroom; F&B rounds to a meeting set). Turnover charges are based on labor costs and chargeable equipment.

SECURITY

Building Security

HCC's Security staff is responsible for providing a secure building perimeter from a 24-hour control room with a monitored emergency response system. You are responsible to secure access to your licensed premises from the first hour of move-in to completion of move-out. Access points shall include front lobby entrances, garage, and the Grand Staircase gate for 3rd and 4th floor use.

Event Security

The safety and security of all patrons of the Hawai'i Convention Center is a high priority for the staff and management of the HCC. Towards that goal, the HCC maintains a list of pre qualified security companies approved to provide services for events held at HCC. Please see your Event Manager or refer to our website for a list of our Approved Security Providers.

Each qualified security company is available to assist the show manager in determining and designing adequate security coverage for specific show needs. Criteria such as number of patrons, entrances/exits used, traffic and pedestrian flow, transportation access, volume and product display are used to develop the staffing plan.

As a guide of what to plan for, here are the listed "Mandatory" and "Recommended" areas to consider when developing your event security coverage. A security plan must be submitted thirty (30) days prior to your event for review by HCC's Security Manager.

Mandatory Event Security Coverage Requirements

1. During show hours, one (1) security officer will be required to monitor the gate at the Grand Staircase located at the back entrance to HCC. This gate has been designated for emergency exiting so the gates must remain in the open position whenever there are more than 500 people combined on Levels 3 and 4 of the facility.

2. During move-in and move-out of an exhibits show, an officer must be posted at the back doors of the show/event that are directly related to the exhibit halls being used. This officer is responsible for the access into your exhibit hall, including badge checking.
3. During non-show hours, security personnel must be posted in the exhibit hall if there is any freight or product on the event floor.
4. Any anticipated controversial issues or guest speakers that may cause protest or demonstrations will require additional assignments of security personnel for crowd control.
5. Shows expecting heavy shuttle bus, pedestrian and/or vehicular traffic will be required to hire special duty law enforcement officers to assist with guest safety and traffic control in addition to assisting at the exit of the porte cochere to assist buses entering back into the lane of traffic during all arrival and departure times. These posts include, but are not limited to, the following:

Post 1: One (1) Officer on Kalākaua Avenue to stop vehicle traffic from entering the parking garage, as needed, so pedestrians may safely walk across the driveway entrance.

Post 2: One (1) Officer at the Porte Cochere exit on Atkinson Drive to stop vehicle traffic on Kapi'olani Blvd., as needed, to allow event buses entry into the flow of traffic.

Post 3: One (1) Officer at the entrance to the Porte Cochere

Post 4: Three (3) Officers to assist at each side of the Atkinson Drive crosswalk to help guests safely cross the street.

6. During large movements between sessions, it is recommended to have a security person available near the main escalators to assist the flow of people getting on and off the escalators to avoid any congestion or safety issues as a result of carelessness.

Recommended Event Security Coverage

1. Registration, cyber café and any other activities located in any common space should be considered an unsecured area and staffed, particularly after hours, for the purpose of asset protection.
2. An officer will also be recommended for events that may have silent auctions, memorabilia and valuables on display for the purpose of asset protection.
3. VIP or celebrity appearances such as booth appearances, book signings, etc. would highly benefit from an escort/crowd control security officer.
4. Any restricted areas set forth by show management, such as backstage areas, dressing rooms, supply areas, badged areas, etc. should have security coverage and visibility.

Social Events Not Serving Alcohol or Providing Entertainment

The security staffing requirement shall be one (1) officer for every 1000 attendees. The purpose of this staff officer is to assist with crowd flow and to act as an evacuation captain specific to the event in case of emergency.

Social Events Serving Alcohol

The security officer requirement shall be one (1) officer for every 500 attendees. The purpose of this officer will be the same as mentioned above, as well as the monitoring of alcohol consumption and safety of patrons in the event venue.

Charitable Events

The security staffing requirement shall be one (1) officer for every 1000 attendees. The purpose of this staff officer is to assist with crowd flow and to act as an evacuation captain specific to the event in case of emergency. An officer will also be recommended (not required) for events that may have silent auctions, memorabilia and valuables on display for the purpose of asset protection.

Meeting Room Security

Meeting room locks provide access accountability through the use of electronic card keys. The keys provide a level of security greater than leaving them unlocked but are still only as good as the last person to use the doors, making sure they are securely closed behind them. The keys are provided at no charge to clients; however the keys must be returned or a key fee will be assessed.

Lost and Found

During event operating hours, lost and found is located at the Security Control desk located on the Intermediate Level. To inquire about a lost item or to report a found item, contact Security Control by calling (808) 943-3000 or by dialing "0" from any house phone.

Recommendations for the Use of Safes

If you believe that you have valuables that require a safe on-site at the HCC, we make the following recommendations:

1. Inform your Event Manager that a safe will be on site and for what purpose(s).
2. Notify your Event Manager of the date and time that the safe will be arriving and departing and the location/placement of the safe.
3. It is recommended that a dual action safe be used; both key & combination access and that separate personnel operate each function.
4. It is recommended that rental safes be re-keyed or re-combinated on site. Do not leave the combination to the safe unattended or compromised at any time.
5. Do not store cash overnight on site. It is recommended that arrangement be made with a local bank or hotel for overnight cash storage. Another option would be to make arrangements with our Accounting department to receive daily cash payments which can be applied to your final invoice.

SHIPPING

The Licensee is responsible for coordinating all incoming and outgoing freight shipments through their designated service contractor. Licensees and exhibitors are expected to carefully review the shipping instructions set forth by their service contractor including where and when to send freight and how to label and address shipments.

If a Licensee does not have a service contractor, the Licensee and its exhibitors can make advance arrangements with our Business Center to receive and ship freight. Handling fees will apply. For a list of the Business Center's services and rates, please refer to the Business Center Service Menu & Rental Information flyer on our website. To contact our Business Center team, please email them at HCCBusinessCenter@hccaeg.com or contact them by phone at (808) 792-6699.

All freight deliveries that are made to HCC in advance of an event, with or without notice, will be received and processed by the Business Center and will be subject to prevailing handling fees. The Business Center will not receive freight addressed to service contractors. The Business Center will accept freight up to two (2) weeks prior to the event move-in date. The Hawai'i Convention Center, including its employees and agents, will not be responsible for any injury, loss or damage to shipments that are received and stored at our facility. HCC reserves the right to refuse freight shipments.

SMOKING

In accordance with the State of Hawai'i's Smoke Free Environment laws, the Hawai'i Convention Center is designated as a non-smoking facility. Smoking is not allowed in enclosed or partially enclosed areas of our facility nor is it allowed within 20 feet of doorways, windows and ventilation intakes. This includes but is not limited to cigarettes, cigars and electronic cigarettes. However, certain areas of the building have been designated as smoking areas. For a map of our designated smoking areas, please see your Event Manager or refer to our building floor plans which can be viewed on our website. For more information about Hawai'i's Smoke Free Environment laws, visit <http://health.hawaii.gov/tobacco/home/laws/>.

STORAGE

Box or crate storage is permitted in limited areas of the facility. Once exhibit materials have been unloaded, crates must be removed by your service contractor who will in turn store them safely on/off-site and return them promptly to the appropriate booth location once the show closes. Consult your Event Manager for alternative storage areas.

Refrigerated Storage

We have limited space available for exhibitors requiring refrigeration of their products. Information on the storage of perishable items and applicable charges may be obtained from the Director of Food & Beverage.

TAX INFORMATION (General Excise Tax)

Any individuals or companies selling merchandise at your event must have a State of Hawai'i general excise tax (GET) license. While it is the seller's responsibility to obtain a license and pay the required tax to the State, it is the Licensee's responsibility to notify sellers of this requirement. Merchandise offered for sale will be subject to Hawai'i's general excise tax. Hawai'i does not have a sales tax. For more information about Hawai'i's tax laws, please refer to the Department of Taxation website at www.state.hi.us/tax. To contact the Tax Office, call (808) 587-4242 (Toll-Free: 1-800-222-3229) or email Taxpayer.Services@hawaii.gov. Sellers may apply for the GET license online at the Hawai'i Business Express website at <https://hbe.ehawaii.gov/BizEx/home.eb> or in person at the Business Action Center located at 1130 N. Nimitz Hwy., Suite A-220, Honolulu, HI 96817. To contact the Business Action Center, please call (808) 586-2545 or contact them by email at bac@dcca.hawaii.gov.

TELECOMMUNICATIONS

Telecommunications is an exclusive service of HCC. We offer standard analog and digital telephone lines for incoming/outgoing telephone calls, faxes, credit cards, and modem use. We are also equipped to manage digital multi-line telephones and special features such as voicemail and voice messaging. Please see your Event Manager or refer to the Telecommunications/Cable TV Service Order forms on our website for rates and ordering information.

TELEPHONES (PUBLIC)

Public telephones are available throughout the facility. All phones are equipped to handle credit card payments for phone use. Dial up access and TDD access are available at designated telephone banks.

TRANSPORTATION

Transportation for your delegates to and from your event at the Hawai'i Convention Center is an important part of the event planning process. If you will be arranging shuttle transportation for your guests, we ask that you submit a Transportation Plan to your Event Manager at least three (3) months prior to your event.

The goal of the Transportation Plan is to provide a framework of objectives and coordination efforts that would provide a safe, effective and expeditious transportation movement for our guests by providing a quick arrival and departure process to and from the Hawai'i Convention Center.

The Transportation Plan should include the following:

- Company names and contact information for all transportation service providers
- Schedule of activity to determine arrival and departure times
- Vehicle size and fleet requirements
- Signage plan
- Shuttle bus vendor procurement
- Shuttle bus scheduling
- Dispatching and onsite management
- Shuttle bus routes and alternate routes in case of detour
- Queue lines
- Law enforcement participation for safety

The front Porte Cochere is marked with 5 bus stops. Taxi drop off and pick-up locations are designated in the Porte Cochere.

If your event will not be providing shuttle service for delegates, we still ask that you discuss your attendee arrival and departure plans with your Event Manager. Special transportation arrangements must also be considered if the parking count for your event is expected to exceed the maximum parking capacity of the Center's garage. In cases like this, we strongly encourage you to explore offsite parking alternatives for your guests.

TRASH HANDLING & REMOVAL

Trash removal is an exclusive service of the Hawai'i Convention Center and arrangements can be made in advance through your Event Manager to provide open-top trash receptacles (35 yard), portable dumpsters (3

yard), push bins or wastebaskets for the placement of such debris over the course of your event. HCC will coordinate the removal of this trash bin during your show. Please see your Event Manager for details.

The licensee is responsible to return the Facility in the same condition as it was received. This applies to any tape or tape residue, decorations, flowers, pallets, or any debris that is left after your event on the floor or loading docks. If it is determined by HCC that the licensed space has not been cleaned of debris, the Licensee agrees to accept financial responsibility for the removal of such items. You may select a cleaning company of your choice to perform the post event clean up or request a proposal from HCC to provide this service.

It is important for you to work with your Event Manager to communicate any medical waste or toxic and hazardous materials that will require special handling and disposal. Please be sure not to mix this waste with normal trash and clearly advise those handling it to be aware of the special arrangements agreed to in advance.

HCC encourages you and your event to recycle wherever possible, thereby reducing your waste and impact on the environment. Your Event Manager will be able to help you identify the items that can be recycled or reused. Since the licensee is responsible to return the licensed space in the same condition as received, we ask that you encourage your contractors to participate in our recycling program as well since it has proven its effectiveness at reducing trash costs.

WATER STATION

Our standard meeting set up includes water service for the head table and podium. Water stations are available at strategic locations throughout the building (subject to availability). Water stations may also be set up inside your room at an additional cost.

ACCOUNTING INFORMATION

DEPOSITS & PAYMENTS

Rental Payment

Rental payment is due in full thirty (30) days prior to your first move-in date. Please review the license agreement and/or any space addendums for deposit amounts and due dates.

Food and Beverage Charges

Pre-payment of estimated Food & Beverage charges is due in full thirty (30) days prior to your first move-in date.

Event Charges

Pre-payment of estimated Event charges is due in full fourteen (14) days prior to your first move-in date. Any balance owed over and above the pre-payment amount will be settled prior to move-out unless our Director of Finance has approved other credit arrangements.

ACCEPTABLE FORMS OF PAYMENT

- U.S. Currency
- Cashier's Checks
- Money Orders
- Approved Local or National Company Check or Personal Checks
- Wire Transfer
- ACH Payment

Wire transfer instructions:

Bank: Bank of Hawai'i
P.O. Box 2900
Honolulu, Hawai'i 96846-6000

Account Name: Hawai'i Convention Center (AEG)
ABA #: 121301028
Account Number: 0007-087306

Contact: Accounting Manager
Hawai'i Convention Center
Phone: (808) 943-3571

ACH payment instructions:

Account Name: Hawai'i Convention Center (AEG)
ABA #: 121301028
Account Number/Type: 0007-087306/Checking

Contact: Accounting Manager
Hawai'i Convention Center
Phone: (808) 943-3571

CERTIFICATE OF INSURANCE

Insurance is required for all groups. Certificates of Insurance are due to our Director of Finance sixty (60) days prior to the first event day. Specific insurance requirements are outlined in the license agreement, Section 4 and reiterated below:

1. Insurance.

- (a) Licensee agrees, at its sole expense, to procure and maintain during the term of this License Agreement: (i) Commercial General Liability insurance, on an occurrence form, including blanket contractual liability, products and completed operations coverage, fire legal liability coverage,

- personal & advertising injury coverage (including but not limited to libel, slander, defamation of character, and discrimination) for the mutual benefit of Licensee, AEG, State of Hawai'i, HTA, Levy and each of their contractors, successors and assigns, against all claims for personal injury, death or property damage in or about the Center arising in the amount of \$1,000,000 per occurrence, \$2,000,000 in the aggregate. In the event there are pyrotechnics, fireworks or fire displays, the certificate of insurance shall evidence such coverage and with limits specific therein;
- (ii) Commercial Automobile Liability insurance, on an occurrence basis covering all owned, non-owned, hired & leased vehicles, including loading and unloading operators with a limit of not less than \$1 million per occurrence covering bodily injury and property and physical damage; and (iii) following form Umbrella or Excess Liability coverage with a limit of \$4,000,000 per occurrence in excess of \$1,000,000.
- (b) If applicable in the event Licensee exploits the Event, media liability insurance coverage as respects errors and omissions resulting from any broadcast emanating from the Center or in any way pertaining or related to the Event, with contractual liability endorsements for the mutual benefit of Licensee, AEG, State of Hawai'i, HTA and their respective contractors, successors and assigns, against all claims for personal injury and errors and omissions liability including without limitation defamation of character, libel, slander and other similar causes of action, with policy limits of not less than \$5,000,000 per occurrence. Such insurance can be written on a Claims Made basis providing an extended reporting period of not less than 3 years is provided.
- (c) The insurance policies set forth in (a & b) above shall name as Additional Insureds AEG, Anschutz Entertainment Group Inc., Levy, State of Hawai'i, HTA, and their respective affiliates, licensees, lenders and contractors, as well as each of their respective officers, directors, partners, members, shareholders, employees, agents, representatives, successors and assigns, hereinafter the "Indemnitees". All such insurance shall be primary and non-contributing to insurance maintained by AEG, HTA, State of Hawai'i and Levy.
- (d) Licensee agrees, at its sole expense, to procure and maintain during the term of this License Agreement, Workers Compensation insurance in accordance with statutory limits and Employers Liability at a limit of \$1 million per occurrence covering all employees, performers, participants and other personnel of the Event (other than such persons as are employed by AEG, HTA, State of Hawai'i, Levy and their respective affiliates), which shall be evidenced on the certificate of insurance required to be provided in accordance with Section 4(2) below. Such insurance shall include a waiver of subrogation in favor of AEG, Levy, HTA and State of Hawai'i.
- (e) Licensee shall obtain and maintain a Personal Property Floater and/or Miscellaneous Equipment insurance coverage on all of Licensee's personal property, trade fixtures, and Licensee's owned alterations, utility installations and third party property damage. Such insurance shall be full replacement cost coverage with a deductible of not more than \$2,500.00 per occurrence. The proceeds from any such insurance shall be used by Licensee for the replacement of personal property, trades fixtures and Licensee owned alterations and utility installations. Licensee shall provide AEG with written evidence that such insurance is in force and shall causes its insurers to a waiver of subrogation in favor of AEG, HTA and State of Hawai'i.
- (f) Licensee shall obtain and maintain loss of income and extra expense insurance in amounts as will reimburse Licensee for direct or indirect loss of earnings attributable to all perils commonly insured against by prudent licensees in the business of Licensee or attributable to prevention of access to the Center as a result of such perils.
- (g) AEG makes no representation that the limits or terms of coverage of insurance specified herein are adequate to cover Licensee's property, business operations or obligations under this License Agreement.
- (h) The insurance shall provide for coverage from the Move-in Time (or, if earlier, such time as Licensee initially occupies or makes use of any portion of the Convention Center Facilities) through, and including, the Move-out Time (or, if later, such time as Licensee completely quits and surrenders the Convention Center Facilities). There will be no charge to AEG for such coverage and a certificate of insurance evidencing such coverage shall be furnished to AEG prior to the Move-in Time. Said policy of insurance and endorsements shall provide that the policy of insurance cannot be canceled

without 15 days prior written notification to AEG. Said insurance shall not restrict or limit the coverage of the additional insureds. If Licensee fails to provide AEG with the required certificate of insurance at least five (5) business days prior to the Move-in Time, AEG may, in its sole and absolute judgment, either (i) acquire, at Licensee's expense, such insurance as AEG determines in its sole judgment to be necessary in order to protect the Indemnites from any of the matters to be covered under subparagraph (a) & (b) above, or (ii) treat such failure as a default by Licensee and terminate this License Agreement effective as of the Move-in Date pursuant to the provisions of Section 6 below.

- (i) All insurance shall be effected by valid and enforceable policies issued by insurers of responsibility, licensed in the State of Hawai'i, such responsibility and the insuring agreements to meet with the reasonable approval of AEG. An insurer with a current A.M. Best rating of at least AVI or better shall be deemed to be acceptable. Receipt by AEG of a certificate of insurance, endorsement or policy of insurance which is more restrictive than the contracted for insurance shall not be construed as a waiver or modification of the insurance requirements above or an implied agreement to modify same nor is any verbal agreement to modify same permissible or binding. Any agreement to amend this provision of this License Agreement must be in writing signed by the parties.
- (j) At the request of AEG, Licensee shall promptly furnish loss information concerning all liability claims brought against Licensee (or any other insured under Licensee's required policies), that may affect the amount of liability insurance available for the benefit and protection of the Indemnites under this License Agreement. Such loss information shall include such specifics and be in such form as AEG may require.
- (k) Licensee shall require and verify that all subcontractors maintain insurance meeting all the requirements as broad as stated herein and that they name AEG, Levy, State of Hawai'i, HTA and the Licensee as Additional Insureds as set forth above.
- (l) All insurance coverage available to Licensee and any available proceeds in excess of specified minimum limits shall be available to AEG.

2. **Certificates of Insurance.** Copies of additional insured endorsements, primary coverage endorsements, and, if requested, complete copies of policies, satisfactory to AEG, shall be furnished to AEG sixty (60) days before the first day of the Event. Certified copies of the Certificates of Insurance or policies shall provide that they may not be canceled without thirty (30) days advance written notice to AEG.

The Certificates of Insurance should be forwarded to:

AEG Management HCC, LLC
c/o Hawai'i Convention Center
1801 Kalakaua Avenue
Honolulu, Hawai'i 96815
ATTN: Director of Finance

INSURANCE

Should you require assistance in obtaining comprehensive general liability insurance for your event, you may purchase such coverage through our TULIP Insurance program. Please contact the Accounting department for more information.

CREDIT APPLICATIONS

For exceptions to full prepayment of an event, a credit application must be completed three (3) months prior to your event. Upon approval of the credit application, a master account will be arranged for charges incurred over and above the pre-paid estimated amount. Please refer to our website or see your Event Manager for a ***Credit Application*** form.

FINAL INVOICE

The final invoice will be issued via email no later than ten (10) days after your move-out. Hard copy invoices will be issued only upon request. Any outstanding balance will be due upon receipt of the invoice.

GRATUITIES

It is the policy of the Hawai'i Convention Center that individual employees may not accept cash gratuities from clients. It is management's intention for our employees to provide exceptional service to all clients without anticipation of additional compensation. We appreciate your understanding and adherence to our policy and its intent.

FOOD AND BEVERAGE SERVICES

The Hawai'i Convention Center is the exclusive provider of in-house food and beverage services. A complete range of services is available to you including catered meals and banquets, coffee and refreshment services, theme parties, crew/staff and green room catering, concessions and exhibit booth services. A Catering Sales Manager will be assigned to your event and will contact you up to nine (9) months prior to your program.

To insure a successful food and beverage program it is very important that menu selections and accurate attendance estimates be provided to your Catering Sales Manager well in advance. An Event Order will be prepared and distributed for each of your food & beverage functions. These contracts are to be reviewed, approved, signed and returned, along with full prepayment of estimated charges, thirty (30) days prior to your event.

During the planning process, your Catering Sales Manager is your single source for planning your food service needs and works with your Event Manager to insure the success of your event. Once on site, the Catering Service Managers, along with your Catering Sales Manager, will attend to the details of your food and beverage program.

The following are answers to some frequently asked questions to help get you started in the planning of your food and beverage program. For more complete information, please refer to the [General Information and Catering Policies](#) on the following page.

When do I have to make my menu selections? Menu selections should be made well enough in advance of your program to insure that final approved Event Orders are returned to your Catering Sales Manager thirty (30) days prior to your program.

What is the guarantee policy? For most functions, we require a guarantee five (5) business days prior to event move in. For functions over 1,500 persons, we require a guarantee seven (7) business days prior to event move-in. Please refer to the chart included in the [Food & Beverage General Information and Catering Policies](#). For functions over 1,500 persons we require a guarantee seven (7) calendar days prior to event move in.

Do you overset? We prepare and overset five percent (5%) over the guarantee, to a maximum of fifty (50), for all table service functions (i.e. plated or buffet meals).

When do I need to pay? Full prepayment of estimated charges is due thirty (30) days prior to the event. Any remaining balance, due to attendance increases, menu changes, additions, etc. are due at the conclusion of the event.

What is the service fee? Our current service fee is twenty-two percent (22%). Fee is subject to change. This service charge is not distributed to staff as wages or gratuity.

What is the tax? All food & beverage charges, including the service fee, will be subject to the prevailing General Excise Tax which is currently 4.712%. Tax rate is subject to change.

Does the Hawai'i Convention Center allow food sampling? Due to food and beverage being an exclusive in-house operation, no samples of food product, alcoholic or non-alcoholic beverages or other consumables may be distributed without prior written permission from the Hawai'i Convention Center's Food & Beverage Director. Sampling to the trade and sampling to the public fall under different health department regulations. It may be necessary to complete and submit an [Application for Food Establishment Permit](#) and [Exhibition Booth Diagram](#). Samples of these forms may be found on the following pages. Please contact the Food and Beverage Director who will assist you in completing and submitting the appropriate forms and applications.

FOOD & BEVERAGE GENERAL INFORMATION AND CATERING POLICIES

Proposals, agreements and contracts regarding the use of service and facilities of the Hawai'i Convention Center are subject to rules and regulations of the Hawai'i Convention Center / AEG / Levy Restaurants and shall include, but are not limited to, the following terms and conditions:

1. **EXCLUSIVITY:** Food and beverage items will be purchased exclusively from Levy Restaurants at the Hawai'i Convention Center.
2. **GUARANTEES:** Guarantees for functions under 1,500 persons are due to the Catering Sales Manager by 12:00 noon (Hawai'i time) five business days prior to the event. Holidays are not considered business days. **For functions of 1,500 or more persons guarantees are due seven (7) business days prior to the function.** Guarantees given are not subject to reduction. Hawai'i Convention Center will use the tentative planning number as the guaranteed figure if a guarantee is not submitted when due.
3. **OVERSET:** Hawai'i Convention Center will provide and set for 5% over the guaranteed count to a maximum of (50) persons. If the actual number of guests exceeds the set figure, every effort will be made to serve the guests. Menu substitutions will be at the discretion of Hawai'i Convention Center Food and Beverage management. Final charges will be based on the guaranteed number, or the number of meals served, whichever is greater.
4. **ADDITIONS / INCREASES:** Any increases to guarantees within 5 business days, are subject to the approval of the Hawai'i Convention Center Food and Beverage Department. Any increase above the original set figure, menu additions or added functions will be subject to a 15% surcharge. The revised guarantee will not receive an over set amount: the new guarantee is the set amount.
5. **DEPOSITS / PREPAYMENT:** Deposits for estimated Food and Beverage charges are required as follows:
 - 100% pre-payment of estimated Food and Beverage charges are due (30) days prior to the scheduled event.
 - Any balance due is to be paid at the conclusion of the event, unless the Director of Finance has reviewed and approved a Credit Application.
 - Acceptable forms of payment: cash, check or wire transfer.
 - In the event of cancellation, charges for losses sustained by the Hawai'i Convention Center will be advised and deposit funds will be retained to cover such losses.
6. **LENGTH of SERVICE:** To ensure quality, integrity and safety of food and beverage products, **food service duration is limited to a maximum of two hours.** At its sole discretion, the Hawai'i Convention Center reserves the right to further limit this timeframe.
7. **MENU SELECTIONS:** Menu selections should be made well enough in advance of your program to ensure that final approved Catering Event Contracts are returned to your Catering Sales Manager thirty (30) days prior to your program.
8. **ROOFTOP FUNCTIONS:** Rooftop functions require special permitting and must be confirmed no less than 45 days prior to the event. Additionally, rooftop functions must conclude by 9:00pm and are limited to disposable service ware.
9. **SERVICE for UNDER 25 GUESTS:** A labor / set up charge of \$100.00 will apply for all meal functions of 25 guests and under.
10. **PRICING GUARANTEES:** Pricing quoted more than 6 months prior to an event are subject to increases proportionate to meet increased cost of supplies or operation at the time of the scheduled event.
11. **SERVICE FEE & TAX:** Food and beverage charges are subject to a 22% service fee (subject to change). This service fee is not directly distributed to the wait staff as wages or gratuity. Food and beverage charges are subject to 4.712% general excise tax (subject to change).
12. **FLORALS, DÉCOR, ETC.:** Hawai'i Convention Center is pleased to provide assistance with floral, decoration, linen, entertainment, etc. Arrangements made directly for these services will not be the responsibility of the Hawai'i Convention Center staff and management.

SAMPLE APPLICATION FOR TEMPORARY FOOD ESTABLISHMENT PERMIT

This form is available online at the State of Hawai'i Department of Health website:
<http://health.hawaii.gov/san/permit-applications/temporary-food-establishment-permit-applications/>

SANITATION BRANCH
591 ALA MOANA BOULEVARD
HONOLULU, HAWAII 96813
TELEPHONE NUMBER: (808) 586-8000 FAX: (808) 586-8040
www.health.hawaii.gov

STATE OF HAWAII
DEPARTMENT OF HEALTH

APPLICATION FOR TEMPORARY FOOD ESTABLISHMENT PERMIT

(Please type or print in black or blue ink)
SEE BACK FOR INSTRUCTIONS AND FEES

(A) NAME OF ORGANIZATION OR ESTABLISHMENT			(B) LOCATION OR ADDRESS OF EVENT (ONLY ONE)		
(C) CONTACT PERSON			(D) CONTACT PERSON PHONE #		FAX PHONE #
DAY	(E) DATE OF EVENT	(F) TIME OF EVENT	DAY	(E) DATE OF EVENT	(F) TIME OF EVENT
1.			11.		
2.			12.		
3.			13.		
4.			14.		
5.			15.		
6.			16.		
7.			17.		
8.			18.		
9.			19.		
10.			20.		
(G) NAME OF APPROVED FOOD ESTABLISHMENT			(H) STREET ADDRESS		(I) PHONE NUMBER
					(J) PERMIT NO.
APPROVED FOOD ESTABLISHMENT USE AUTHORIZED BY: (K) (OR ATTACH LETTER OF AUTHORIZATION)					
(L) SIGNATURE OF AUTHORIZED PERSON					
(M) PRINT NAME OF AUTHORIZED PERSON					
(N) TITLE					

(O) LIST FOOD ITEMS. REMINDER: KEEP HOT FOOD ABOVE 135° F. KEEP COLD FOOD BELOW 41 °F. WORKERS MUST PRACTICE REGULAR HANDWASHING, MUST NOT BE ILL, NO BARE HAND CONTACT WITH READY TO EAT FOODS.		

(CONTINUE FOOD ITEMS ON A SEPARATE PAPER IF NEEDED)

(P) ATTACH: SITE PLAN – INCLUDE HAND WASHING FACILITIES, BOOTH LAYOUT

The Sanitation Branch, Department of Health reserves the right to deny your Temporary Food Establishment Permit or revoke the permit for failure to comply with the sanitary requirements of Hawaii Administrative Rules, Title 11, Department of Health, Chapter 50, Food Safety Code. The permit applicant may be required to submit a complete menu and schematic plan of the proposed operation.

THIS PERMIT IS NOT TO EXCEED TWENTY (20) DATES IN ANY 120 DAY PERIOD

_____ (Q) DATE	_____ (R) SIGNATURE OF APPLICANT
_____ (S) TITLE	_____ (T) PRINT NAME OF APPLICANT

FEE NON REFUNDABLE

Payable to: STATE OF HAWAII

SUBMIT APPLICATION AND FEE TEN WORKING DAYS PRIOR TO EVENT TO:

SANITATION BRANCH
591 ALA MOANA BLVD.
HONOLULU, HI 96813

THERE WILL BE A SERVICE FEE OF \$25.00 FOR ANY CHECK DISHONORED BY THE BANK.

APPROVED:

_____ DATE	_____ SIGNATURE OF AGENT/DEPARTMENT OF HEALTH	_____ seal of approval (Permit invalid without seal)
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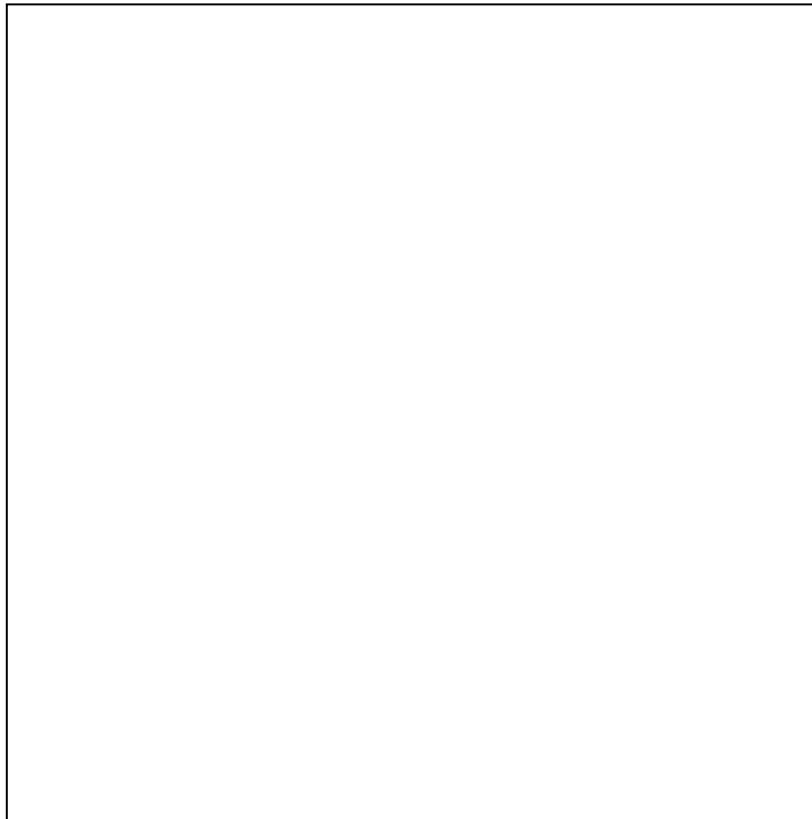
SECTION BELOW FOR OFFICIAL HEALTH DEPARTMENT USE ONLY

FEE AMOUNT	DATE PAID	METHOD OF PAYMENT	RECEIPT NO.	RECEIVED BY

SAN APP TFE 03/15

EXHIBITION BOOTH CONFIGURATION

This drawing must be presented with your Application for Temporary Food Establishment Permit.

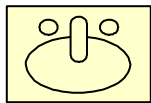


*Standard 10' x 10' Booth

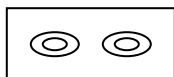
Identify the size of your booth and the position of required elements:



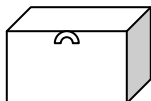
Table (Note if 6 or 8 foot)



Hand sink (when required)



Cooking element (identify TYPE)



Cooler or refrigeration (identify CAPACITY)

EXHIBIT HALL

GENERAL INFORMATION & FACTS

ROOM	Total Sq. Ft.	Sq. Meters	Length	Width	Height	Max. Capacity	Theater	Classroom	Banquet	10x10 Booths
Exhibit Hall I-II-III	204,249	18,975	329'	619'	30'	13,340	13,340	9,000	9,500	1,117
Exhibit Hall I	88,752	8,245	329'	269'	30'	5,340	4,309	3,368	3,760	447
Exhibit Hall II	59,260	5,505	329'	179'	30'	4,000	4,000	2,416	2,760	351
Exhibit Hall III	56,017	5,204	329'	169'	30'	4,000	4,000	2,584	2,580	320
Exhibit Hall I-II	148,122	13,761	329'	449'	30'	9,340	9,340	6,416	6,930	796
Exhibit Hall II-III	115,386	10,719	329'	349'	30'	8,000	8,000	5,152	5,590	669

Please note that room capacities may vary depending on the audio visual and staging requirements of your program. See your Event Manager for a customized floor plan of your event.

Exhibit Hall Features:

- 204,249 total sq. ft.; Hall can be divided into three sections
- 30 feet from floor to base of sound panels (35 feet from floor to ceiling)
- 192 floor utility boxes, one every 30 feet; Includes power, Cat-5/fiber access, compressed air, water & wastewater drain
- Floor Load Limit, Exhibit Hall - 350 lbs per net square feet; Lobby – 100 lbs per net square feet
- Ample rigging points
- Acoustical ceiling panels designed to absorb sound and prevent echoing
- Exhibit Halls are located on the Lobby/street Level

Electrical Features:

The Exhibit Hall has an underground utility corridor with plug-in bus duct supplies 480-volt power to transformers to provide 120/208-volt 125 ampere power to all floor boxes, located at 30 feet on center. Each floor box contains:

- 20 ampere 120 volt single-phase, receptacle with a ground fault circuit interrupter for the 120 volts circuit
- 20 ampere 120/208 volt 3 phase 5-wire receptacle (NEMA L21-20) w/20A breaker
- 30 ampere 120/208 volt 3 phase 5-wire receptacle (NEMA L21-30) w/30A breaker
- 125 ampere load break 120/208 volts 5-wire receptacle (MALTRIC DSR150)

The utility corridor can access 480 volt 3-phase plug-in bus duct with up to (2) 400 ampere; (1) 200 ampere; (4) each 100 ampere, 60 ampere, 30 ampere. Plug-in breakers available.

- Each Floor box has a 3" conduit with pull-cord that connects to the utility corridor
- Each Exhibit Hall has one (1) 8" handhole that connects to the utility corridor

The wall units in the Exhibit Hall offer:

- 30 ampere 120/208 volts 3 phase
- 100 ampere 120/208 volts 3 phase

Lighting Features:

The Exhibit Hall is equipped with groups of four (4) fluorescent fixtures and one (1) incandescent dimmable can. The fluorescent fixtures may be set at increments of 25%, 50%, 75% or full illumination. These lights do not have a dimming feature. They are only capable of being switched on or off. On the north & south sides, adjacent to the lobby and docks respectively, are banks of soffit lights. These lights are controlled by prearranged lighting scenes. All lighting is controlled from a central computer. Lighting scenes for the dimmable cans and coordination of lighting may be scheduled and arranged with your Event Manager.

Level

1

LEGEND

Information desk

Escalator (Up & Down)

Escalator (Up & Down)

Elevator

Restroom (Men)

Restroom (Women)

Restroom (Unisex)

Pay phone

ITD / Pay phone

ATM

Vending area

Water fountain

Smoking area

LCD board

Parking

Entrance

Automatic entry door

Plants / gas area

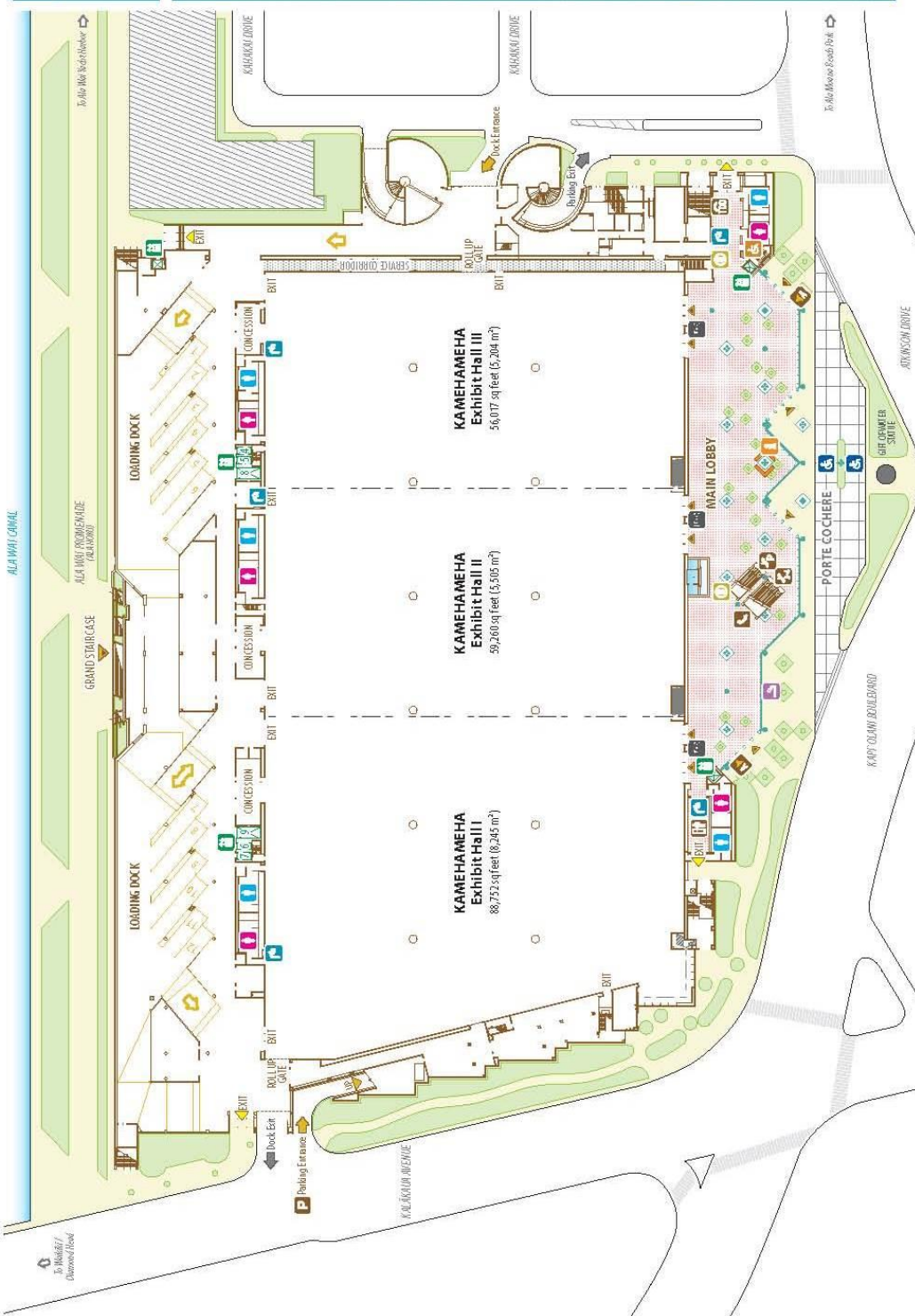
Walkway

Crosswalk

Service corridor

Accessible Passenger

Loading Zone





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1

EXHIBIT HALL / LOBBY



PLUMBING SERVICES - EXHIBIT HALL

Compressed Air-Water-Drain

1. All plumbing connections for water, drain, and air must be made by the Hawai'i Convention Center. All work is subject to inspection by the City & County Authority enforcing applicable codes. Any connections not made by the Hawai'i Convention Center will be subject to additional fees for inspection, disconnect, and reconnection of equipment.
2. Rates will cover bringing service from main line to booth and do not include connecting equipment.
3. Prices are based upon current rates and are subject to change without notice.
4. A separate connection fee will be made for each piece of equipment using connected service whether connected direct or otherwise.
5. HCC will not be responsible for any cutting or altering of any floor coverings in order to bring utility service to a booth.
6. Additional labor charges may be incurred for exhibitor equipment that should leak or cause damage to other property.
7. Any work not covered under the unit-price will be done on a time and material basis.
8. All work performed within booth attaching lines to equipment or under carpet will be charged on a time and material basis in addition to connection fees with a one half (1/2) hour minimum labor charge to install and a one half (1/2) hour minimum labor charge for disconnection.
9. Permanent utility boxes, including restroom plumbing fixtures, are NOT to be used for booth operations or disposal purposes. A \$500.00 fine will be assessed to and collected from any exhibitor involved in this activity.
10. Equipment with strict tolerances for water or air pressure, temperature or cleanliness may require regulating devices. Exhibitor should arrange to have their own pressure regulator valve or pump installed. Such equipment is not supplied by or available through HCC.
11. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be handled by someone other than "HCC Maintenance Engineers" provided the material and work conforms to Hawai'i Plumbing Code and City and County of Honolulu Health Codes and are approved by HCC Maintenance Supervisor or Maintenance Manager. However, all service connections to such equipment shall be made by HCC Engineering Personnel only.
12. All material and equipment furnished by HCC Engineering Department for this service order shall remain HCC Engineering Department property and shall be removed ONLY by HCC Engineering Personnel at the close of show.
13. All material and equipment returned damaged, or materials and equipment lost shall be at the expense of the exhibitor and will be billed at the close of the show.
14. All services will be disconnected/shut off at conclusion of show unless advance notice has been given and acknowledged.
15. All equipment using water must have inlet and outlet properly tagged.
16. Credit will not be given for connections ordered or installed and not used.
17. When removal of hazardous chemicals is necessary, HCC Engineering has to call in a third party to remove and discard waste properly. If hazardous materials will be on property, or will be created on property, a minimum of 24-hours advance notification must be provided to the Event Manager and HCC Engineering.

PLUMBING SERVICES - EXHIBIT HALL (Continued)

18. Plumbers can provide 3/4-inch service. Services larger than 3/4-inch may be available with advance notice and will incur additional labor charges. We do not stock metric plumbing fittings, tubing, nuts or bolts.
19. Venting for smoke, heat and noxious or poisonous gasses is not available.
20. Natural or propane butane gas cannot be used inside of any space within HCC (excluding Food & Beverage outlets).
21. Welding has to be done outside of the building in a well ventilated area. The Event Manager and HCC Engineering must be given advance notification of the scope of work being done and proposed location. All welding on property requires a Hot Work Permit, to be issued by HCC Engineering. During the course of work, if a safety concern exists or surfaces, the contractor must cease work immediately.
22. FACILITY PRESSURES TO KNOW:
Compressed Air - Constant pressure of 100 pounds per square inch (psi).
Hose Pressure - All of our hoses are rated at 250 psi bursting pressure, and any hoses brought in by clients must also have this rating at minimum.
Water Pressure - Constant pressure of 60 pounds psi.
23. Three inch drainage is available in the floor.
24. We do not stock any bottled gases on premise. Only non-flammable gasses will be allowed in the Hawai'i Convention Center. In order to comply with the City & County of Honolulu Fire Code, no flammable gases (i.e. acetylene, hydrogen, methane, and anything red tagged) may be used on the event floor.
25. All water displays must have prior approval by HCC. Detailed information about the water display, including pictures and detailed floor plans that include size and amount of water contained, must be submitted to the Event manager for approval at least 30 days prior to the event.
26. Any exhibitor that brings a water display inside HCC and uses it filled with water must have \$1 million General Liability coverage. In addition to listing the show's producer and organizers on the policy, it must also list HCC, HTA, and the State of Hawai'i as additional loss payees.

**Please see your Event Manager or refer to the Plumbing Request Form on our website
for rates and ordering information.**

MEETING ROOMS

GENERAL INFORMATION & FACTS

ROOM	Sq. Feet	Sq. Meters	Length	Width	Height	Max. Capacity	Theater	Classroom	Banquet	10x10 Booths
301A-B	3,600	335	48'	75'	17'	354	324	200	160	
301A	1,536	143	48'	32'	17'	153	147	88	60	
301B	2,064	192	48'	43'	17'	202	199	108	90	
302A-B	1,945	181	36'	53'	17'	205	168	98	80	
302A	985	91	36'	27'	17'	103	84	40	40	
302B	947	88	36'	26'	17'	103	84	36	30	
303A-B	1,726	160	41'	41'	17'	166	142	88	60	
303A	852	79	41'	20'	17'	83	73	44	30	
303B	863	80	41'	20'	17'	83	77	44	30	
304A-B	2,615	243	50'	52'	17'	291	258	140	120	
304A	1,313	122	50'	26'	17'	146	120	64	70	
304B	1,315	122	50'	26'	17'	146	132	64	70	
305A-B	1,952	181	41'	46'	17'	189	162	112	100	
305A	806	75	41'	19'	17'	80	72	44	30	
305B	1,131	105	41'	27'	17'	110	104	44	50	
306A-B	3,365	313	63'	52'	17'	368	322	192	160	
306A	1,675	156	63'	26'	17'	184	150	84	80	
306B	1,672	155	63'	26'	17'	184	168	84	80	
307A-B	1,566	145	41'	37'	17'	151	132	88	80	
307A	743	69	41'	17'	17'	71	64	24	30	
307B	807	75	41'	19'	17'	80	72	44	30	
308A-B	1,994	185	41'	47'	17'	194	180	108	100	
308A	860	80	41'	20'	17'	86	80	44	30	
308B	1,119	104	40'	26'	17'	109	102	44	50	
309	1,539	143	41'	32'	17'	135	117	72	60	
310-Theater*	6,253	N/A	N/A	N/A	N/A	467	459	459	N/A	
Existing drop down screen: 14'w x 12'h, 55' from projection booth to screen										
311*	6,051	562	86'	70'	17'	610	600	392	300	
312*	4,432	412	86'	51'	17'	450	437	280	240	
313A-B-C*	12,096	1,124	86'	140'	17'	1,193	1,188	800	600	57
313AB*	7,740	719	86'	90'	17'	776	720	468	360	
313BC*	7,740	719	86'	90'	17'	776	720	468	360	
313A*	4,252	395	86'	49'	17'	418	414	260	180	
313B*	3,448	320	86'	41'	17'	358	342	208	180	
313C*	4,252	395	86'	49'	17'	418	414	260	180	
314*	3,771	350	86'	43'	17'	381	381	224	180	
315*	4,431	412	86'	51'	17'	450	440	280	240	
316A-B-C*	12,090	1,123	86'	140'	17'	1,193	1,188	800	600	57
316AB*	7,740	719	86'	90'	17'	776	720	468	360	
316BC*	7,740	719	86'	90'	17'	776	720	468	360	
316A*	4,252	395	86'	49'	17'	418	414	260	180	
316B*	3,526	328	86'	41'	17'	358	342	208	180	
316C*	4,252	395	86'	49'	17'	418	414	260	180	
317A-B	3,901	362	45'	86'	17'	395	378	224	180	
317A	1,946	181	45'	43'	17'	198	171	104	90	
317B	1,937	180	45'	42'	17'	198	171	104	90	
318A-B	2,937	273	45'	64'	17'	299	261	168	120	
318A	1,463	136	45'	32'	17'	150	133	72	60	
318B	1,459	136	45'	32'	17'	150	133	72	60	
319A-B	3,422	318	56'	60'	17'	343	280	160	150	
319A	1,704	158	56'	30'	17'	172	132	92	60	
319B	1,701	158	56'	30'	17'	172	132	92	60	
320-Theater	4,218		N/A	N/A	N/A	329	322	322	N/A	
Existing drop down screen: 12'w x 10'h, 54' from projection booth to screen										

* Recommended maximum capacities allowing for podium, head table and 8' x 12' staging (Rooms 311-316 and 323)

MEETING ROOMS

GENERAL INFORMATION & FACTS

(Continued)

ROOM	Sq. Feet	Sq. Meters	Length	Width	Height	Max. Capacity	Theater	Classroom	Banquet	10x10 Booths
321A-B	2,219	206	43'	51'	17'	238	192	120	100	
321A	1,105	103	43'	25'	17'	119	108	48	30	
321B	1,101	102	43'	25'	17'	119	108	48	30	
322A-B	1,757	163	28'	60'	17'	180	130	72	70	
322A	874	81	28'	30'	17'	90	63	32	30	
322B	874	81	28'	30'	17'	90	70	32	30	
323A-B-C*	6,433	598	60'	105'	17'	644	624	360	280	
323AB*	4,047	376	57'	71'	17'	445	442	224	200	
323BC*	4,047	376	57'	71'	17'	445	442	224	200	
323A*	1,982	184	60'	32'	17'	200	182	108	80	
323B*	1,991	185	57'	39'	17'	245	234	144	90	
323C*	1,994	185	60'	32'	17'	200	182	108	80	
324	2,035	189	60'	35'	17'	213	195	108	110	
325A-B	2,371	220	39'	60'	17'	230	182	120	110	
325A	1,180	110	39'	30'	17'	115	113	60	50	
325B	1,180	110	39'	30'	17'	115	100	54	50	
326A-B	1701	158	37'	45'	17'	153	140	84	60	
326A	847	79	37'	22'	17'	77	70	36	30	
326B	823	76	37'	21'	17'	77	70	32	30	
327	1,599	149	36'	44'	17'	153	140	84	70	
328	1,591	148	36'	43'	17'	159	140	84	70	

* Recommended maximum capacities allowing for podium, head table and 8' x 12' staging (Rooms 311-316 and 323)

Please note that room capacities may vary depending on the audio visual and staging requirements of your program. See your Event Manager for a customized floor plan of your event.

Meeting Room Features:

- Over 100,000 square feet of meeting space
- 49 meeting rooms (from 800–12,000 square feet), including two (2) Presentation Theaters
- 17 feet from floor to ceiling in each room
- Floor Load Limit, Meeting Rooms -125 lbs per net square feet; Concourse 100 lbs per net square feet
- Acoustical wall panels designed to absorb sound and prevent echoing
- Rooms are carpeted in a tropical pattern; walls are a neutral color with mahogany trim
- Meeting Rooms are located on Level 3

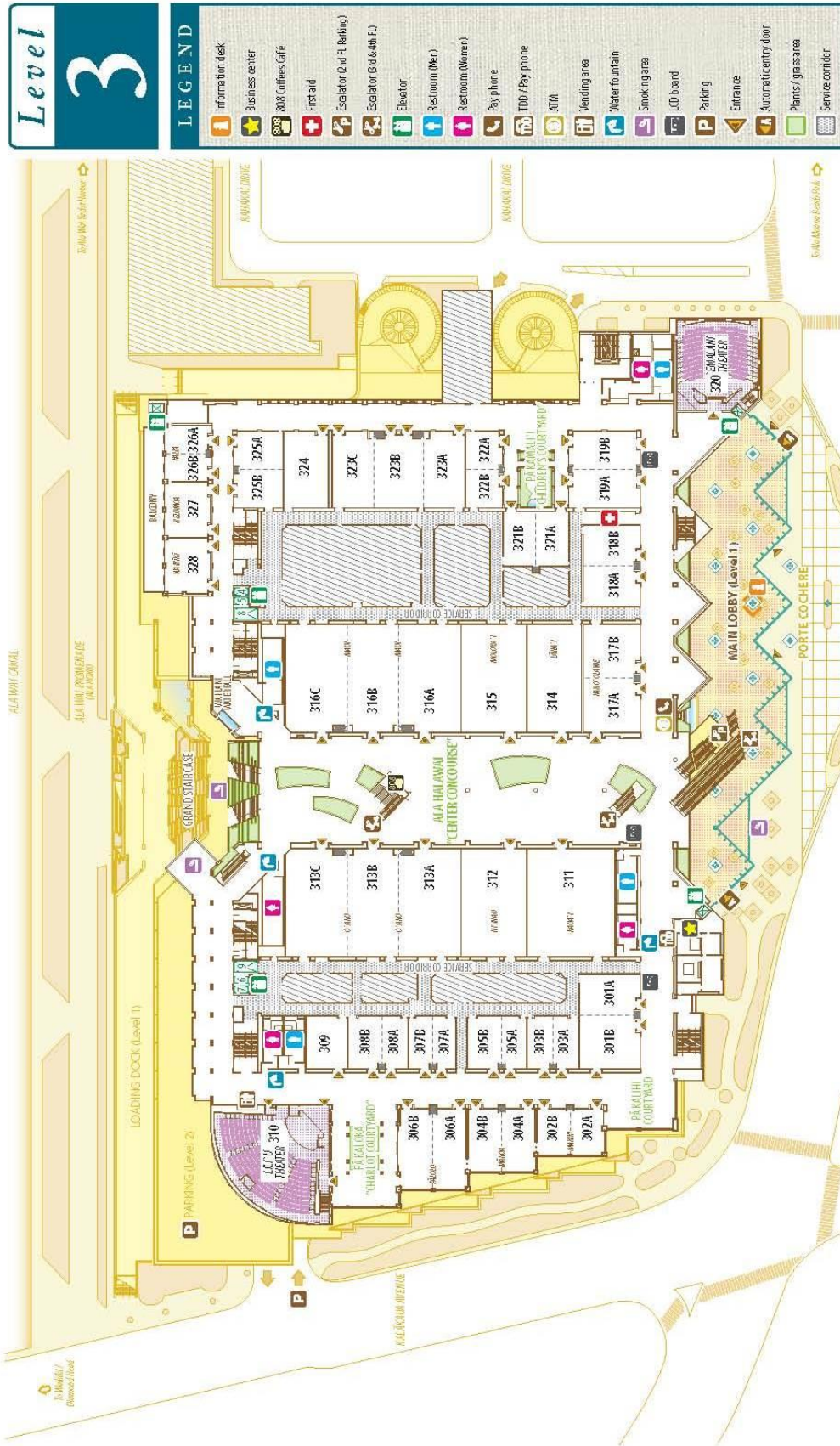
Electrical Features:

The following electrical power is available in most meeting rooms:

- 20 ampere 120 volts single phase
- 30 ampere 120/208 volts 3 phase
- 60 ampere 120/208 volts 3 phase
- 100 ampere 120/208 volts 3 phase

Lighting Features:

The Meeting Rooms are equipped with fluorescent fixtures, incandescent track lights and down lights, with control panels and dimming systems. The lights are capable of being programmed using four (4) different computerized settings.



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3 MEETING ROOM / THEATERS



KALAKAUA BALLROOM & ROOFTOP GARDEN

GENERAL INFORMATION & FACTS

ROOM	Sq. Feet	Sq. Meters	Length	Width	Approx. Height	Max. Capacity	Theater	Classroom	Banquet	10x10 Booths
Ballroom ABC	35,259	3,276	155'	227'	25'	5,000	3,709	2,016	2,040	180
Section A	11,198	1,040	155'	72'	25'	1,575	1,170	720	590	62
Section B	12,757	1,185	155'	82'	25'	1,850	1,369	832	710	76
Section C	11,206	1,041	155'	72'	25'	1,575	1,170	720	590	62
Section AB	24,002	2,230	155'	155'	25'	3,425	2,539	1,596	1,200	128
Section BC	24,009	2,230	155'	155'	25'	3,425	2,539	1,596	1,200	128
Ballroom Foyer	20,074	1,865	244'	82'	14'	1,327	N/A	N/A	N/A	N/A

Please note that room capacities may vary depending on the audio visual and staging requirements of your program. See your Event Manager for a customized floor plan of your event.

Ballroom Features:

- 35,259 total sq. ft.; Ballroom can be divided into three (3) sections.
- 24 feet 9 inches from floor to chandelier base (37 foot clear span from floor to ceiling)
- Floor Load Limit, Ballroom – 150 lbs per net square feet; Ballroom Foyer – 100 lbs per net square feet
- Designated rigging points
- Acoustical wall panels designed to absorb sound and prevent echoing
- Ballroom is carpeted in a tropical pattern; walls are a neutral color with mahogany trim
- Ballrooms are located on Level 4, adjacent to our open air Rooftop Garden Terrace

Electrical Features:

The Kalakaua Ballroom has ample electrical power in the floor boxes and wall units.

- 30 ampere 120/208 volts 3 phase (floor & wall units)
- 60 ampere 120/208 volts 3 phase (wall units)
- 100 ampere 120/208 volts 3 phase (wall units)
- (3) 600 amp 120/208 volts 3 phase (located in back service corridor)

Lighting Features:

The Ballrooms are equipped with fluorescent fixtures, chandeliers, incandescent track lights and down lights, with control panels and dimming systems. The lights are capable of being programmed using four (4) different computerized settings. Spotlights are mounted on our catwalk facing the service corridor or North side of our Ballroom.

Rooftop Garden Features (Level 4):

- 2.5 acre open air rooftop garden
- Floor Load Limit, 100 lbs per net square feet
- For more information about hosting events on the rooftop, please refer to the [Rooftop Garden Terrace Reservation Policy](#) on the following pages.

ROOFTOP GARDEN RESERVATION POLICY

Licensee acknowledges and agrees to conform to HCC's policies to insure that the nature and extent of any activity on the Rooftop Garden Terrace shall be compatible with the residential nature of the contiguous community. No activity or function on the Rooftop Garden Terrace shall be permitted without the prior express written approval of the Hawai'i Convention Center.

Posted Function Times

9:00 a.m. – 9:00 p.m. Allows for setup and breakdown time (between 7:00 a.m. – 10:00 p.m.). Sound and light checks are prohibited outside of posted times.

Capacity

Banquet: 1,800 persons
Theatre: 3,068 persons
Maximum: 6,340 persons

Capacities allow for Fire Department authorized emergency exiting from all Level 4 areas. All capacities are based on use of the Ballroom at the time the Rooftop is being utilized.

NOTE: These are maximum capacities which may need to be reduced to create space for food stations, bars, staging, service areas, etc., dependent upon the specific setup and requirements of your event.

HCC reserves the right to determine the specific location of any food and/or beverage station(s), stage(s), table(s), and seats, permissible decorations or any activity or function that may be located on the Rooftop Garden Terrace.

Stage Location

The stage is a grassed area measuring 37' x 52'. A green room for performers is available behind Ballroom C on Level 4 and dressing rooms are available on Level 3. See Event Manager for more information. Portable dressing rooms may be constructed on the periphery of the rooftop.

As an Exclusive Location (Rooftop Garden Terrace only)

Because of the possibility of rain, it is recommended that a backup location be identified, based on space availability. Clients should budget for the cost of HCC's labor to set and strike if the decision is made to set the backup location. The backup location needs to be set a minimum of twelve (12) hours before the function occurs.

The Rain call ('go' or 'no go') decision for the Rooftop Garden Terrace event must be made six (6) hours prior to the function's starting time. In the event the Licensee is unavailable or does not make a decision, the Hawai'i Convention Center is authorized to make the decision on behalf of the Licensee.

Entertainment

Any musical entertainment shall be "passive" or "light" and shall not be "aggressive" or "heavy". No tin or metal can-like instruments are permitted.

Food and Beverage Service

Liquor License:

If liquor is to be served on the Rooftop Garden Terrace, the Hawai'i Convention Center must apply for and receive a special license issued by the Honolulu Liquor Commission. The application must be submitted to the Liquor Commission ninety (90) days prior to the event. The Commission holds a public hearing between fifteen (15) and forty-five (45) days prior to the event. Granting of the license is at the sole discretion of the Commission. Last call for liquor services is 8:45 p.m.

Service Type:

No plated service is available on the Rooftop Garden Terrace. Service is limited to refreshment breaks, buffets, bars, and receptions. Disposable serviceware only.

ROOFTOP GARDEN RESERVATION POLICY (Continued)

Decorations

Linens:

Table clips must be used to hold tablecloths in place.

Centerpieces:

Should not exceed 8" high, and be placed in an extra heavy weighted base.

Table Lights:

Battery operated twinkle lights that can be secured to the tabletop or centerpieces are recommended. No open flames or candles are permitted.

Lighting

The Garden area is illuminated with ambient lighting only which is not sufficient for rooftop events that will still be in progress after sunset. To ensure the safety of guests, clients hosting post-sunset events on the rooftop will be required to provide supplemental lighting at their own expense. We will be glad to work with your lighting contractor to determine your lighting needs. If you do not have a lighting contractor, please contact your Event Manager for assistance.

Sound

The Hawai'i Convention Center may elect to monitor all sounds emanating from the Rooftop Garden Terrace to insure that sound levels do not exceed 67dBA along the South and West perimeter of the Rooftop Garden Terrace; 75dBA along the North perimeter of the Rooftop Garden Terrace; and 60dBA at any residential building.

Users of the Rooftop Garden Terrace, whose events require amplified music or speech, must use the custom-designed sound system provided by HCC's exclusive audio visual provider. All types of amplification equipment, proposed to be used on the Rooftop Garden Terrace, shall be subject to the prior approval of the Hawai'i Convention Center management. Users shall be responsible for all costs associated with the use of sound amplification equipment on the Rooftop Garden Terrace.

The Hawai'i Convention Center reserves the right to determine the locations of all sound speakers or other sound amplification equipment. The Hawai'i Convention Center also reserves the right to limit the decibel output settings of such equipment in order to minimize the impact upon the neighborhood of sounds from any activity on the Rooftop Garden Terrace.

If the General Manager, or his/her designated representative, determines at his/her sole discretion, that the noise level, whether amplified or not, from any activity on the Rooftop Garden Terrace exceeds the maximum noise level or is not in the best interests of the contiguous residential community, he/she may require the User to immediately terminate the activity, reduce the noise level, make announcements to the Users of the Rooftop Garden Terrace to reduce the noise level, change the musical format, terminate the use of any amplification equipment, or take any action that may be necessary to reduce the noise levels to an acceptable level.

Tenting

The Rooftop Garden Terrace is available for tenting. Per City and County of Honolulu Fire Code, all assemblies of over 300 will need a permit to be filed with the Honolulu Fire Department. Your Event Manager will assist you in obtaining the proper forms and approvals.

Level
4

LEGEND

Escalator (Std & 4th fl)

Elevator

Restroom (Men)

Restroom (Women)

Water fountain

Smoking area

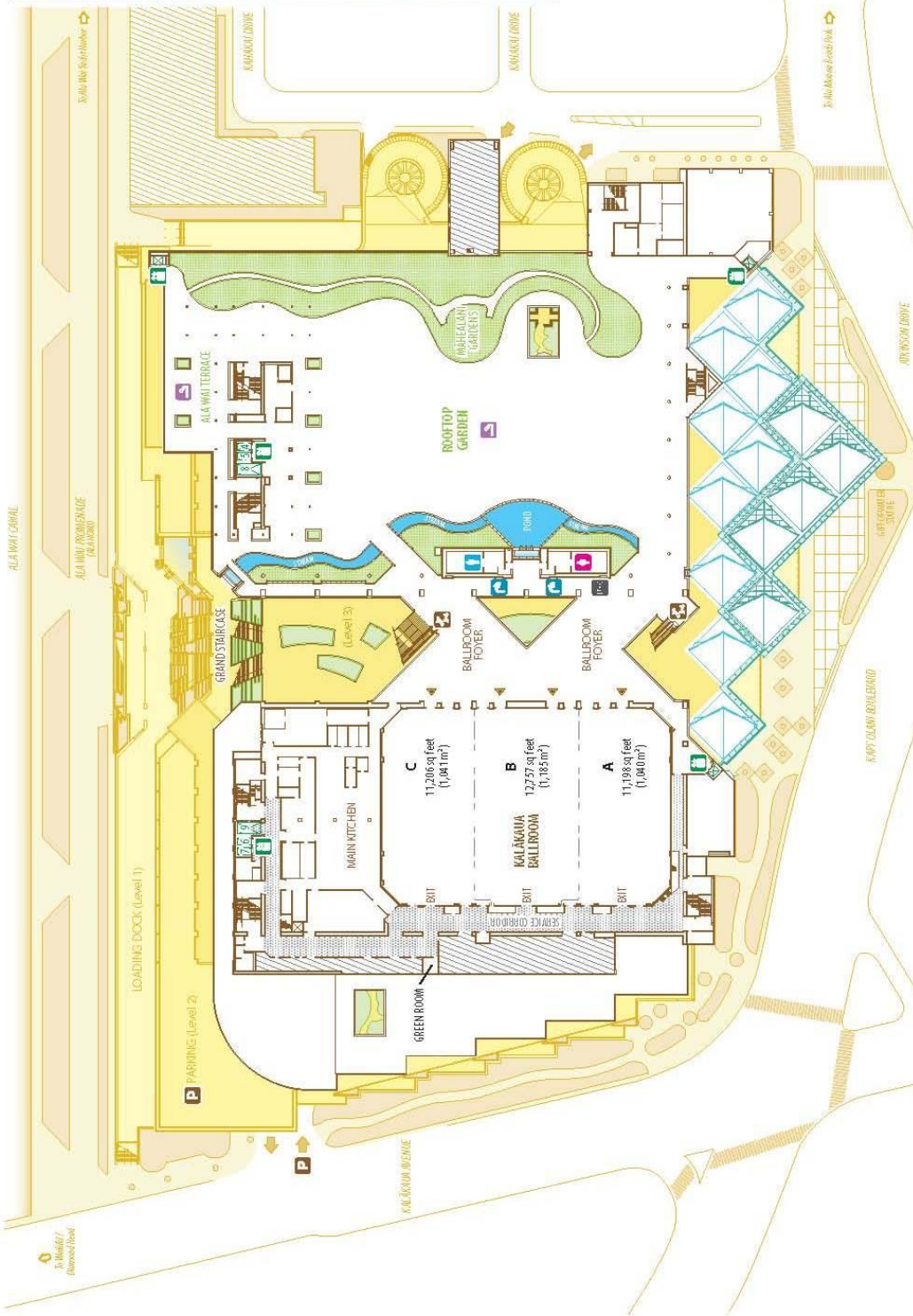
LCD board

Parking

Entrance

Plants / grass area

Service corridor



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4
BALLROOM / ROOF TOP GARDEN

SERVICE CONTRACTOR RULES AND REGULATIONS (A – Z)

This document reflects the policies and regulations developed and applied by the Hawai'i Convention Center. Any rules and regulations imposed by show management for specific events are in addition to those stated in this document. The Facility rules and regulations are applicable, but not limited, to all Service Contractors and Service Providers as defined below. The Hawai'i Convention Center reserves the right to change, modify, or add to these rules and regulations without prior notice.

DEFINITIONS

- **Hawai'i Convention Center:** Herein referred to as HCC or "Facility"
- **Show Management:** The organization or individual contracting for the use of the Facility (herein referred to as "Licensee").
- **Service Contractor(s):** The primary Contractor designated to provide overall freight, drayage, decorating, signage, production, theatrical and other event related services by the Licensee.
- **Service Provider(s):** Any company, business entity or individual providing event related services directly to exhibitors or show management in addition to those provided by the Service Contractor.
- **Contractor(s):** Consolidation of terms referring to all Service Contractors and Service Providers.

1. Air Quality

All Contractors are expected to comply with the Facility's clean air operating goals. Compliance includes the installation of catalytic converters on all motorized vehicles, monitoring of gasoline and diesel vehicles, and other approved methods of air quality control. All vehicles not in compliance with specified operating limits will be removed from the Facility immediately.

2. Bicycles & Electric Vehicles

The use of bicycles and electric vehicles for transportation within the Facility is limited to inside the exhibit halls and back of house areas and may only be used during move in and move out days. Bicycles and electric vehicles are prohibited at all times from carpeted areas, escalators, and passenger elevators. A vehicle conveyance waiver form must be filled out and submitted to your Event Manager for approval 30 days prior to your first day of move in.

3. Break Areas

Contractor personnel are not allowed to take breaks or lunch breaks in public areas of the Facility. Contractor personnel may use the employee break room on the parking level. It is the responsibility of the respective employer to monitor their personnel in this regard. If satisfactory compliance is not evidenced immediately upon receipt of these policies, additional staff will be scheduled to monitor activities in these areas at the Contractors' expense.

4. Carpet Laying

Carpeting installed by Contractors must be taped down or secured with specific attention to safety factors and must be done in such a way as to minimize potential tripping hazards, bubbling, and ripples.

To guarantee proper scheduling of Facility crews, the Service Contractor must notify the Event Manager in writing of carpet laying schedules no less than 30 days in advance. If the Service Contractor is unable to meet their deadlines, all labor expenses incurred by the Hawai'i Convention Center will be billed to the Service Contractor.

5. Carpet Protection

The following policies, regulations, and limitations apply to all permanently carpeted areas of the Facility:

- Carpeted areas require Visqueen coverage at all times where work is being performed including delivery, movement, unloading, construction, installation or dismantling of materials and equipment. This includes booth areas as well as aisles.
- Forklifts are not allowed on permanently carpeted areas without specific and prior written permission from the Hawai'i Convention Center. If permission is granted for forklifts to be used in a carpeted area, the carpet must be protected with plywood or Decorator carpet turned backside up.
- Electric pallet jacks, standard pallet jacks, electric vehicles, and dollies may be used on carpet. No forklifts of any type are included under this rule.

5. Carpet Protection (*continued*)

- All crates, pallets, freight, boxes, road cases, and other shipping items must be placed on Ironman Visqueen or heavier protection. No such deliveries may be made on carpeted areas without such protection. Heavy crates may require the placement of carpet scraps in order to avoid tearing the protective Visqueen. No cutting of carpet, foam core or other materials is permitted on carpeted areas without protection.
- Only approved tape may be used on carpeted areas.
- Scissors, boom, knuckle, and all other lifts must be equipped with non-marking tires otherwise tires must be wrapped in plastic or visqueen, or protection of the carpet is required.
- The use of paint, glue, inks, dyes, oil, solvents, or other industrial liquids or adhesives is not permitted without 100% protection.
- Motor vehicles used for display must have a piece of carpet, visqueen, or drop cloth large enough to cover the entire undercarriage of the vehicle.
- Any items that are likely to snag carpet fibers or leave a residue may not be used on carpeted areas without 100% protection. This includes paint, adhesives, soil, grass, flowers, chalk, water, non-permitted tape, screws, nails, Velcro, rough lumber, metal, glass, or other similar items.
- Sticky Visqueen may not be used on any building surface at any time.
- Exceptions to any of these policies must be granted in writing in advance by the Hawai'i Convention Center. No exceptions will be granted after the fact, and immediate removal of materials will be required.
- The cost to repair damage to carpeted areas will be billed to the appropriate party. Failure to promptly pay for damage will result in suspension or cancellation of the Contractors' permit and result in withdrawal of permission to enter or work in the Facility until outstanding balances have been paid.
- Initial enforcement will be provided through the use of HCC staff. If satisfactory compliance is not evidenced immediately upon receipt of these policies, additional staff will be scheduled to monitor activities in these areas at the Contractors' expense.

6. Check-In Requirement

All Contractors must check-in at the Security desk at the facility's Employee Entrance prior to commencing any work in the building. The entrance is accessible from the Ala Wai Promenade located at the rear of the building or through the parking garage elevators (park in Row F and take elevators 4/5 to Intermediate Level "2"). Wristbands will be issued to all contractors upon check in.

7. Damages

The Event Manager will make a damage walk through prior to the move-in and after the move-out of every event. We encourage a representative of the Service Contractor to accompany the Event Manager. Failure to accompany the Event Manager assumes acceptance of all damages as noted during the walk through. If the Hawai'i Convention Center determines that the Service Contractor or a Service Provider is responsible for causing damage of any kind, the responsible party agrees to reimburse the Hawai'i Convention Center for the cost of repair or replacement upon submission of invoice. This includes any residual items left in the Facility including, but not limited to, tape, adhesives, paints, or other materials. Failure to promptly pay for damages will result in suspension of permission to enter or work in the Facility until all outstanding balances have been paid.

8. Deliveries

The Hawai'i Convention center does not accept freight or deliveries on behalf of Licensees or Service Contractors. If the Licensee or Service Contractor is not on property to receive a delivery, the Facility will refuse the shipment and have the shipper redeliver on the first contracted move in date of the event. Service Contractors who will be accepting exhibitor freight should instruct exhibitors to address their shipments with the show name, booth number, room name/number, and the address of the Hawai'i Convention Center (1801 Kalākaua Ave, Honolulu, HI 96815).

9. Elevators and Escalators

Contractor employees are not permitted to transport equipment or material on escalators at any time. All deliveries should be made using the freight elevators. Light loads are permitted on passenger elevators.

10. Emergency Procedures

In the event of an emergency, all work should cease until further notice. Please listen for instructions via the public address system or, if safe, return to the Service Desk for instructions from your Event Manager. The Hawai'i Convention Center has been designated as a mass care facility in the event of a major disaster. All materials, equipment, and available personnel may be incorporated into the disaster relief operation. Do not begin operations for rescue or continue event related work until you have been instructed to do so by your Event Manager. Please contact your Event Manager for more information regarding emergency procedures.

11. Employee Entrances and Exits

All Contractor personnel must enter the Facility through the Employee entrance located at the back of the building (adjacent to the Ala Wai Canal). If contractor personnel enter or exit the Facility through any location other than the designated entrances and exits, additional security will be employed by the Facility to control these areas. The cost for additional security will be billed back to the Service Contractor and Service Providers.

12. Equipment Layover Requests

The Facility does not provide or reserve permanent storage areas for Contractors. The Hawai'i Convention Center reserves the right to approve all proposed layover areas. All requests for storage or equipment layovers must be made by the Service Contractor in writing at least 2 weeks in advance.

13. Facility Contact

The Event Manager is the primary contact for all Service Contractors, Service Providers and Licensees. Contractors must communicate all activity taking place on-site to the Event Manager. To contact the Event Manager assigned to your event, please call the HCC Events Department at (808) 943-3552 or email us at eventinfo@hccaeg.com.

14. Facility Equipment

Contractors may not use, move, or rearrange Facility equipment including, but not limited to, tables, chairs, risers, staging, and podiums, without express written permission from the Hawai'i Convention Center. All Facility equipment used without permission will be confiscated or charged for at our published rental rates.

15. Facility Protection

Contractors must use the utmost care to protect all surfaces in the Facility from damage. Protection may include padding, the use of non-marring products, Visqueen, plywood, rubber bumpers and tires, and proper supervision. The use of tapes, nails, tacks, staples, putty, glue, Velcro, or adhesives on podiums and painted surfaces is strictly prohibited. In addition, Velcro or similar products are not allowed on airwalls or fabric surfaces. **Please do not transport pallet jacks or forklifts over the slate floors in the common areas.** All loads must be broken down and moved by wheeled carts or dollies over these areas. Contact your Event Manager for more information.

16. Floor Plans

The Hawai'i Convention Center requires seven (7) copies of the floor plans for all areas intended for use by the Contractors. Floor plans must be submitted no less than 9 months prior to the first day of move in. All changes to the general layout must be resubmitted for approval. Strict adherence to the standard Fire Marshal approved floor plans will be maintained for all designated areas of use. Unapproved variations to such plans will require immediate dismantling. The Hawai'i Convention Center reserves the right to dismantle, rearrange, or remove any previously approved features if a threat to life safety, egress, or general traffic flow is perceived on-site. Failure to comply with Facility fire and safety regulations will result in the immediate closure of the event until remedied.

17. Freight Docks

The Hawai'i Convention Center has 12 loading docks and is operational from 7:00 AM to 10:00 PM. Of the 12 docks, 10 can accommodate 45' containers with a height of up to 13'6", and the other 2 have room for 20' containers. No cars, trucks or passenger vans are allowed in the loading docks, and are required to use the parking garage (Row F) to bring deliveries in. The maximum vehicle height for the parking garage is 8' 11". All vehicles requesting loading dock access must call the Dock Reservation Hotline at (808) 943-3018 or send an email to dockres@hccaeg.com.

18. Glass Treatment

The application of any material to interior glass surfaces (e.g. escalator side panels, glass windows, etc.) must receive written approval from The Hawai'i Convention Center prior to application. No adhesives of any kind can be used in attaching to the glass. The material must be completely removed, and if necessary cleaned by the Contractor during event move-out. Any costs incurred by the Hawai'i Convention Center as a result of this attachment will be the responsibility of the Contractor.

19. Hand-carry Limitations

Exhibitor hand-carry of small items through the lobby entrance is limited to items easily carried by hand without the use of freight handling equipment.

20. Hazardous Materials

Use, display, or storage of hazardous materials within the Facility is restricted and subject to written approval by the Facility. MSDS (Material Safety Data Sheet) documentation must be supplied to the Hawai'i Convention Center prior to product arrival. Transportation, storage, security, disposal, and MSDS documentation is the sole responsibility of the material owner. The Hawai'i Convention Center reserves the right to remove and properly dispose of all undocumented hazardous materials brought into or left in the Facility. All Contractors are required to properly secure and remove all hazardous materials brought into the Facility. Failure to properly document, store or dispose of hazardous materials may result in the suspension to operate within the Facility.

21. Hours of Operation

Normal hours of operation at HCC are from 7am to 11pm daily or as contracted with the Licensee. Permission to operate outside of those hours must be provided in writing to the Hawai'i Convention Center no less than 2 weeks prior to the intended use. All expenses related to operating outside of the standard times will be billed directly to the requesting entity. The Hawai'i Convention Center reserves the right to close all freight entrances and reduce lighting levels beyond our normal working hours.

22. Laws to be Observed

All Contractors shall, at all times, comply with Federal, State, and local laws, OSHA ordinances, rules and regulations and Facility rules and regulations. Failure to comply with the above mentioned items will result in suspension or cancellation of the Contractors' permission to enter or work in the Facility.

23. Lifts

All forklifts, scissor lifts, cranes, etc. utilized within the Facility must comply with emission standards as established by appropriate government agencies and the Facility's air-quality program. This must be accomplished by observing proper maintenance practices.

The following regulations apply to all persons and vehicles operating within the Facility:

- Lift deliveries must be coordinated with your Event Manager.
- All lifts and motorized vehicles must obey the 5-mph maximum speed limit within the Facility.
- No vehicles may be left in emergency exits, storerooms, or traffic lanes.
- The Service Contractor must post safety-related signage at all high traffic intersections.
- No forklifts are allowed on slate surfaces in the common areas.
- No forklifts, lifts or motorized vehicles are allowed on unprotected carpeted surfaces (see #5 – "Carpet Protection").
- All drivers must have a copy of their lift certification cards while operating on premises.
- Forklifts must pass all emissions and safety standards as required by OSHA and the Facility including reverse indicators and seatbelts.
- Building policy requires that clip in harnesses or fall prevention devices, hard hats, and protective eye equipment be worn when using or operating any lift above 6'. Non-compliance will result in a stoppage of work until the proper safety equipment is acquired and utilized.

23. Lifts (continued)

- All Contractors are responsible for the proper operation of all motorized vehicles and their employees. It is the responsibility of the employer to provide training and certification in proper operation of all motorized vehicles. The Hawai'i Convention Center reserves the right to remove, at the expense of the owner, all equipment or personnel not complying with these regulations.

24. Loading & Unloading Equipment & Materials

The primary Contractor must reserve the loading docks for use during the occupancy period of the specific event they contracted for. Docks may be reserved by calling the Dock Reservation Hotline at (808) 943-3018 or by sending an email to dockres@hccaeg.com. Permission to use specific areas for loading and unloading by Service Provider personnel must be submitted in writing to the Event Manager 2 weeks prior to the event. The Hawai'i Convention Center reserves the right to utilize the loading docks at any time without prior notice. For more information, please refer to item #17 ("Freight Docks").

25. Motorized Vehicle Safety & Speeding

Service Contractors and Service Providers must enforce safe speed limits for all vehicles operating in the Facility including but not limited to trucks, forklifts, electric carts, bicycles, delivery vehicles, etc. Electric carts and bicycles may not be used in any public areas (see #2 – "[Bicycles and Electric Vehicles](#)"). Contractors must keep all electric carts off carpeted areas at all times, including carts assigned to show management. The Service Contractor must post safety-related signage at all high traffic intersections. The Hawai'i Convention Center reserves the right to remove all equipment or personnel not complying with these regulations.

26. Move-In & Move-Out

Service Contractors and Service Providers may operate within the Facility only during the move-in and move-out times stated in the contract issued to the Licensee. The Hawai'i Convention Center may grant additional move-in and move-out days to the Service Contractor upon receiving a written request at least two weeks in advance. All charges associated with an early Move In or Move Out will be passed on to the Service Contractor. No carts or dollies are permitted through lobby areas or on the passenger elevators or escalators. It is the responsibility of the Licensee or the Service Contractor to monitor exhibitor hand-carry traffic.

27. Pallets

All pallets and crates must be removed from the Facility upon move out. Failure to do so will result in the disposal of the items at the expense of the Contractor.

28. Recycling Program

All Service Contractors and Service Providers will comply in good faith with HCC's Recycling Program. The Facility provides for recycling of cardboard, glass, plastics, metal, aluminum and paper. Arrangements can be made to recycle any other item from your event. Please contact your Event Manager for more information.

29. Rigging

Safety is the primary concern of the Hawai'i Convention Center related to hanging and rigging in the Facility. For this reason, we have appointed Hawai'i Stage and Lighting as the exclusive rigger in the Facility.

30. Safety

We expect all Contractors to comply with the safety rules and regulations set forth by the Hawai'i Convention Center, City, and State Fire Codes, Laws and Ordinances. This includes the safe operation of all vehicles, lifts, carts, ladders, and any other equipment that can cause injury.

In addition, building policy requires that clip in harnesses or fall prevention devices, hard hats, closed-toed shoes, and protective eye equipment be worn when using or operating any lift above 6'. Non-compliance will result in a stoppage of work until the proper safety equipment is acquired and utilized.

31. Smoking

In accordance with the State of Hawai'i's "Smoke Free Law" which went into effect November 16, 2006, the Hawai'i Convention Center is designated as a non-smoking facility. Smoking is not allowed in enclosed or partially enclosed areas of our facility nor is it allowed within 20 feet of doorways, windows, and ventilation intakes. This includes but is not limited to cigarettes, cigars and electronic cigarettes. However, there are certain areas of the building that have been designated as smoking areas.

32. Tape

To preserve the beauty and prevent damage to the carpeting, rooftop surface, exhibit hall flooring and Brazilian slate in the common areas, only approved, non residue tape can be used on these surfaces. Please check with your Event Manager for more details. Any other tape purchased outside the Hawai'i Convention Center must be approved by the Convention Center prior to its use. This policy applies to all taping applications including but not limited to carpeting, cords and displays.

Approved tape may be purchased through your Event Manager. The Licensee and Licensee's service contractors are responsible for the removal of all tape and tape residue. Should the Licensee or service contractor fail to remove the tape and/or residue, the Licensee and/or service contractor will be charged for the labor and materials used to remove the tape and/or tape residue.

33. Trash Hauling and Removal

Trash removal is an exclusive service of the Hawai'i Convention Center and arrangements can be made in advance through your Event Manager to provide open-top trash receptacles (35 yard), portable dumpsters (3 yard), push bins or wastebaskets for the placement of such debris over the course of your event. HCC will coordinate the removal of this trash bin during your show. Please see your Event Manager for details.

The Licensee is responsible to return the Facility in the same condition as it was received. This applies to any tape or tape residue, decorations, flowers, pallets, or any debris that is left after your event on the floor or loading docks. If it is determined by HCC that the licensed space has not been cleaned of debris, the Licensee agrees to accept financial responsibility for the removal of such items. You may select a cleaning company of your choice to perform the post event clean up or request a proposal from HCC to provide this service.

It is important for you to work with your Event Manager to communicate any medical waste or toxic and hazardous materials that will require special handling and disposal. Please be sure not to mix this waste with normal trash and clearly advise those handling it to be aware of the special arrangements agreed to in advance.

HCC encourages you and your event to recycle wherever possible, thereby reducing your waste and impact on the environment. Your Event Manager will be able to help you identify the items that can be recycled or reused. Since the licensee is responsible to return the licensed space in the same condition as received, we ask that you encourage your contractors to participate in our recycling program as well since it has proven its effectiveness at reducing trash costs.

34. Written Requests for Permission

All special requests must be submitted to your Event Manager, in writing, no less than two (2) weeks in advance for the following: 1) Early move in, late move out, 2) After hours and 24 hour access, 3) Equipment layovers, 4) Use of Facility Space. The Hawai'i Convention Center will only accept and consider requests that are submitted in writing. No verbal requests will be accepted.

CONTRACTOR POLICY FOR CONVEYANCES

This policy governs the use of non-Hawai'i Convention Center owned conveyances used by clients/contractors/vendors while on Hawai'i Convention Center property.

The term conveyances includes, but is not limited to, electric or propane powered carts, unicycles, bicycles, tricycles, scooters, motorized scooters, skateboards, roller blades, roller skates, and wheeled sneakers as well as any transportation device deemed a conveyance by HCC's Director of Operations or Security Manager.

Unicycles, bicycles, scooters, motorized scooters, skateboards, roller blades, roller skates, and wheeled sneakers are not permitted as a conveyance within the Hawai'i Convention Center.

Authorized conveyances such as tricycles and electric or propane powered carts, must be authorized for each event in advance prior to being used.

When event authorization is granted, conveyances are still prohibited from front of the house areas, and specifically, all areas with green slate tile or carpeted floor covering. Conveyances, as well as freight, are strictly prohibited in passenger elevators number 1, 2 and 3 at all times. Electric and/or propane carts operated within the loading dock must be equipped with lights and horns and have their lights turned on while moving in the dock area. Additionally, conveyances are not permitted on any escalator at any time. Floor to floor movement of conveyances is only allowed via freight elevators.

Requests for authorization should be submitted in writing to the HCC Director of Operations a minimum of seven (7) calendar days in advance of the intended event use. The written request must include type of conveyance requested and specific areas of use during the event (i.e. Exhibit Hall II during trade show; loading dock during move-in, etc.). In addition, you must complete the [Statement of Waiver and Indemnification](#) form on the following page and submit it to your Event Manager for proper authorization.

Those authorized to use conveyances at HCC must comply with all HCC policies and all traffic directions of Security personnel and/or Dock Masters. If any instance of non-compliance occurs, authorization for conveyances can be immediately revoked onsite.

STATEMENT OF WAIVER AND INDEMNIFICATION

Waiver

_____ ("Conveyee") waives any and all claims against the State of Hawai'i, the HTA, the HCC, AEG, all of their members, officers, directors, employees, and agents and assigns resulting from or in any way arising out of Conveyee Parties' (as such term is defined below) use of non-Hawai'i Convention Center owned conveyances on Hawai'i Convention Center property as decided on by Conveyee or Conveyee Parties.

Authorized Representative

Date



Indemnification and Defense

_____ ("Conveyee") shall defend, indemnify, and forever hold harmless the State of Hawai'i, the HTA, the HCC, AEG and all of their members, officers, directors, employees, and agents from and against all costs, liability, losses, damages, and expenses, including all attorneys' fees, and all claims, suits, and demands therefor, arising out of or resulting from the acts or omissions of Conveyee or its employees, officers, agents, or subcontractors, (collectively, "Conveyee Parties") as it pertains to such Conveyee Parties' use of non-Hawai'i Convention Center owned conveyances while on Hawai'i Convention Center property.

Conveyee Authorized Representative

Date



Please list all conveyances to be used at HCC and the quantity of each:

Names of personnel authorized to operate the above listed conveyances:
