



Operational Policies

POLICIES & PROCEDURES
Booking the Convention Center
Exclusive/Non-Exclusive Services
Exhibit Policies

GUIDELINES BY TOPIC
A-Z Guide



MISSISSIPPI COAST COLISEUM & CONVENTION CENTER | WWW.MSCOASTCONVENTIONCENTER.COM 2350 Beach Boulevard | Biloxi, MS 39531 | Phone 228-594-3700

Welcome

We are thrilled that you have chosen the Mississippi Coast Coliseum & Convention Center (MCCCC). We look forward to working with you to create a productive and successful event. Our policies and procedures were developed so that we may better serve you and your attendees. Please review these policies and let us know if you have any questions.

An Event Coordinator is assigned specifically to you to act as your liaison with various departments of the Coliseum & Convention Center, throughout your entire planning process. If you have any questions about any of the items covered in this manual, please contact your Event Coordinator first. They will be able to handle your inquiry quickly and efficiently on your behalf.

Thank you for your business!



Matt McDonnell

Executive Director

Mississippi Coast Coliseum & Convention Center

Policies and Procedures

Booking the Convention Center

BOOKING POLICY

- ◆ VisitMS.org partners with the MS Coast Coliseum & Convention Center to reserve exhibit and meeting space for events that will occur 13-18 months or more in the future. Requests to reserve space more than 13 months out may be made through Visit MS Gulf Coast, who will coordinate with MCCCC for actual booking of dates. MCCCC will subsequently execute a contract with the client. All reservation requests within 13 months are booked directly with MCCCC.
- ◆ MCCCC reserves the right to issue, modify or terminate tentative holds in order to operate the facility in a sound business manner that maximizes economic benefits and financial stability. MCCCC also reserves the right to promote, solicit, develop, schedule or deny activities in order to meet its financial objectives and qualify all activities requesting space at MCCCC. Further information concerning booking priorities may be obtained through the Sales and Marketing Department.

DEPOSITS AND PAYMENTS

- ◆ Licensee shall pay a deposit by the date indicated on the contract, in the amount, which was predetermined at the issuance of the contract. The agreed amount shall be visible on the contract. Failure to make the deposit by the date indicated on the contract may, at the discretion of the Executive Director, result in cancellation of the contract.
- ◆ Balances of all charges will be due thirty (30) days prior to the event, unless payment arrangements are stated in contract. Upon approval, licensee will be billed after the event with payment expected within 30 days of billing.
- ◆ Outstanding balances after thirty (30) days will be assessed a 3% finance fee for every thirty (30) days late.
- ◆ A convenience fee of 3% (\$3 minimum) will be charged on all credit card payments. The fee will be in addition to the payment amount

DEFAULT AND CANCELLATIONS

- ◆ The entire deposit shall be forfeited if the licensee cancels the contract after the contract is signed.
- ◆ In the event that MCCCC cannot carry out any portion of the contract due to labor issues, disputes, national emergencies, acts of God and other causes, which are beyond reasonable control of MCCCC, a full refund of all monies paid up until the time of cancellation shall be granted to the licensee.

Exclusive/Non-Exclusive Services

EXCLUSIVE SERVICES

The following services must be contracted exclusively through the appropriate service provider:

- ◆ Food and Beverage to be provided by ARAMARK
- ◆ Linen and Water Services to be provided by ARAMARK.
- ◆ Event security to be provided by Swetman Security.
- ◆ Ticket Sales and Ticket Sellers provided by MCCCC.
- ◆ Utilities to include electric, water and air conditioning.

No other service providers may be contracted within the Mississippi Coast Convention Center. Rates for exclusive services are available upon request. All of the above services can be reserved by contacting the MCCCC Sales Department.

NON-EXCLUSIVE SERVICES

The following services may be selected at the licensee's discretion:

- ◆ Florists
- ◆ Exhibit Companies
- ◆ Decorators
- ◆ Production Companies
- ◆ Registration Installation
- ◆ Theatrical and Musical Entities

A list of service providers is available upon request

Exhibit Policies

EXHIBIT/ DISPLAY COMPANY

- ◆ Licensee has the right to contract with any exhibit/display/decorating company of their choosing.
- ◆ MCCCC does not provide any services, nor handle any equipment, set-up, or break-down of any part of the exhibit hall booth materials.
- ◆ The use of the designated Exhibit Hall for set-up by the exhibit/display/decorating company will be considered a rented day and the appropriate rate will apply and appear on the contract. This also applies to the move-out day for the Exhibit Company.
- ◆ There will be a charge for the use of the forklift or other similar equipment belonging to the MCCCC as well as for the operator of such equipment; such charge may be billed directly to the Exhibit Company or to the group as requested by the licensee.
- ◆ The Exhibit Company may provide the driver for the equipment provided that driver meets the minimum requirements established by MCCCC for operating MCCCC equipment.
- ◆ Licensee will be held responsible for any damage to the facility or any part thereof or any injury to any person or persons as a result of licensee's use of the forklift.
- ◆ As there are several load-in and load-out areas at the facility, the area assigned to the group shall be designated prior to move in.
- ◆ MCCCC must be informed of any unusual exhibit displays to include but not be limited to firearms, fireworks, live animals, vehicles, etc. Approval of such items must be given by the Executive Director.
- ◆ MCCCC has the right to remove any exhibitor in violation of policies and procedures as defined by MCCCC.
- ◆ Exhibits of any kind are not allowed in any parking lot areas without the approval of the Executive Director.
- ◆ The charge for outside exhibit space will be established at the time such space is requested.

HOUSEKEEPING

- ◆ MCCCC shall provide a clean and totally empty room for the Exhibit Company on day of set-up/move-in.
- ◆ The Exhibit Company is responsible for removing all packing material, debris, etc. from the room prior to the opening of the exhibit hall.

- ◆ For shows lasting more than one day, MCCCC will provide general clean-up of the uncarpeted aisle floors and food and beverage areas and will empty trashcans at the close of the show each day.
- ◆ During the show, the staff will empty MCCCC trash barrels and provide general cleaning upkeep. Inside booth areas are excluded.
- ◆ At the conclusion of the show, the Exhibit Company is responsible for removing everything from the exhibit hall including boxes, debris, left exhibit supplies, signage, floor tapings or markings, etc. Failure to do so will result in the licensee being charged for an additional cleanup fee. The cleaning of the floor will be the responsibility of MCCCC.
- ◆ When an Exhibit company is not used, it will be determined at the time the contract is issued if there is to be any additional fee for removing trash from the room at the close of the show.
- ◆ Limited dumpster service is available at MCCCC. For shows with an unusually large amount of trash, additional dumpsters may be needed; which will be billed to the licensee's master account.

MCCCC AS THE EXHIBIT HALL PROVIDER

- ◆ There will be a charge for tables and chairs for all tabletop exhibits.
- ◆ MCCCC provides limited pipe and drape services. Charges are billed directly to the licensee and not to the individual exhibitor.
- ◆ The licensee must submit a detailed floor plan at least 15 days in advance of the show.
- ◆ Manual labor for assisting in the unloading of exhibit products may be secured at the rates listed on the rate sheet applicable to the time of move-in.

SHIPPING

Please (See "Freight" and/or "Shipping" below for more information).

VEHICLES IN EXHIBIT HALL/ARENA

- ◆ Vehicles may be allowed in Exhibit Hall and Arena only.
- ◆ All gasoline tanks must be less than ¼ full.
- ◆ Absolutely no wax, Armorall or similar products may be used in building.
- ◆ Licensee is responsible for all damage resulting from disregard of above policies.

Guidelines by Topic

ACCESSIBILITY

MCCCC is an ADA-compliant facility and recognizes the needs of those with disabilities, striving to provide a full range of accommodations for guests to ensure their safety, comfort and enjoyment of all our events.

- ◆ Parking- there are handicap parking spaces available in parking lots 1, 2, 3 and 7, as well as the parking garage. Spaces are on a "first come, first served" basis and cannot be reserved in advance.
- ◆ Drop-offs and pick-ups for ADA guests may be done in front of the Convention Center.
- ◆ Seating for the visually/hearing impaired is available in the lower level. All levels of the Arena, with the exception of the balcony, are accessible by elevator. The Convention Center is conveniently located on one level.
- ◆ Restrooms- the Arena is equipped with one (1) private unisex/family restroom (companion-friendly) located on the south side of the Arena. The Convention Center has three (3) family restrooms: one by Exhibit Hall 1, and two on the north side of the Exhibit halls. Additionally, all other restrooms in the facility are handicap accessible.

ADVERTISING

- ◆ Licensee is responsible for all advertising of their particular event. The MCCCC telephone number is not to be included in any advertisement without the express permission of the Executive Director. There will be a fee for receiving phone calls for the licensee should the MCCCC telephone number be advertised anywhere with or without permission.
- ◆ Licensee will not post or exhibit signs, advertisements, show bills, lithographs, posters or cards of any description on any part of MCCCC without Executive Director's prior written approval.
- ◆ All licensees will receive a complimentary welcome on the outside marquee located on Hwy 90, equal to the number of event days. Message shall be displayed no longer than 5 seconds.
- ◆ A small graphic, provided by the licensee, can be added to the message at no additional charge. Any graphic designed by MCCCC staff will result in a charge to be determined.
- ◆ The MCCCC in-house marketing department can help you create maximum exposure and increase attendance for your event. For additional marketing services (See "Event Marketing, IT Services & Labor Rates" sheet for more information).

ALCOHOL

ARAMARK carries the liquor license for the Mississippi Coast Coliseum & Convention Center. Alcoholic beverages may not be brought into the facility by any person or outside service. The sales and service of all alcohol in the facility is regulated by the State of Mississippi Alcoholic and Beverage Commission (ABC). It is ARAMARK's responsibility to abide by and administer such rules. All alcoholic beverages must be dispensed by ABC trained facility personnel only. As per Mississippi State Law, "No on-premises permittee (ARAMARK) shall allow alcoholic beverages to be brown-bagged by a consumer/customer on the premises where said business is conducted." The breaking of this law will not be tolerated by MCCCC. Where necessary and applicable, this policy will be made a part of the contract and again will be included in any subsequent event documents. ARAMARK and the staff of MCCCC will at all times abide by the following rules:

- ◆ Signage listing this law/policy will be posted at each door leading in the licensee's rented area and all bags, boxes, etc. will be subject to search.
- ◆ Alcohol found at the entrance will be confiscated.
- ◆ Alcohol found inside a banquet/meeting room thereafter will be confiscated and the guest may be evicted without further cause.

ANIMALS

- ◆ Personal pets, to include domestic or exotic animals, are absolutely not allowed in the Convention Center, Arena, or on the grounds of MCCCC with exception to 1.) Service animals used for assistance by the disabled and 2.) Animal shows specifically booked by contract.
- ◆ Non-domestic animals are not allowed anywhere at the facility for exhibits, educational programs, etc. without prior written approval of the Executive Director and then only with proper, adequate and approved insurance.

AUDIO VISUAL

- ◆ A comprehensive inventory of basic and specialized audio, video, and lighting equipment, along with an experienced team of event professionals, are available onsite. (See "Audio Visual & Equipment Rental Rates" sheet) for more information.

- ◆ MCCCC recognizes that certain event organizers may elect to bring in a third party supplier of audiovisual services (“outside vendor”). MCCCC and Walker Audio Visual are able to meet any such request(s) provided they adhere to the Operational Policies.
- ◆ These guidelines have been developed to ensure the utmost safety and care for all guests of the MCCCC and the MCCCC premises and to uphold a level of service and quality that is necessary to ensure a successful event.
- ◆ The event organizer must notify the MCCCC at least thirty (30) days prior to their program of who their audiovisual provider will be.
- ◆ All outside vendors and their subcontractors must meet the MCCCC insurance requirements and commission structure in order to perform work at MCCCC.

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 air handlers will be charged to Licensee.
- ◆ Helium balloons distributed outside the facility shall not be permitted inside the building.

BUILDING USAGE

- ◆ A reasonable completion time will be given for all events. Should the function exceed that time, MCCCC reserves the right to impose a building overtime fee based on the particular circumstances. This is important if the overtime affects the turnover of a specific, booked room.

BUSINESS CENTER

- ◆ Limited business services are provided in the MCCCC main business office Monday- Friday 8:00 am until 5:00 pm. Limited services may be available on holidays and weekends through the administrator on duty.

CATERING

- ◆ ARAMARK shall be the exclusive provider of food and beverage service in the Mississippi Coast Coliseum & Convention Center and shall include food, beverage,

linen service, and water service. The licensee will enter into a separate contract with ARAMARK.

- ◆ No outside food or beverage allowed. In some instances, ARAMARK will allow the distribution of samples from the trade show floor. Sample distribution must be cleared with ARAMARK prior to the event and ARAMARKS' rules and procedures must be followed during distribution.
- ◆ Absolutely no outside food or beverage will be allowed in the facility. The licensee can arrange for concession areas to be open for their group or plan meal activities such as catered dining and boxed lunches.

CODE OF CONDUCT

This facility is committed to providing an enjoyable experience for our guests. In order to maintain an enjoyable and safe environment, we request that all guests be courteous to those around them and abide by the building's policies and regulations. The following behavior or activities are grounds for eviction from the property:

- ◆ Use of laser pointers
- ◆ Use of profanity or unacceptable language
- ◆ Possession of illegal or unauthorized items
- ◆ Unacceptable or indecent attire
- ◆ Damaging or the intent to damage property
- ◆ Failure to obey or follow the facility's smoking policy
- ◆ Use of illegal substances or drugs
- ◆ Public drunkenness
- ◆ Entering or attempting to enter any “off limits” areas, such as the stage area, backstage or restrooms of the opposite sex
- ◆ Participating in a fight

COMMUNICATIONS

- ◆ All communication requests including, but not limited to telephone lines and internet connections must be contracted and ordered through MCCCC. (See “Event Marketing, IT Services & Labor Rates” sheet for more information).

CONCESSIONS

- ◆ Concessions are provided by ARAMARK Food Service. The number of concession stands and the availability of alcohol are determined by the needs of each event and are subject to change. Food offerings may differ among concession stands.
- ◆ In the Convention Center, the Pelican Cafe is located in the West Lobby, and Cafe East is located in the Central Lobby. Hours and availability are subject to

change. Visa and MasterCard are accepted at select concession stands.

DAMAGES

- ◆ The client will be charged for repairing any damage incurred during the event whether by guests, exhibitors, consumers or other clients of a particular event.

DECORATIONS & SIGNAGE

- ◆ MCCCC must be advised of the type and nature of all decorations that the client wishes to use on the property and approve all decorations used on the property.
- ◆ All decorations must comply with approved safety guidelines.
- ◆ No open flame candles will be allowed.
- ◆ No glitter will be allowed on tables.
- ◆ No colored crepe paper on linen.
- ◆ No stickers of any kind will be allowed. Licensee will be charged for removal of stickers from floors, tables, and chairs.
- ◆ No decorations shall be attached to the walls of the Convention Center. Absolutely no signs, posters, flyers etc., may be adhered to any wall of any type in the facility or parking lots.
- ◆ No pyrotechnics without advanced approval from the State Fire Marshall.
- ◆ All decorations or signage left in the Convention Center at the conclusion of the event will be considered trash and disposed of accordingly.
- ◆ All moveable walls in the Convention Center shall be installed and removed by MCCCC.
- ◆ Signage in Exhibit Halls may be hung from the client's decorations or from the ceiling by MCCCC staff.
- ◆ If the client does not have a decorator, MCCCC will hang signs for a fee to be determined based on the size and difficulty in hanging.
- ◆ MCCCC will hang banners for the client at appropriate places approved by MCCCC. (See "Event Marketing, IT Services & Labor Rates" sheet).

DROP OFF & PICK UP AREAS

MCCCC offers convenient drop-off and pick-up areas for guests.

- ◆ For the Arena, this area is located on the south side of the building in front of the flagpoles and on the northwest side of the Arena, just before the Convention Center. Limousines and cars may drop

off and pick up in this area. However, vehicles are not permitted to park in this area.

- ◆ The Convention Center allows drop-off and pick-up in front of the main Convention Center entrance. Buses are asked to only drop off on the northwest side of the Arena and the main entrance to the Convention Center.

ELECTRICITY

- ◆ For shows using an Exhibit Company, the Exhibit Company must furnish all electrical equipment, install and maintain same. MCCCC will provide power to each booth requested at the fee indicated on the AV & Equipment rates sheet. Such charges may be billed to the Exhibit Company or the licensee as per the request of the licensee.
- ◆ For shows where MCCCC acts as the Exhibit Company, should power be requested, MCCCC will determine the cost for equipment, installation and maintenance at the time the final floor plan is submitted. This cost will be in addition to the power usage fee per booth. These fees will be billed to the licensee and not collected from the individual exhibitor. The licensee must submit a detailed floor plan showing power requests at least 15 days in advance of the show.
- ◆ Outside service for RV hook ups will be provided at a charge per night. RV space is provided only for those groups that have a designated RV site as a main part of their basic program. RV space for attendees or an occasional vendor/exhibitor is not available.
- ◆ Electric service for vendors/exhibitors on show floor inside center and outside electrical service for festival vendors will be provided for a fee. (See "Audio Visual & Equipment Rental Rates" sheet).
- ◆ Power usage for registration areas and duplex plug-in rental is available. (See "Audio Visual & Equipment Rental Rates" sheet).
- ◆ MCCCC can only provide limited services for electrical equipment and installation of said equipment. Availability and rate to be determined per group.
- ◆ MCCCC does not provide extension cords or standard power strips.
- ◆ The exhibit company must provide power installation of show floors.

ELEVATORS

There are two (2) elevators to serve guests.

- ◆ One (1) is located in the South Lobby of the Arena.
- ◆ One (1) is in the North Lobby of the area to the west of the entrance doors.
- ◆ The Convention Center is conveniently located on one level.

EMERGENCY EVACUATIONS

MCCCC is committed to providing the highest standard of safety for our guests and management. In the case of an emergency, please proceed to the nearest exit and out of the building. MCCCC management has been trained to assist in emergency situations.

EQUIPMENT RENTAL

- ◆ Rental equipment and rates (See “Audio Visual & Equipment Rental Rates” sheet).
- ◆ All MCCC equipment will be operated and set up by authorized MCCC personnel.
- ◆ Tables, chairs, risers, etc. in excess of the contract agreement will be made available at applicable rates.
- ◆ A fee will be assessed for any room or area changeover after the initial room or area set-up.

FIRE GUARD

- ◆ Fire Guards are required for all arena events and paid for by the client at the applicable rate.

FIRST AID/MEDICAL EMERGENCIES

- ◆ In the case of an emergency, guests are encouraged to first call 911 or notify the nearest MCCC staff member, usher or security personnel and he or she will radio the EMT for assistance and call 911 for aid.
- ◆ First Aid/EMT services will be required for all exhibit hall events exceeding 1000 people.
- ◆ Any event including children will require First Aid/EMT services.
- ◆ Coverage shall be provided during the hours of the event and paid for by the client at the applicable rate.

FOOD & BEVERAGE

Please (See “Catering, Concessions, or Alcohol” above for more information).

FREIGHT

- ◆ All such freight delivery and return must be handled through the Exhibit Company exclusively.
- ◆ In the case of shows where an Exhibit company is not used, the group may need to engage a local freight and storage company to handle transport.
- ◆ Delivery will only be accepted on days of show and directed to the exhibit floor.

INSURANCE

A minimum of \$2,000,000 general liability insurance is required for all events.

- ◆ The approved certificate of insurance must be received by MCCCC at least 30 days prior to the event.
- ◆ The certificate must clearly state:
 - Actual name of the event
 - Date of the event including all move in and move out dates
 - MCCCC named as additional insured
- ◆ Licensee must provide an “additional insured endorsement” naming MCCCC as the additional insured, which will include the policy number and name of event.
- ◆ Certificate of insurance is required from all subcontractors of the main group such as entertainment, production companies, exhibit companies, set installers, etc.
- ◆ Proof of worker’s compensation is required for any company providing services including, but not limited to entertainment, production companies, exhibit companies, set installers, etc.
- ◆ Non-compliance of the above policies will result in 1.) Cancellation of event or 2.) MCCCC purchasing adequate insurance; billable to client’s final invoice.

LOST & FOUND

- ◆ During events, please turn in found items to our House Security.
- ◆ All items found are then turned over to our Security Department. Items are held for 30 days. If left unclaimed, they will be disposed of or donated to local charities.
- ◆ If you have lost an item, please contact our Security Department at 228-594-3714 after 4 p.m. Monday through Friday or on weekends.
- ◆ MCCCC is not responsible for lost, stolen, or misplaced items.

MOVE IN & OUT

- ◆ You shall be allowed access to MCCCC for move-in and set-up on the dates agreed upon in the contract.
- ◆ You shall be allowed access to MCCCC for move-out and breakdown on the dates agreed upon in the contract.

PARKING

Group may be charged for the parking lot security at a per guard rate to be determined prior to move-in.

RIGGING

Please (See “Stagehands” below or “Event Marketing, IT Services & Labor Rates” sheet for more information).

SALES TAX

- ◆ All vendors/exhibitors at the Mississippi Coast Coliseum and Convention Center must collect and remit 7% sales tax on all sales conducted at the facility, inside and outside.
- ◆ A form will be provided to the licensee and licensee shall distribute it to all vendors/exhibitors conducting sales.
- ◆ It will be the responsibility of the licensee to collect all tax envelopes at the end of the show and submit to the State of Mississippi Department of Revenue.

SECURITY

- ◆ Security personnel must be secured through MCCCC.
- ◆ (See “Event Marketing, IT Services & Labor Rates” sheet) for rates per hour.
- ◆ The licensee needs to advise the Event Coordinator at least 30 days in advance of the show, the number needed and the hours requested. This charge will be placed on the licensee’s bill.
- ◆ Under no circumstances does the MISSISSIPPI COAST COLISEUM & CONVENTION CENTER, ITS COMMISSIONERS, STAFF or EMPLOYEES accept any responsibility for loss, damage, etc. or assume any liability thereof for any items in the Exhibit Hall or any area designated for exhibits.

SHIPPING

- ◆ Under no circumstances will MCCCC accept the delivery of any exhibit display equipment, boxes, or merchandise from exhibitors.
- ◆ All such deliveries will be refused. The only exception will be items delivered during the show times.
- ◆ The exhibitor must inform the office that equipment/supplies are expected.
- ◆ Upon delivery of items, the agent will be directed to the exhibit hall/registration booth for conclusion of the transaction.

SMOKING

- ◆ MCCCC is a non-smoking facility. Designated smoking areas are available outside of the facility.

STAGEHANDS (I.A.T.S.E.)

- ◆ Billable time will be based on 4-hour minimum move in; 4-hour rehearsal; time of show; and 4 hour minimum move out.
- ◆ (See “Event Marketing, IT Services & Labor Rates” sheet) for rates per hour.
- ◆ A Steward is required with a minimum order of 10 workers.
- ◆ Minimum requirements for Riggers and Fly System Operators are two up and one down.
- ◆ A worker shall be in overtime (at time and one half times regular rate) after 40 hours (per event).
- ◆ Time and one-half times regular rate will be calculated for all workers between midnight and 8:00 am.
- ◆ Holiday Pay (recognized Federal/State Holidays) is calculated at time and one-half times regular rate.
- ◆ Technical Director will schedule man power, manage day of show manpower and comprise a timely and accurate payroll for day of show settlements.

Every event is different and the MCCCC Policies cannot cover every possible scenario. If there is anything that is not covered in this reference guide, please know that MCCCC reserves the right to determine necessary considerations or stipulations on an as-needed basis. MCCCC’s sole effort is to insure the success of your event as well as the safety and experience of all visitors.



Thank you for your business!

If you require additional information,
please visit our website at www.mscoastconventioncenter.com
or contact MS Coast Coliseum & Convention Center
Phone: 228-594-3700