

# DEVOS PLACE®

## Convention Center Meeting Planner Guide



303 Monroe Ave. NW  
Grand Rapids, MI 49503-2233  
Phone (616) 742-6500 Fax (616) 742-6590  
[www.devosplace.org](http://www.devosplace.org)



This handbook is available for download on our website at [www.devosplace.org](http://www.devosplace.org).

## **Welcome!**

We want to thank you for selecting DeVos Place Convention Center for your event and look forward being of service. It is our goal to help you plan and a successful convention, meeting or tradeshow in Grand Rapids.

This collection of light reading provides an in-depth orientation to using the facility. The intent of the guide is to provide detailed descriptions of services, staff functions [which include general services contractors, electrical contractors, audio visual suppliers], and any other company providing services directly to the facility.

These guidelines are designed to make your job easier. We want to make sure that you have access to these guidelines which are intended to offer helpful advice for each step in the planning process.

## **About Us**

DeVos Place® is a premier convention center located in downtown Grand Rapids, Michigan. Nestled beside the Grand River, the picturesque riverfront setting is the perfect backdrop for your convention or tradeshow. DeVos Place offers a unique combination of meeting and exhibition space to accommodate a variety of events. Downtown Grand Rapids is located 15 minutes from Gerald Ford International Airport and is easily accessible from all major interstates.

The Convention Center features a 162,000 square foot, column free exhibit hall, 40,000 square foot ballroom and 26 individual meeting rooms (32,000 square feet). Twelve spacious loading docks (with a wash bay and marshalling area), allow for easy access into the exhibit hall.

In addition, DeVos Place features a 2,404 seat performing arts theater with two independent loading docks and one loading ramp. Home to the Grand Rapids Symphony, Grand Rapids Ballet Company, Opera Grand Rapids and Broadway Grand Rapids, it can also serve as the perfect space for a general session or keynote address. DeVos Place is part of a vibrant downtown entertainment district featuring dining establishments, nightclubs, four museums and the 12,000 seat Van Andel Arena, all within walking distance.

Immediately adjacent to DeVos Place, world-class accommodations are available including the Four-Star Amway Grand Plaza Hotel, JW Marriott and the Courtyard by Marriott. All hold more than 1,100 guest rooms and are within walking distance of DeVos Place, accessible by a climate controlled skywalk. DeVos Place offers the perfect setting for your next convention or meeting. Come and see what you have been missing!

DeVos Place is managed by SMG, part of a unique portfolio of Convention Centers around the world. [www.smgworld.com](http://www.smgworld.com)

Table of Contents		Page
AV		8
Box Office		17
Coat Check		17
Cooking Guidelines		28
Decorators		14
Directions		4
Electrical & Water		7
Engineering		7
Exhibitor Guidelines		18
Fire Safety Guidelines		24
Green / Sustainability Initiatives		35
Food & Beverage		7
First Aid		15
Floor Plan Approval		32
Loading Docks / Marshalling Yard		20
Media Promotions		9
Novelty Sales		17
Parking		5
Rigging Regulations		12
Security		14
Services		7
Signs / Banners		23
Technical Specifications		32
Telecommunications		8
Union & Labor Requirements (IATSE Local 26)		9

# Getting Here!

## Local driving directions

### From the North

#### **Travel US-131 South**

1. The best exit is Pearl Street.
2. At the end of the ramp turn left onto Pearl Street, then a quick left onto Scribner Avenue.
3. Take Scribner Avenue to Bridge Street and make a right
4. Go straight on Bridge Street, which turns into Michigan Street at the river.
5. The entrance to the DeVos Place parking ramp will be on your right just past the river.

### From the South

#### **Travel US-131 North.**

1. The best exit is Pearl Street.
2. At the end of the ramp go straight onto Scribner Avenue.
3. Take Scribner Avenue to Bridge Street and make a right.
4. Go straight on Bridge Street, which turns into Michigan Street at the river.
5. The entrance to the DeVos Place parking ramp will be on your right.

### From the West

#### **Travel I-96 East to US-131 South.**

1. The best exit is Pearl Street.
2. At the end of the ramp turn left onto Pearl Street, then a quick left onto Scribner Avenue.
3. Take Scribner Avenue to Bridge Street and make a right.
4. Go straight on Bridge Street, which turns into Michigan Street at the river.
5. The entrance to the DeVos Place parking ramp will be on your right.

#### **Travel I-196 East**

1. Use the Ottawa/Downtown Exit (77C).
2. Turn right onto Michigan Street at the bottom of the ramp.
3. The entrance to the DeVos Place parking ramp will be on your left just past Monroe Avenue before you cross the river.

### From the East

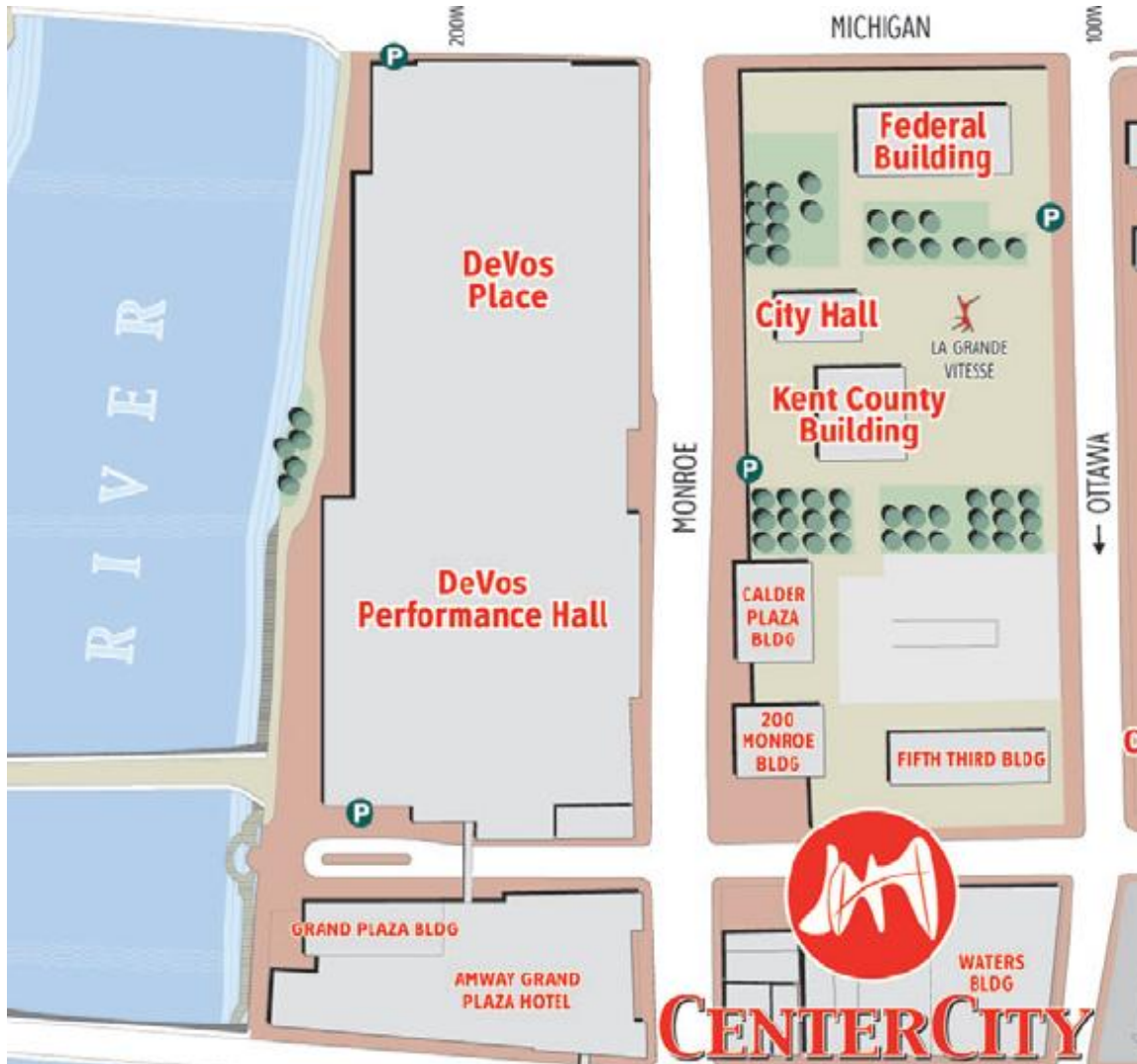
#### **Travel I-96 West to I-196 West.**

1. Use the Ottawa/Downtown Exit (77C)
2. Turn right onto Michigan Street at the bottom of the ramp.
3. The entrance to the DeVos Place parking ramp will be on your left just past Monroe Avenue before you cross the river.

## Parking

Parking Facilities at DeVos Place are managed by the City of Grand Rapids. Metered parking is also available on the streets surrounding the convention center.

Parking Meters are enforced Monday through Friday from 8 a.m. until 5 p.m. unless they are marked as enforced.



DeVos Place does not operate or control any public parking areas. Parking is available in the DeVos Place Parking Ramp which is directly beneath the building and can be accessed from the entrance on the North West corner of DeVos Place on Michigan Street or the South West corner of Lyon Street. Additional parking may be available in the City-County Building on Monroe Street (across from DeVos Place) or several other parking structures within walking distance.

Vehicles that are too large to fit in a parking structure may be given a permit to park on Scribner Street during the dates of the event. Parking on Scribner Street is available on a first come –first served basis.

DeVos Place will assist you by putting you in touch with the appropriate contacts for additional parking for oversize vehicles.

### **Buses**

On Monroe Street there is a drop off zone to accommodate nine (9) tour size buses for attendees. This area is designated as a loading zone.

### **Sidewalk/Exterior of DeVos Place**

At no time shall any vehicle be allowed to park on the sidewalks in front of DeVos Place.

## **Let's Get Started!**

### **Hours of Operation**

Standard operating hours for the facilities are from 8:00 am until 11:59 p.m. Arrangements for activities before or after these posted hours can be made through your Event Coordinator. Your contract with the facility will show either these standard building hours or other hours agreed to at the time of contracting. Times earlier or later than standard building hours are subject to overtime charges, and exceptions not shown in your contract must be approved in writing by our Assistant General Manager. Talk to your Event Coordinator ahead of time to plan for your early and late hour needs.

Once you have signed a license agreement, our Events Services Team will serve as your primary source of contact for services and equipment. An Event Coordinator will be assigned to work with you approximately 12 months prior to your event.

### **Your Event Coordinator**

Think of your Event Coordinator as the number one player on your team. This individual is assigned to work with you and your staff from initial planning through the close of your event. Later in this handbook, you will find a timeline and series of due dates for providing information to your Event Coordinator:

- Floor plans for exhibit and registration areas.
- Meeting room use schedules.
- Scheduling first aid services, traffic control, and coat/parcel check.
- Your other service suppliers such as audio-visual, general service contractor.

The marquee over the main entrance offers you the opportunity to identify your event to your attendees. Please provide your Event Coordinator with the exact copy of what you would like on the marquee for your event. Due to scrolling capacity, the messaging on the marquee is limited to the name and date(s) of the event. In addition, we will post your event name on our website with a link to your website. These services are provided to you free of charge. All events are posted 30 days in advance and will run through the last day of your program.



## **Meet the Rest of Our Team!**

### **Food and Beverage Services**

All food and beverage services are provided exclusively by the Amway Grand Plaza Hotel. A wonderful meal combined with impeccable service will make your next convention or event at DeVos Place unforgettable. The Amway Grand Plaza Hotel, renowned for its culinary excellence, and being home to Michigan's first and only Five-Diamond restaurant, The 1913 Room, will provide your group with an in-house Sales and Catering team that will assist you in planning delicious offerings that will have your guests talking about the event for days. The Amway Grand Plaza's experienced culinary team can provide selections for beverages, appetizers, and succulent main courses all masterfully prepared by Certified Master Chef, Josef Huber. And you can rely on professional attentive service before, during, and after your event as your attendees savor meals of five diamond quality without the five diamond price.

### **Concessions**

A concession counter is located at the south end of each exhibit hall. Please arrange for hours and placement of concessions with both the Concessions Manager and your Event Coordinator.

### **Engineering**

Our Engineering Department ensures the heating, ventilating, air-conditioning, lighting, and other critical building systems work correctly for the comfort and safety of your staff, attendees, and exhibitors. They rely on you for accurate and timely information.

### **Electrical and Water Services**

All electrical services are handled through the DeVos Place Maintenance Department. Electric order forms are available online at:  
<http://www.devosplace.org>

An electrical service desk will be available during move in hours of a trade show. (Please see electric order form for rates in the appendix)

For exhibits requiring water: There is a hook-up charge for water. To arrange for water to a booth, please contact Art Craft Display at 616-791-8024. Exhibitors must remain at their booth until the water level is sufficient and Art Craft Display has turned off the water and removed the hose.

In case of leakage, exhibitor must take any and all steps necessary to stop the leak. If timely reparation does not take place, exhibitor may be required to drain the equipment and may or may not be allowed to fill up again. Client may be billed for water damage to the facility or equipment if the damage is caused by the display. Exhibitor must wait until facility maintenance personnel are able to assist with draining the equipment and remain at their booth until the equipment is fully drained.

## Telecommunications

We are your full-service telecommunications source! Our Engineering Department installs telephone lines and instruments as well as high-speed Internet service. Phone lines may be ordered by filling out the phone line service order online at <http://www.devosplace.org>



Phone lines do not come with a telephone instrument and are available for an additional charge. DSL lines require a minimum of 45 days advance notice.

## Audio Visual Services

BlueWater Technologies is our preferred, in-house supplier of audio visual, sound reinforcement, projection, and other related services. They are ***the only authorized operator for the DeVos Place Convention Center house sound systems***. We recognize that many meeting planners have contractual relationships with other audio visual suppliers. You are welcome to work with your preferred supplier, however all labor must be scheduled through the Union I.A.T.S.E., Local 26.

## DeVos Place House Sound System

A fixed sound system is installed in all of the Grand Gallery and Overlook Meeting Rooms. This system is capable of providing excellent sound for speakers and announcements. The Exhibit Halls have an overhead sound system. This system works well for announcements and as a paging microphone, but it is not suitable for a presentation. Paging microphones set up in the show office that corresponds with your hall is free of charge. Additional paging microphones are available for a small fee. The lobbies in the Grand Gallery do not have a built-in sound system. If you desire to have announcements made in these areas, a free standing sound system will need to be installed.

## Radios – Rental

One radio will be allocated to you by your Event Coordinator. Rental radios may be ordered from Blue Water Technologies if you need to communicate amongst your staff. If your event spans the Amway Grand Plaza Hotel and DeVos Place, you will want to consider renting a repeater.





## **Media Promotions**

Media falls into 3 categories: Press, Radio and Television. Each group must advance their needs prior to the event with their Event Coordinator. All facility equipment and services will be charged for media usage. This includes electrical hook-ups, telephone lines, tables, chairs, risers, etc. All media groups are subject to the same Exhibitor Guidelines as all vendors displaying at the convention center. This includes signage, banners, no stickers, etc. You are responsible for informing your Event Coordinator of which charges are approved by the show for use by the media. These charges will be included on your event settlement. Parking for live broadcast vehicles is limited around the facility. It is imperative to coordinate prior to your event for any live broadcast locations. DeVos Place does not have free parking to offer to press vehicles, journalists, or on camera "talent." All media involved with an event is responsible for their own parking.

## **UNION LABOR REQUIREMENTS AND JURISDICTIONS**

DeVos Place has a signed labor agreement with IATSE Local #26. The agreement is very comprehensive. Please coordinate your needs as specifically as possible with your Event Coordinator. It is helpful to have a script of the proceedings and timeline of rehearsals, etc. if you have a full production. For smaller events with less AV needs, you will need to communicate exactly what equipment will be used and what will be happening on stage at any time

If your event includes a general session or a large meeting that utilizes staging, lighting, large-scale video and sound reinforcement, or a major theatrical presentation your Event Coordinator will arrange for Union labor to help during load in and load out. Regardless of whom you select as your audio/visual supplier or your production company, the facility's Union House Head(s) staff must be used.

The House Head(s) acts as the union steward for the crew and offers a thorough understanding of jurisdictional requirements. She/he is an experienced technician who understands our building systems and has a responsibility for using them correctly and efficiently. More importantly, his/her knowledge of the building's systems and infrastructure offers cost-effective staffing and commensurate savings to you.

Your House Head(s) will provide:

- Knowledge and skill in both technical and creative aspects of your production.
- Thorough familiarity with the facility which can avoid costly delays during set-up, show, and strike.
- Technical service as the head stagehand for your event in accordance with union requirements.
- Supervision of union crews.
- Operation of the light board.

Listed below is a brief description of stage technicians, how they are assigned, and working conditions:

**DEPARTMENT HEADS:** Responsible for stage crew personnel, equipment and safety with regards to the specific event. They will be assigned when the personnel or equipment of a specific department will be used for the function. Head Carpenter, Head Electrician, Head Sound, Head Fly-man, Head Projection, Head Prop and Head Wardrobe are department head positions.

**STAGEHANDS:** All stage technicians not designated as department heads. For example carpenters, electricians, sound, projection, props, wardrobe, spot light operators. Depending on your event, you may or may not request labor by specific departments. Stagehands called by “department” work only in assigned departments. The DeVos Place Event Coordinator will determine with the event meeting planner if the stage technicians will be called by department, or called as “hands”. When called as “hands”, crew will work as needed for the event set-up. Truck loaders are a separate department and do not cross department lines. Likewise, hands do not unload or load vehicles.

**RIGGERS:** Stage technicians that specialize in securing loads to the supporting steel of the venue. Chain hoists, motors, trusses, signage, and all materials that present a potential hazard or liability if improperly secured will be rigged by stage employees trained for these tasks. The number used varies and is set by the Event Coordinator of DeVos Place after reviewing the needs of the event with the client’s event planner.

**LOAD-IN:** The period designated for the assembly, construction, setting or re-setting, before or between shows. This is paid at the applicable hourly rate. Crew working the load-in will be paid until completion of the set-up, but never less than four (4) hours.

**LOAD-OUT:** The period designated for disassembling, striking, storing, or loading out of a show or event. This is paid at the applicable hourly rate. Crew working the load-out only (not working the session, event, or show) will be paid until completion of the out, but never less than four (4) hours.

**PERFORMANCE RATE:** Show rate is applied for performances, presentations, or rehearsals of events except non-commercial convention and trade shows. The DeVos Place Event Coordinator will make the determination if your event will be paid at a performance rate, or as an industrial rate event. Performance rate is a flat rate for actual performance time: 3 ½ hours, inclusive of ½ hour prior to schedule start time. All other show hours will be paid at their applicable hourly rate.

**INDUSTRIAL RATE:** On the industrial rate system there is no distinction between an “in,” “show” or “out”. All calls are treated as the same with a four (4) hour minimum required for each employee called. Industrial rate is applied to non-traditional events that do not fit the “performance” or “show” rate definition. Multiday/Multi-hall convention, certain trade shows, and events contracted as industrials are examples. Determination to use the industrial rate structure will be made by the DeVos Place Event Coordinator assigned to your event.

**CONDITIONS:**

The current base hourly rates for all IATSE labor are available from your Event Coordinator. Each stage technician is paid at the base hourly rate with the following exceptions:

- Meal penalty will be incurred after five (5) hours. One regular hour of pay, in addition to their current rate of pay, will be paid hourly, until a meal break is provided. (one half hour break if hot meal is provided by client, paid time to consume or one hour break). If the stagehand(s) are on break – *no* AV may be used. Doing so will result in the stagehands being paid for any time at which they were not there and AV was being used.
- Overtime: Employees will receive overtime of time and one half (1 ½ x) after eight (8) hours work in one day.
- Double time: (2x) the regular hourly pay will be paid on Holidays.
- Double time: (2x) the regular hourly pay will be paid on Industrial events hours worked between 12 a.m. – 8 a.m.
- Time and one half (1 ½ x) will be paid on Performance event hours between the hours of 12 a.m. – 8 a.m.
- Six hour turn-around – an employee working without a six hour break between calls for the same event will receive time and one half (1 ½ x) for the duration of the work day until such time as he/she received a break of at least six hours.
- Employees will be paid one full hour at applicable hourly rate for any portion of an hour worked.
- Calls for labor cannot be changed with less than 48 hours notice to DeVos Place.
- A five minute break for each hour worked will be provided during each four hour call.
- Performance events: Each technician will be paid four (4) hour minimum load in and if necessary continue hourly until the in is complete. Also, technicians will be paid a four (4) hour minimum move-out and if necessary continue hourly until the out is complete.
- Industrial events: 4 hour minimum load in and if necessary continue hourly until the in is complete. Stagehands that work the event then go directly into the load out will be paid at their applicable hourly rate until load out is complete. All other conditions apply. Stagehands who are called back to do a load out only (not working the show portion of the event), will be paid at least a four (4) hour minimum, and if necessary continue hourly until the move-out is complete.

- If any theatrical or musical production is filmed, taped, or broadcast for any commercial purpose, those employees will receive additional wages equal to the wages of each received (for working the portion taped.) (Whether based on straight time, overtime rate, or performance rate.)
- For DeVos Performance Hall any work on the grid is considered rigging. For hanging motors in DeVos Performance Hall, the minimum rigging team is two up-riggers and one down-rigger.
- Loaders will be paid the hand rate, subject to the four hour minimums and other conditions as listed. Semi trailers require four loaders, twenty-two foot trucks or less require two loaders.
- SMG and the union will honor all yellow card attractions.

Any questions about the provision of labor within the facilities should be directed to your Event Coordinator.

## **RIGGING RULES, REGULATIONS AND RATINGS**

Safety is the primary concern of DeVos Place Convention Center related to hanging and rigging in the facilities. Hanging and rigging carry a significant liability for the responsible party and it is our goal to eliminate any potential problems or hazards before they occur.

**These rules and regulations are applicable to everyone using the facilities for hanging and rigging without exception.**

Failure to follow these rules and regulations will result in the immediate removal of those items which are not in compliance.

The time required of the House Rigger to review "non-complaint" hanging or rigging will be billed to the general services contractor.

Hanging -- a straight down (dead hang) from any approved hang point (ballroom) or panel point (exhibit halls). Hanging is limited to 1,500 lbs in the Ballroom per point and 2,000 lbs per panel point in the Exhibit Hall.

Rigging -- hanging which requires bridling, side loads, trusses and/or exceeds 1,500 lbs.

Hanging must be performed by Local 26 Union Riggers who are familiar with the house hang points and rules and regulations.

All rigging must be performed by qualified and trained riggers.

All rigging must meet O.S.H.A. and A.N.S.I. regulations and conform to the manufacturer's specifications.

All rigging is subject to inspection by DeVos Place Convention Center management.

### **Ratings**

Exhibit Halls A, B and C

These areas are rated at 2,000 lbs. per hang point (panel point) straight down. The ratings decrease with the use of bridles. Bridles between 45 and 90 degrees may not exceed 500 lbs.\* Maximum load capacity per beam is 15,000 lbs. Areas around the "Box truss" between Exhibit Hall A and B have a maximum capacity of 100,000 lbs.

### **Ballrooms**

This area is rated at 1,500 lbs. per hang point. Bridles between 45 and 90 degrees may not exceed 500 lbs. Maximum load capacity per beam is 15,000 lbs.

### **Sign Cables**

All signs must be hung by ArtCraft Display. They will insure that each sign is hung using the proper cable for the application.

### **Sprinkler Pipes and Brackets**

These cannot be used for hanging or rigging under any condition.

### **Aluminum Ceiling Tile Tracks**

These may not be used for hanging with scissor clips or any other devices.

### **Movable Wall Tracks**

These may not be used for hanging.

### **General Instructions**

- All hanging and rigging hardware fasteners and gear must be O.S.H.A. and A.N.S.I. approved.
- All homemade trusses must have engineering specifications in order to be installed. Any truss not manufactured by a recognized truss company will be considered homemade.
- All chain hoists have proof of load test certificate as required by A.N.S.I. B30.16. All hang points, devices, wires, clips, etc. used for hanging and rigging must be returned to their normal condition or removed, as appropriate, after each event. If not, the work will be performed by the House Rigger and billed to the general services contractor.

***Rigging from the hang points throughout the facility is subject to approval by our management staff and is expected to meet industry safety standards.*** These are found in The Rigger's Manual by W.G. Newberry and are generally accepted as industry standards. Bridling is permitted from panel points (on the same beam) and designated steel beams in Exhibit Halls A, B, C only, as they are rated for 2,000 pounds each point to a maximum of 15,000 pounds per beam. Bridling from hang points in any other area is strictly prohibited. Hang points in the Ballrooms are rated for 1,500 pounds. Any rigging not meeting the above standards will be removed and re-rigged at your cost.

Incorrect rigging poses unacceptable risks to anyone on the floor below, and bridling can damage hang points, compromising their load-handling capacity.

## **DECORATORS**

Art Craft Display is the preferred decorator in the facility. If you choose to use an outside decorator, they will be required to sign a Facility Use Agreement with DeVos Place and provide the appropriate insurance documents.

## **BUILDING SECURITY**

Your Event Coordinator work with you to arrange for any additional security staff required to service your event. In the interest of public safety, DeVos Place may, at its sole discretion, require the presence of Grand Rapids Police Officers during certain events. DeVos Place may require, Grand Rapids Police officers to direct traffic on Monroe Street for shows that expect large crowds.

If your event requires armed guards, they must be sworn law enforcement officers, licensed to work in the State of Michigan. (Or Federal Officers such as the FBI, Secret Service, etc.) At no time will armed guards, other than sworn law enforcement officers be allowed into the building.

We are responsible for providing a secure building perimeter (including loading docks) and a 24-hour security office where the emergency response system is monitored. In addition we provide security and traffic control on the loading docks during move in and move out. They also manage our lost and found services. You have the option of contracting with an outside security company for dedicated details within your event space. When doing so, the selected company must provide us with specific documents to include a current insurance certificate and proof of workers' compensation coverage. It is our pleasure to provide you with secure entrances and public areas, as well as to coordinate emergency services through our security office.



## **Meeting Room Keys**

Upon request, your Event Coordinator can provide you with keys to your specific rooms. A limited number of locks can be re-keyed to accommodate your specific needs. The charge for this service is \$150 per cylinder. Please let your Event Coordinator know how many keys you will need and the specific rooms. You will be asked to sign a waiver upon receipt of the keys. There is a \$500 fee charged for each key that is not returned. You are responsible for all keys issued for your event.

## **FIRST AID SERVICES**

EMT's will be scheduled and billed to the event settlement for all public events held at DeVos Place. They will be scheduled one half hour prior to doors opening and will leave when the patrons are gone. Any event that is not open to the public and request to have EMT's on site, may schedule them via their Event Coordinator.

## **Wheelchairs**

Wheelchairs are kept in the First Aid office for emergency use only. AMR or Security will operate in the case of an emergency. DeVos Place will have 4 wheelchairs on site at all times for guests to use as needed. The DeVos Place security office will handle the distribution of all wheelchairs in conjunction with AMR and the Event Services staff. All users will be required to sign a wheelchair release form at time of check out.

## **OPERATIONS**

Working through your Event Coordinator, our operations crews set all of our tables, chairs, staging, recycling and trash receptacles, and other equipment where and when you need it. They'll move the meeting room air walls into the right places and handle your changeover requirements with dispatch.

## **Room Changes/Changeover**

This is one topic that we'd like you to read carefully -- We provide your initial set-up at no charge, as long as we receive your set-up requirements in final form at least 30 days before your first move-in day. This includes all of your non-exhibit areas (meeting rooms, offices, general sessions, meal functions, etc.). However, you will be charged for labor costs for any changes to these *initial* set-ups. If substantial changes are requested after we have scheduled our labor, you will be charged for the labor to set and/or change these areas.

## **Booth Cleaning**

DeVos Place will provide general maintenance of aisles, concourses, restrooms, and meeting rooms during the course of the event. This does not include booth cleaning or the cleaning of the carpeting or other floor covering installed by a decorator. Your decorator will take care of the trash, carpeting and tables or whatever services you have arranged for with them. DeVos Place staff will clean each night after the show ends and the decorator cleans in the morning before the show begins.

### **Decorative Materials**

Nothing may be taped, nailed, tacked, or otherwise affixed to ceilings, painted surfaces, fire sprinklers, columns, fabric or decorative walls. This goes for surfaces throughout the building, not just in the exhibit hall -- so you will see this rule again as it applies to meeting rooms and ballrooms. Please pass the word along to your staff, speakers and exhibitors.

### **Balloons**

No lighter-than-air balloons will be permitted inside DeVos Place. Some areas of DeVos Place use "beam" type smoke detectors. The potential exists for balloons to trip these detectors and set off the facility fire alarm system. The client shall be responsible for enforcing this provision. If vendors or decorators bring in helium the balloons will promptly be removed from the facility.

### **Trash Removal**

Unfortunately, even with recycling, trash removal is an inescapable cost item. DeVos Place provides labor and removal of normal post-event trash at no charge. However, if amount of trash is considered excessive, client shall be charged for refuse removal. For removal of all compactors and debris boxes, we will pass on to you the charges that we incur.

### **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, speakers or attendees. This is intended to help us recover costs for repairing damage to the facility (which exceeds reasonable wear and tear) caused by anyone connected with your event.

Your Event Coordinator will schedule a "walk-through" on the first move-in day. A second "walk-through" will be scheduled at the conclusion of the event to compare conditions and determine responsibility for any repairs or replacements. You will be kept informed of any damage occurring during your event, with both written reports and photographs, when possible.

Our goal is to keep our facilities in good repair so every client enjoys the attractiveness and serviceability of the center equally. We know you cannot possibly oversee everything that happens when you are on-site, and that you cannot control all of the actions of your guests or exhibitors. You should minimize your risks and make sure that your exhibitors and guests know the rules that apply to them. Let them know that you will hold them responsible for any damage they cause in the facility.

## **COAT AND PARCEL CHECK**

If your event requires ushers or ticket takers or coat check, your Event Coordinator will arrange for those personnel through our Front of House department. We provide equipment and staffing for coat and parcel check services (on an exclusive basis) through our Front of House department. These areas will be designated in appropriate high-traffic locations where space is available in relation to your floor plans.

We can provide this service based on your preference:

**Hosted:** You may provide hosted coat and parcel checking at a cost to you for the labor only. Talk to your Event Coordinator about volume, hours, and location for this service.

**Non-Hosted:** We will provide coat racks for self check service.

## **BOX OFFICE**

For all public ticketed shows, any costs associated with the use of the Box Office will be specifically outlined in your Lease Agreement.

## **NOVELTY AND PROGRAM SALES POLICY**

The sale of programs and novelties at the Grand Rapids Convention Facilities, including DeVos Place Convention Center and the DeVos Performance Hall, is subject to service fees.

Please communicate with your event coordinator about any novelty sales relating to your event. The DeVos Place staff will sell all novelties during the run of your event. Commission due to the DeVos Place for novelty sales is as follows:

- 6% sales tax collected off the top
- 30% house of net after tax
- 70% artist of net after tax

There will be no exceptions to the above rules without the specific consent of the General Manager.

## **Show Offices**

If you are using an exhibit hall, you have the opportunity to use the show office associated with that hall. These show offices are available for your use during your contracted times. Each office has a window that overlooks your hall and has a built-in PA system for your convenience. Show offices are located on the North end above the loading docks on the 2nd level, accessible by stairs or elevator.

## Exhibitor Guidelines

We look forward to serving you at the DeVos Place Convention Center! We would like to thank you in advance for your cooperation in helping insure that everyone has a safe and successful event. The Convention Center has a temporary vehicle delivery area on the loading dock. This space is reserved to allow safe access for exhibitors to transport materials to and from their exhibit areas. Show Management will publish the dates and times established for the use of the loading zone in advance of the show.

- **Exhibitor Vehicle Access During Move In/Out** - Must use loading dock entrances at the DeVos Place Convention Center only. There are no load-in privileges at any other entrances. See map for more info.
- **Passenger elevators may not be used for transporting freight.** There is no on-site freight storage nor can we accept deliveries on your behalf at DeVos Place Convention Center prior to the first contracted move-in day of the event. Contact ArtCraft Display or your drayage company to arrange for shipping and storage.
- **Exhibitor Building Access During Move In/Out** - please use the Service Entrance on the loading dock.
- **Bring Your Own Carts** – ArtCraft display has a limited number of flatbed carts available on a first come, first served basis. Carts are checked out at the loading dock. Please return the cart when finished. You are encouraged to bring your own cart to expedite the load in process.
- **Parking** - Parking is available at DeVos Place and several parking ramps in the immediate area. Parking in the loading area is prohibited.
- **Exhibitors Hiring Labor** - Exhibitors who hire other than the official show decorator for booth installation and dismantling, must notify Show Management of the names of their I&D staff in writing not less than 30 days in advance of the event. Access of I&D staff must be coordinated through the official show decorator.
- Children under 16 are NOT permitted on the show floor or loading docks during move-in and move-out times.
- **Floor Tape** - the use of single- sided or double- stick foam tape, single side or double stick cellophane tape, or masking tape is prohibited on any surface in the Convention Center. Please check with your decorator for approved material.

- **Exhibitor Utilities** - Utilities must be ordered 14 days prior to the event, i.e. (Air/Water/Drain, electrical, and telephone services). Service Order forms are available through DeVos Place Convention Center. All multiple booth areas should include a layout with utility locations with the order. This will help everyone set the order accurately. Services may be ordered during load in at the Floor Rate through the exhibitor service desk.
- **Exhibitor Fire Safety and Decoration** - All fire, safety and Convention Center regulations must be strictly followed. No propane, acetylene or other flammable or explosive materials are allowed. Gasoline powered vehicles may be displayed with a maximum of ¼ tank of gas. (There are no exceptions.) The vehicle gas cap must be taped or locked and the battery cables disconnected and ends taped. Tanks of compressed air or gas must be chained and secured at all times.
- **Exhibitor Signs, Decorations or Banners** - Decorations may not be attached to any surfaces in the building. No holes may be drilled, cored, or punched into the building. All equipment used must be stable without bolting or anchoring to floors or walls. Decorations may not include lighter than air (helium) balloons, crepe paper, cellophane, confetti, cotton, cornstalks, leaves, evergreen boughs/trees, glitter, sheaves of grain, streamers, straw, paper, vines, etc. Poster putty is allowed on glass or plaster wall surfaces. For overhead or heavy signage please contact ArtCraft Display.
- **Exhibitor Food Samples** - Subject to Show Management approval, those who manufacture, process or distribute food as their normal course of business and wish to distribute food samples, may be allowed. This is provided food samples are no larger than bite size and beverage sizes no larger than 3 ounces. Please contact the Amway Grand Plaza Hotel and your Event Coordinator for approval prior to your arrival.
- An exhibitor, who does not manufacture process or distribute food as their normal course of business and would like to distribute food items, must purchase these items from the Amway Grand Plaza Hotel. Please contact the Amway Grand Plaza Hotel to make arrangements to purchase food and beverage services.
- All cooking plans must be submitted in advance for approval by the Fire Department .Plans must adhere to General Fire Safety/Cooking Guidelines.
- **Exhibitor Giveaways** - Samples may not include stick-on decals, lighter than air (Helium) balloons, glitter, etc.

- Tobacco Free – DeVos Place Convention Center is a smoke and tobacco-free environment. Please do not smoke in the facility. Smoking cannot occur within 10 feet from any entrance.
- Gratuity Policy - We are here to serve you. No gratuities should be offered to employees.

### **Michigan/Lyon Street-Freight Elevators, Ramps, Loading Docks, Marshalling Yard**

DeVos Place has two sets of loading docks: The Lyon Street loading docks (located on Lyon Street on the South end of the building), service the DeVos Performance Hall, Steelcase Ballrooms, and the Monroe Meeting rooms. The Michigan Street loading docks (located on Michigan Street on the North end of the building), service the Exhibit Halls, Grand Gallery, Grand Gallery meeting rooms, Gallery Overlook and River Overlook meeting rooms. Exhibitors will need to check-in with the Traffic Control Guard on the loading dock, letting him know which booth they are in AND in which event/show they are participating. The guard will direct them to the dock available for their show.

Once the exhibitors have parked their vehicles in the loading dock, they must unload their items onto a cart. Flatbed carts and pallet jacks will be available from your decorator, but in limited supply. If exhibitors have their own personal cart, dolly, or other item that would assist them in transporting their items into the exhibit hall we would encourage them to bring it for their personal use. After their items have been removed from their vehicles and placed in the vicinity of their booth, they must return to the loading dock and remove their vehicle. Vehicles are to be removed from the loading dock before exhibitors spend time “setting up” or “arranging” their booths.

Parking is available in the DeVos Place Parking Ramp which is directly beneath the building and can be accessed from the entrance on the North West corner of DeVos Place on Michigan Street. Additional parking may be available in the City-County Building on Monroe Street (across from DeVos Place).

Exhibitors have multiple options for re-entry into DeVos Place after they have parked their vehicle. If they park in the parking ramp below DeVos Place, they may take any of the elevators up to the DeVos Place Grand Gallery. The other option is to re-enter the building through the Grand Gallery doors on Monroe Street.

Vehicles may not be left in the loading dock for any reason except for load-in or load-out purposes without the approval of the building. Load-out will not begin until the time approved by the presenter of the event. Carts, pallet jacks, etc. will not be available until the arranged load-out time. The loading dock interior and exterior doors will not open until the time posted in the show program.



Exhibitors are asked to disassemble their booths and transport their items to the loading dock upper walkway before retrieving their vehicles.

### **FREIGHT ELEVATOR**

If arranged prior to load in/load out, exhibitors may use the freight elevator in Exhibit hall “B” to shuttle materials to and from the parking ramp. The freight elevator will be operated by a security guard, at additional expense to the event settlement. This is a great option for events that have a lot of vendors arriving with personal vehicles and small trailers. This option must be advanced with your event coordinator at least 2 weeks prior to your event start date.

### **SCRIBNER STREET STAGING/ MARSHALLING YARD**

Scribner Street (west side of the Grand River) may be used as the Marshalling Yard / Staging Area for exhibitor vehicles wishing to use the loading docks during load-in to DeVos Place. All vehicles must check-in with Traffic Control on Scribner Street.

Vehicles arriving at DeVos Place loading dock without having checked-in on Scribner will be refused access to the docks and routed to Scribner Street for check-in. Scribner Street is a one-way street heading north and can be accessed from Pearl Street.

Traffic control guards will be stationed on this street. Exhibitors are to check-in with the guard and provide the name of their event, booth number and company name. Exhibitor vehicles will be held on Scribner Street until the scheduled load-in begins, or until space is available on the loading docks. The guard will let them know when to proceed onto Michigan Street eastbound to the DeVos Place loading docks. The guard will give each vehicle a voucher which will allow them access to the dock.

Marshalling yard use must be planned in advance with your event coordinator at least 2 weeks prior to your event start date.

### **Vehicles**

Vehicles are permitted in exhibit hall areas strictly for purposes of loading and unloading freight. Unless they represent an integral part of a display, vehicles may not remain parked in the exhibit halls. Display vehicles must conform to State and City fire codes as it pertains to fuel tanks and battery connections. Vehicles, because of the flammable nature of fuel tanks and their ability to obstruct exit ways, cannot safely remain in the high traffic exhibit halls.

## Empty Crate Storage

Crate storage is not permitted on-site at DeVos Place. Once exhibit materials have been unloaded, crates must be removed by your service contractor. DeVos Place does not provide any storage for exhibitors. All materials for a show may be delivered on the first day of the contracted time and must leave at the end of the contracted time. DeVos Place does not arrange for items to be shipped or stored. Our in-house decorator, Art Craft Display Group (616-791-8024), may be contacted to arrange for storage.

The event will be charged excess rent for each hour that materials stay in the building if not properly pre-arranged. The Grand Rapids Fire Department will enforce this safety requirement.

## Exhibit Floor

As outlined in your license agreement, you are responsible for returning the exhibit floor in the same condition you received it. Simply put this means that all cleaning of the exhibit floor is provided by your booth cleaning contractor. This is our way of assuring that the hall is provided in optimum condition to each event at the time of their move-in. Every event expects to receive the facility clean and clear and ready for installation by their service contractor.

When using permanently carpeted areas as exhibit space, your service contractor must lay heavy-duty visqueen over the permanent carpet before bringing freight or material-handling equipment into the area. Your service contractor must take protective measures to avoid damaging permanently installed carpet.

## Freight Deliveries

***We cannot accept any freight or materials (including overnight freight services) prior to your contracted move-in date.*** Your official service contractor or freight carrier must deliver and accept all freight shipments delivered to our facilities during your move-in period. All exhibitor goods must be sent to the attention of your service contractor.

DeVos Place will not accept any freight or property on behalf of exhibitors or other parties. It is the client's responsibility to advise all exhibitors and other parties. All shipments arriving prior to contracted days can be handled by Art Craft Display (our in house decorator 616-791-8024) if arranged for with them in advance. DeVos Place does not arrange for outbound shipments.

## Hand-carried Freight

Move-in or move-out through the DeVos Place Convention Center lobbies is strictly limited to hand-carried items. All load in and load out of show materials must be done through the loading docks. At no time shall the Grand Gallery (main convention center lobby) or passenger elevators be used for load in, load out, or restocking of materials. The general rule of thumb for items that may be hand carried is that if you could legally bring it on an airplane, you can take it through our front doors. Dollies and four-wheel carts are prohibited.

Material that requires the use of wheeled or mechanical equipment must be delivered to the exhibit floor via the loading docks.

The escalators and elevators connecting the lobbies to the exhibit level are designed for passenger use only. They are not capable, nor intended to carry heavier loads and can be damaged by carts loaded with freight.

### **Signs - Banners - Window Graphics**

No signs, banners, or flags may be displayed on the interior or exterior of the buildings unless approved by your Event Coordinator. DeVos Place has permanent directional signage in all areas of the building. Any additional signage may be provided by the client. DeVos Place does not allow anything to be pinned, taped, tacked, stapled, or otherwise attached to walls. Nothing may be suspended from the meeting room ceilings.

All large banners and signs that you would like to hang must be facilitated through Art Craft Display. Small signs may be hung using poster putty on painted surfaces only. Signs may not be adhered to the building in any other way. Signs may not be hung on brick walls. It is recommended that signage be made of a sturdy nature (such as foam core). Easels may be rented from either an AV company or a decorator. Please be kind enough to notify your presenters, exhibitors, staff and guests of this important guideline.

### **Animals**

Animals, other than guide or service animals, are allowed in DeVos Place only for exhibits, demonstrations, and/or entertainment. All animals for those purposes must be approved by management and any proper permits must be obtained. All sanitary needs of animals will be the sole responsibility of the client.

### **Compressed Gasses**

If the event will be bringing in any compressed gasses, you must notify and get approval for such by the Event Coordinator prior to the event. All compressed gasses brought into DeVos Place must be contained in an approved cylinder, which must be properly secured to prevent tipping or falling over. If the client has rented compressed gas tanks, we remind them to make sure a "pick-up" date is scheduled so tanks will be removed from the facility at the end of your contracted event time.

### **Food industry tradeshow**

If food show exhibitors either give away or sell food or beverage products not provided by our in-house catering department, show management is responsible for notifying Amway Grand Plaza Concessions for assistance in obtaining a blanket health permit covering exhibitors.

For all shows other than food industry shows, any exhibitors that either give away or sell food or beverage products not provided by our in-house catering department must contact Amway Grand Plaza Concessions and obtain their own individual health permits. It is show management's responsibility to inform their exhibitors of this requirement and to determine that all such permits are in place prior to show opening.

When we provide the food or beverage product, it is our health permit that protects the consumer. When we do not provide the product, we cannot be held responsible for its safe consumption. Therefore, show management must assume responsibility for safeguarding the public's interest.

If you have questions as to whether or not this applies to you, talk with your Food & Beverage Sales Manager at the Amway Grand Hotel, or contact the public health office here in Grand Rapids where the permits are issued:

ENVIRONMENTAL HEALTH DIVISION  
700 Fuller Avenue N.E.  
Grand Rapids, Michigan 49503  
ADMINISTRATIVE HEALTH OFFICER  
(616) 632-6900  
FAX: (616) 632-6892  
[www.accesskent.com/Health](http://www.accesskent.com/Health)

## **General Fire Safety Guidelines**

DeVos Place is committed to making sure that your event is safe for all participants. Your Event Coordinator is familiar with the Fire Marshall's guidelines and is responsible for making sure that they are followed. Safety is our number one priority for your event! The purpose of these guidelines is to communicate the information necessary to maintain acceptable levels of fire and public safety within DeVos Place Convention Center. These are minimum fire safety requirements which apply to all events.

Grand Rapids Fire Department's (GRFD) Fire Prevention Bureau (FPB) is responsible for enforcement of the *International Fire Code (2003)* as adopted in the Grand Rapids Municipal Code. Covered under the Fire Code are existing commercial occupancies (that is, every type of building except 1- and 2-family dwellings) and new installations of fire protection systems in buildings.

FPB Inspectors respond to complaints of unsafe conditions by the public. They also inspect temporary cooking and gathering facilities (festivals, etc.) for fire safety.

Fire Prevention Inspectors focus their work on higher risk occupancies, such as Assembly occupancies (restaurants, bars, theaters, clubs), Educational occupancies (elementary and secondary schools), Residential occupancies (apartment buildings, hotels, dorms) and Institutional occupancies (nursing homes, retirement homes) and Factory and Storage occupancies (using hazardous processes and manufacturing or warehousing dangerous products). Inspectors also advise fire companies conducting fire safety inspections in their response districts.

Floor plans are reviewed by the Convention Center. After review, floor plans will be "Approved", or required changes will be indicated. A representative of the Convention Center Event Services Team will communicate with the client or contractor on required plan revisions. A copy of all approved plans will be sent to the Fire Marshall for their records. In special circumstances the Convention Center will present the Fire Marshall with the plans for approval. The Fire Marshall may conduct a final walk-through of the show floor prior to doors opening, and may also randomly inspect during show hours. Fire Marshall inspections are required for all events which involve access by the general public. The cost of the inspection will be outlined in your cost estimate and billed to the show on settlement.

### *Helpful hint # 1:*

Special Events include outdoor events such as festivals, parades and holiday celebrations. Special Events involve outdoor cooking and gathering of people in temporary structures such as tents and canopies. Persons wishing to conduct a Special Event must apply to the Grand Rapids Office of Special Events. When an application for conducting a Special Event is granted, the information regarding Special Event Fire Safety Requirements will be provided. A successful application will also generate a request for inspection of the arrangements by the Grand Rapids Fire Prevention Bureau.

Floor plans need to be sent to:

**DeVos Place  
Attention: Event Services  
303 Monroe Avenue N.W.  
Grand Rapids, MI 49503**

Or they can be emailed to: [tjohnson@smggr.com](mailto:tjohnson@smggr.com)

### **POINTS TO CONSIDER IN THE PERMIT PROCESS:**

1. Booth sales cannot begin until floor plans have been reviewed and approved by the DeVos Place Convention Center.

2. Plans must be submitted to the DeVos Place Convention Center at least 45 days before the first move-in day. (We suggest submitting floor plans as early as possible for review and approval.)
3. Floor plan drawings should be at least 8 1/2" x 11". The drawing should indicate aisles and aisle widths, booths and exits for all meeting rooms, and all proposed usage of lobby areas.

Helpful hint # 14:

Pyrotechnics of any kind will require a license be obtained from the City of Grand Rapids.

It takes at least 30 business days to obtain a pyrotechnics permit, so please plan accordingly!

### **MISCELLANEOUS SHOW FLOOR CONSIDERATIONS:**

1. All decorations, drapes, signs, banners, plastic displays, hay, split bamboo, combustibles, etc. must be **flame-retardant**. Table coverings with overhang greater than 6" must also be flame-retardant. Items that require treatment with a flame-retardant product will be subject to a flame test prior to or during show hours. Wood panels greater than 1/4" original thickness are considered flame-resistant.  
***[The use of oilcloth, tarpaper, sisal paper, nylon, Orlon, and certain synthetic materials cannot be made flame resistant, and their use is strictly prohibited.]***
2. Displayed vehicles must be indicated on submitted floor plans and are subject to the following restrictions:
  - a. Gasoline and Diesel in fuel tanks is limited to less than ¼ tank. Vehicles with no or non-functioning fuel gauges will not be allowed in public assembly areas without prior approval by the center and GRFD
  - b. Battery cables must be disconnected, with the cable ends taped over to prevent sparking.
  - c. Fuel tank fill caps must either be locking or taped shut.
3. There must be no obstructions to the fire doors. All cables must go over designated fire exit doors. All cabling crossing service entrances must be taped down and covered with carpet or a cable ramp and clearly marked with yellow tape.
4. Votive Candles and Sterno are permitted in DeVos Place with the following guidelines: The candle (including flame) must be held in a non-flammable votive (i.e. glass) and must be placed on a sturdy surface. Votive candles must be a 'tea' light or smaller in size; oil burning lanterns are not permitted in DeVos Place.



5. All candles in Assembly Occupancies must have the flame enclosed and protected.
6. Candles must be in a container with a substantial and wide base which will not allow for the candle to be easily tipped.
7. The containers must be tall enough so as not to permit combustible objects placed on top to easily ignite.
8. The containers must be located in a manner so as not to allow for the ignition of clothing, drapes or other combustibles.
9. Candles or other open flame devices can never be located in an aisle or exit or be passed from one person to another.
10. LPG (Propane), CNG (Compressed Natural Gas), kerosene, gasoline or any flammable chemical or material are prohibited in DeVos Place Convention Center.
11. Combustible storage is not allowed on the event floor. Combustible storage is specifically prohibited in dead areas, behind booth drapes or in unsold areas. Empty cardboard boxes intended for repackaging must be removed from the event floor, and booth storage of literature/brochures is limited to full boxes that can be easily stored under tables in the booth.
12. Compressed Gas tanks are allowed on the event floor with prior approval by a DeVos Place Event Coordinator. All compressed gasses brought into DeVos Place must be contained in an approved cylinder, which must be properly secured to prevent tipping or falling over. Tanks must be properly labeled for contents.
13. Fog and/or pyrotechnics are controlled by the Fire Marshall of the City of Grand Rapids. Inform your Event Coordinator as soon as possible of any special effects your event may require so proper arrangements can be made. In the case of either of the above, a Fire Watch must be present during any rehearsal of such effects as well as the run of the event.

### **OPEN FLAMES/SPECIAL EVENTS**

1. For Special Events or Special Religious Ceremonies which may utilize an unprotected candle or open flame device, permission must be obtained from the Fire Prevention Bureau prior to the event or ceremony.
2. An Operational Permit, issued by the Fire Prevention Bureau, is required for all instances of open flame use in an Assembly Occupancy. The Fire Official will determine if the device, methods of use and precautions allow for the issuance of a permit.

## **EXHIBIT HALL GUIDELINES:**

1. A clear exit aisle or pathway must be maintained in all rooms being used as exhibit halls.
2. Aisles: display booth aisles, theater style, banquet style and classroom style sets: the exterior aisles must be 10 feet wide, (interior aisles may be no smaller than four feet wide.) Aisles in the meeting rooms must be four feet wide. All fire exits will be maintained with a clear designated aisle. Under no circumstances may fire exits be blocked by objects/booths/etc.
3. The storage of crates, cardboard boxes and fiber cases is not permitted in the service corridor. These areas are established for use by the DeVos Place Convention Center.

### Helpful hint # 616:

It is the responsibility of the Show Manager to notify vendors/exhibitors and all other responsible parties of the following provisions and provide them a copy of all cooking regulations.

## **COOKING GUIDELINES: UNVENTED COOKING IN INDOOR FACILITIES**

These guidelines provide the protocols that permit the use of unvented and portable equipment cooking operations within exhibition venues or other indoor facilities. These guidelines were developed to ensure cooking operations are conducted in a safe manner so as to prevent personal injury or property damage. The following provisions must be followed and any variance from them must be pre-approved by the Grand Rapids Fire Department. (Also known as the *Authority Having Jurisdiction (AHJ)*).

It is further understood that all events which perform cooking operations will be subject to Fire Department inspection at the completion of set up and during the cooking operation itself.

It is the responsibility of the Show Manager to advise vendors/exhibitors and all other responsible parties of the following provisions and provide them a copy of this document.

Fire Department staff will be made available upon request to determine if a cooking operation or method will be allowed which is not currently addressed by this document.

## **SET UP PLANS**

Plans shall show booth arrangement, cooking device placement and combustible

storage, shall be submitted to the AHJ prior to the set up of any cooking area/exhibit. The plans shall show all details of the proposed set up. No exhibitor or vendor shall occupy space in the facility without approved plans.

## **EGRESS**

The maximum travel distance permitted within an exhibit enclosure or cooking area to an exit access aisle shall not exceed 50 feet.

Portable cooking equipment that is not flue connected shall be permitted only as follows:

1. All cooking devices must be of the listed and approved type. This means all appliances to be used for cooking must be approved by Underwriters Laboratories, Factory Mutual, Warnock Hersey or another recognized testing laboratory. Further the devices must be used in the manner prescribed by the manufacturer. No other devices are permitted.
2. Equipment fueled by small heat sources that can be readily extinguished by water, such as candles or alcohol burning equipment, including solid alcohol shall be permitted to be used, provided precautions satisfactory to the AHJ are taken to prevent ignition of any combustible materials.
3. Candles shall be permitted to be used on tables for food service where securely supported on substantial non-combustible bases with protected flames and located to avoid danger of ignition of combustible materials and approved by the AHJ.
4. Most equipment or process involving open flame dishes shall be permitted to be used, provided that safety precautions such as placement of devices, location of combustibles, placement of fuel shut offs and extinguisher availability meets the approval of the AHJ.
5. The AHJ shall impose controls on the quantity and location of combustible material being used or stored adherent to the cooking operations or equipment set up. Normally combustible storage will be limited to a one day supply and located at least 36 inches from any cooking device.
6. Acoustical and decorative materials including, but not limited to, cotton, hay, straw, paper, moss, split bamboo and wood chips must be flame retardant treated to the satisfaction of the AHJ. Documentation of such treatment must be provided.
7. Natural gas appliances shall be limited to the residential use group. The Event Manager will have the responsibility for ensuring the piping, feed lines and fittings are listed and approved for use with the appliances and for ensuring all connections are leak free.

8. Temporary electrical panels which provide the shut off capability for electric cooking devices must be located at least 36 horizontal inches from any device.
9. All cooking devices shall maintain a 48 inches clearance from the public or by a barrier acceptable to the AHJ.
10. Cooking equipment for frying utilizing combustible oils or solids as a cooking medium must be of the listed and approved type. These appliances must have lids which are immediately available to cover the cooking medium.
  - a. Whether used individually or in a group, the aggregate cooking surface(s) of any grouping cannot exceed 2 sq. ft.
  - b. They can only be used on non-combustible surface material.
  - c. The groupings must be kept at a horizontal distance of not less than 24 inches from each other or any combustible material.











**Prohibited Indoor Cooking Fuels/Sources:**

- Refillable LP gas containers, wood and charcoal are not permitted.
- Non-refillable LP containers not exceeding 2 lbs. can be approved for use by the AHJ. Any modification in the container size must have AHJ approval prior to use.
- Open flame cooking in Assembly Occupancies can only occur where there is approved Fire Suppression.
- Where alcohol is used as part of the cooking/presentation of food, adequate precautions must be in place. The burning of alcohol or other fuels for display or entertainment is prohibited.
- Chafing dishes and food warmers can only be used with approved solid fuel in containers no larger than 8 ounces.
- The use of all Class I and II liquids, charcoal and LP gas inside of an Assembly Occupancy is not permitted. LP gas may be approved by the Fire Official in some circumstances if the containers are the 1-2 pound size.



### Fire Extinguishers:

Each cooking area shall be equipped with a minimum 2A10BC dry chemical fire extinguisher. Cooking areas that use combustible oils or solids as a cooking medium must be equipped with an additional approved K Model fire extinguisher. Additional K Model extinguishers will be required for any cooking operation with four or more combustible oil or solid cooking devices.

Class	Symbol	Type of Fire and Examples	Extinguisher Choice
<b>A</b>		Common Combustibles: wood, paper, cloth, etc. Deep seated states of materials most difficult Proper agent to "Hot Spot" Thorough overhaul of material necessary	 Class A
<b>B</b>		Flammable liquids and gases: gasoline, propane and solvents Spill fires Obstacle fires Fuel-in-depth fires Gravity/3-dimensional fires Pressure fires	 Class AB
<b>C</b>		Live electrical equipment: Computers, fax machines Energized electrical situations	 Class ABC
<b>D</b>		Combustible metals: Magnesium, lithium, and titanium Flammable metals	 Class D
<b>K</b>		Cooking Media: Cooking oils and fats	 Class AK

### **Electrical/Gas Hook Ups:**

All electrical hook ups that will be used in any cooking operation must utilize only listed and approved materials, be kept secure, routed to reduce trip hazards and be approved by event staff and the AHJ. All gas piping, feed lines and fittings must be listed and approved for use with the appliances, and all connections must be inspected to insure that they are leak free. An emergency power cut off must be provided for all exhibitor/vendor areas.

### **Floor plan Approval**

You must submit your floor plans and receive approval from the Grand Rapids Fire Marshall prior to selling any exhibit space. These plans must be prepared and drawn to scale. If you need assistance in create a scaled diagram, please contact us and we will be delighted to assist you with this task.

So you do not find yourself in the awkward position of selling exhibit space and later discovering the floor plan must be changed to conform to fire and safety codes, you must first get fire department approval. Laying out your exhibit program or large seated sessions can be complicated, as each building has different safety requirements peculiar to local regulations. It is best not to take chances -- get everything officially approved in plenty of time to deal with changes.

### **Fire Exits**

Under no circumstances may fire exits be blocked by objects/booths/etc. There will be a ten foot (minimum) aisle required between booths or table set up and the exit. It is imperative that you communicate with your Event Coordinator and provide them with a floor plan as far in advance of your event as possible, but no less than thirty (30) business days. Fire Marshall Guidelines are strictly enforced.

This informational handout is a reference guide for the most common aspects of General Fire Safety guidelines and indoor cooking operations. These guidelines are not intended to cover all aspects of life safety in a public assembly facility.

For further information regarding local ordinances, or to obtain fire department approval prior to an event, please contact:

Grand Rapids Fire Prevention Bureau  
**38 LaGrave SE**  
Grand Rapids, MI 49503

Phone: 616-456-3819 or 616-456-3900.  
Website: [www.grcity.us/](http://www.grcity.us/)



# Technical Specifications

## Electrical System

There are two power distribution systems in DeVos Place: 120/208 volt 3 phase and 277/480 volt 3 phase used in the exhibit halls. Ballrooms and meeting rooms utilize 120/208 volt 3 phase power.

Exhibit Hall A, B, and C have 152 total floor boxes that provide up to 100 amps 3 phase 120/208 volts which can be broken down via distribution box. They also incorporate 120v circuits, telephone and internet jacks. Some boxes also have coax available along with fiber optical capabilities. 480v power in increments up to 200 amps 3 phases are available from overhead bus duct and are capable of being placed at different locations through the exhibit halls. Show power at 200a and 400 amps 208v 3 phase can be provided at each end of the exhibit hall to accommodate production type events. These panels located in electrical rooms accept standard industry style camlok connectors.

Ballrooms are served via 34 total floor boxes comprising 3- 120 volt circuits, telephone, internet, and coax. Wall boxes at 100 amps 120/208 volt 3 phase are installed at various wall locations throughout the ballrooms.

Meeting rooms are served with floor boxes comprising 2-120 volt circuits, telephone, and internet jacks.

## Lighting System

All exhibit halls are furnished with a combination of 1000, and 400 watt metal halide light fixtures for trade shows and exhibitions. We also have 500 watt quartz dimmable lighting that can be utilized for productions, banquets and other functions.

Meeting rooms consist of a combination of fluorescent and incandescent lighting which are operated manually at control panels within each room or by production lighting equipment hooked into our Leviton path port lighting control system.

## Exhibit Hall Lighting

Full exhibit hall lighting can be provided up to 30 minutes prior to the scheduled opening of your exhibit program and up to 30 minutes following closing each day. Our energy conservation commitment does not allow for exceptions to the 30 minute limit. Show level lighting can be provided before or after the 30 minute windows at an hourly rate. Work light levels will be maintained during move-in and move-out time, as well as before opening and after show closing.

## **HVAC (Heating, Ventilation, & Air Conditioning)**

During show hours, DeVos Place will provide general lighting, ventilation, and heating/air conditioning for ordinary use by the occupants for their comfort and safety. During move-in, move-out, rehearsal, and nonevent hours heating or air conditioning may not be provided, or provided at minimum comfort levels. Lighting levels during these hours will be limited to “work” or “security” status. At your request, increased levels of these utilities will be provided at additional expense.

Exhibit Halls A, B, and C are served by 16 air handlers, 3 – 450 ton chillers and 3 heat exchangers provided hot water for heating. Climate control is achieved in several ways to include: using outside air, using outside and a combination of return air, or using a chiller to create chilled water for cooling and steam heat exchangers created hot water for heating. There is always a minimum of 15 percent fresh air allowed into the system.

Ballrooms are served by four air handlers, 2 – 650 ton chillers and steam to create hot water at the 3 steam heat exchangers. Climate control is the same as in the exhibit halls. Meeting spaces can be separately cooled and heated via air handler and terminal unit combinations.

## **Stage/Risers**

DeVos Place owns two different types of staging:

Stage Sections: you can get this carpet side up (gray carpet) or slick side up (black)

Dimensions: 4' x 8'

Heights: 48", 56", 64", 72"

Risers: these have gray carpet only

Dimensions: 6' x 8'

Heights: 16", 24", 32"

**\*Please note: for safety's sake, all steps have rails and all staging/risers must have rails on the back and sides.**

Staging and all other facility equipment is provided “as available for inventory.”

On very rare occasions, insufficient equipment may be available from inventory.

If this should occur, equipment is provided to events on a “first contracted” basis.

Inventory rented outside the facility is at the rental agencies' rate.

## Going Green!!

All businesses generate waste: the types and amounts of waste vary depending upon the business. DeVos Place is committed to using recycled office products whenever possible, and supports a comprehensive and consistent recycling program for cardboard, newspaper, cans, bottles, and pallets. Employees of SMG and the city of Grand Rapids, as well as city officials, have engaged in a continuous commitment to be environmentally conscious by implementing green practices into facility operations.



### Recycling Program

The 205,000 square-foot DeVos Place Convention Center and the 2,400 seat Performance Hall make a huge impact on the community and the events they attract to our city. We are committed to the effort of caring for our environment by developing methods to reduce, reuse and recycle in our everyday routines. The DeVos Place Convention Center takes the environmental impact of meetings very seriously.

Green/Sustainable meetings are about increasing economic and environmental efficiency by minimizing the use of resources and reducing the amount of waste produced from meeting activities. Trimming waste curbs costs, whether it is through the use of energy efficiency programs or recycling.

We have adopted the latest methodologies in sustainability into practice, such as automated faucets and flushing systems, as well as a membrane style roof that is light in color to help reflect heat away from the building, thereby reducing energy costs. To help minimize power usage, the building also uses a computer controlled lighting and HVAC system. The system is designed to control lights, heating and cooling during peak event activities.

### Recycling and Donations

We make every effort to save you money by recycling as much material as we reasonably can before, during, and after each event. In order for the recycling and donation programs to be successful, employees, attendees, and exhibitors must all participate. You can play an important role in ensuring that success by passing the word along to your staff and speakers as well as exhibitors.

## **Local non-profits & donation services**

Food, gift items, medical supplies and many other products from your convention can be donated locally to assist people in need. The non-profits listed below have the resources to collect donation items from an entire show at DeVos Place. Each group can make arrangements for volunteers, trucks, and other collection equipment. Please donate to benefit our community!

### **Dwelling Place**

101 Sheldon Blvd., Suite 2  
Grand Rapids, MI 49503

### **Liz's House/Dwelling Place**

343 S. Division Ave.  
Grand Rapids, MI 49503  
616.454.9390

### **Mel Trotter Ministries**

225 Commerce Ave SW  
Grand Rapids, MI 49503  
616-454-8249  
[www.meltrotter.org](http://www.meltrotter.org)

### **Well House**

Temporary emergency shelter for homeless women and families  
600 Cass SE  
Grand Rapids, MI 49503  
616-245-3910  
fax: 616.241.4498

## Things to know...

Items Included in Your Rent	Equipment Available at Extra Charge
<ul style="list-style-type: none"> <li>• Event Coordinator services</li> <li>• Appropriate lighting level: work lights vs. show lights</li> <li>• Space/room as contracted: area &amp; date and time of day/night.</li> <li>• Standard HVAC settings</li> <li>• Standard custodial services</li> <li>• Entrance stanchions or turn-styles as needed.</li> <li>• Concession stand services (scheduled in advance)</li> <li>• Coat racks and set-up</li> <li>• Client keys for contracted space (will need to sign deposit form)</li> <li>• Meeting Rooms: first standard room set(s): theater style, banquet style, or classroom style w/ one skirted table</li> <li>• Exhibit Halls: banquet rounds of 10 for functions with food.</li> <li>• Banquet service breakdown tables</li> <li>• Skirted Registration Tables: (meeting rooms: 2 max exhibit halls: 6 max)</li> <li>• Smiles</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone, internet, or electric/power services</li> <li>• Fax and/or business services</li> <li>• Water, drainage services</li> <li>• Compressed air service</li> <li>• Room set change-over's</li> <li>• Specialty linen, tables</li> <li>• Audio Visual equipment</li> <li>• Lecterns, easels, radios</li> <li>• Extra Stanchions</li> <li>• Cable ramp covers</li> <li>• Stage decks or risers</li> <li>• Pipe and drape</li> <li>• Carts, pallet jacks, forklifts, boom lifts, genie lifts</li> <li>• Box office set-up fee</li> <li>• Sign or Banner hanging</li> <li>• Shipping &amp; receiving</li> <li>• Excessive clean-up and/or trash removal</li> <li>• Labor services: stagehands, coat check, badge check, EMTs, fire-watch, traffic control, security, electricians, police, fire inspection</li> <li>• Decorator services</li> </ul>

A list of additional resources can be found on our website at:  
[www.devosplace.org](http://www.devosplace.org)

In addition, the following items can be downloaded for easy reference:

- Telecom Service Order Form
- Electrical Service Order Form
- Catering Menus
- Audio Visual Service Order Form
- Area Parking Maps
- Floor Plans & Capacity Chart

## **Our Service Partners**

### **Dining at DeVos Place – exclusively by the Amway Grand Plaza Hotel**

A wonderful meal combined with impeccable service will make your next convention or event at DeVos Place unforgettable. The Amway Grand Plaza Hotel, renowned for its culinary excellence, and being home to Michigan's first and only Five-Diamond restaurant, The 1913 Room, will provide your group with an in-house Sales and Catering team that will assist you in planning delicious offerings that will have your guests talking about the event for days. The Amway Grand Plaza's experienced culinary team can provide selections for beverages, appetizers, and succulent main courses all masterfully prepared by Certified Master Chef, Josef Huber. And you can rely on professional attentive service before, during, and after your event as your attendees savor meals of five diamond quality without the five diamond price.

📧 **Mingle [sales@amwaygrand.com](mailto:sales@amwaygrand.com)**

☎ **Ring: 616.776.6400**

### **Audio Visual – BlueWater**

The very best in AV and Live Event support!

BlueWater has the latest AV technology for any live event that you may have.

From something as simple as a portable projector rental to complete staging for any high profile event, we have staged some of the largest audio visual projects in the world. With our highly talented Technical services department we not only have the right gear, but the best Techs in the business. Think BlueWater when you want the very best in AV and Live Event Support! We provide lighting, audio and video specialists, as well as office support. In addition our knowledgeable staff works directly with the best technical experts in the industry to guarantee your satisfaction.

📧 **Mingle: [www.bluewatertech.com](http://www.bluewatertech.com)**

☎ **Ring: 616.742.6641**

### **Decorating – Art Craft Display**

Art Craft Display provides a complete menu of trade show services and products including well-maintained booth equipment, drapery, tables, chairs, and carpeting. Other services include floor plan design, a full service sign department, convention management, freight handling, and the labor to make it all happen with ease. Experience, reliability, flexibility, and consistency have been essential to our success... but it's our people that make the difference. We are honored to be a preferred partner with DeVos Place and look forward to being of service to you in the near future. Visit our website for a complete listing of services.

 **Mingle:** [www.artcraftdisplay.com](http://www.artcraftdisplay.com)

 **Ring:** 1.800.292.2033

### **Event Security – DK Security**

DK provides event management services including uniform security, crowd control, armed security, undercover agents, executive protection, and security consulting to venues that host a variety of public events such as concerts, sporting events, high-profile speaking engagements and trade shows. Whether your event draws 100 or 100,000 patrons, DK's team of crowd control professionals will manage all of your security needs.

 **Mingle:** [www.dksecurity.com](http://www.dksecurity.com)

 **Ring:** 1.800.535.0646

All the best in planning a fantastic meeting in Grand Rapids!

**DEVOS PLACE**<sup>®</sup>

