



POLICY & PROCEDURES

HALE ARENA BUILDING OPERATING GUIDELINES

Signage and Decorations

- 1) Decorations, signs, posters, etc., may not be taped, nailed, tacked, or otherwise fastened to ceilings, painted surfaces, columns, glass doors, marble, fabric, walls, or City owned podiums.
- 2) Signs used in the building, must be produced by a professional sign company or computer-generated. Hand-made signs or signs written in long-hand will not be allowed in the building.
- 3) Approved tape 3M 9589 (double side adhesive), 3M 471 (single side adhesive) and Gaffers tapes are the only approved products for booth markings and carpet applications within the facility. Applied tapes and any residue must be removed from all surfaces prior to move-out.
- 4) Paint, shoe polish and unapproved tapes are not allowed to be used in the facility.
- 5) Signs and banners may be attached to the building where permanent devices are located. The Director of Facilities must approve all other locations in advance. All signs need to be placed in sign holders and not placed on doors, windows, or walls.
- 6) No drilling of the structure is allowed. Any means of attachment must be non-destructive to the structure.
- 7) Helium balloons are not allowed inside the facility. The Facility Manager may approve helium balloons if they are an integral part of the display.
- 8) Glitter and adhesive-backed decals are not permitted in the facility or on the premises.
- 9) Hale Arena permanent graphics, signs, or displays may not be visibly blocked or relocated. Temporary signs cannot be repositioned without prior approval from the Facility Manager.
- 10) All labor requirements for move-in/out, setup of display areas, etc. shall be the responsibility of show management and/or exhibitors and their service providers.

Facility Use

- 1) Clear access is to be maintained to exhibit hall concession stands and restrooms at all times.

- 2) Movement of operable walls (air walls) is to be accomplished by Hale Arena personnel only.
- 3) Only Hale Arena staff and Fire Department personnel will be allowed on the roof for any reason. Nothing is to be placed on the roof.
- 4) All doors to mechanical rooms, operation rooms, and offices need to be kept clear and free of draping or storage by exhibitors and service providers.
- 5) Utility panels, switch gear, hose cabinets, standpipes, and fire floor ports must remain accessible at all times.
- 6) No temporary or permanent cables or wires will be installed in public or non-public areas without prior permission from the Hale Arena Manager. Approved cables or wires must be plenum rated and installed by exclusive utility provider and removed upon client contract expiration by exclusive utility provider.
- 7) Electrical/mechanical rooms are restricted access areas with only authorized personnel allowed.
- 8) Center posts cannot be removed from doorways without the prior approval of the Hale Arena Manager.
- 9) Escalators and passenger elevators are for use by the general public, and may not be blocked or used to transport equipment, catering food or freight.
- 10) Escalators and passenger elevators will only be turned on during open days. Docks will be available for move-in and move-out.
- 11) Some arena and theater seats may be removed to accommodate special stage/production setups. There is a fee to remove and reinstall seats. Seats are to be removed and installed by Hale Arena staff only.
- 12) Motorized equipment with tracks or metal wheels is not permitted to be mobile within the facility.
- 13) City storage areas are not for client or vendor use.
- 14) Utilities to exhibits are subject to be turned off during non-show hours. Twenty-four hour power is available upon request, and is subject to additional charges.

Building Inspection

- 1) Damage to the Hale Arena's property or equipment shall be the responsibility of the Lessee and/or the person or organization causing such damage. Show management and service providers are invited to inspect leased areas prior to move-in and following move-out. Damages should be reported immediately to the Hale Arena Director of Facilities.
- 2) Hale Arena Management will conduct an inspection prior to move-in and after move-out of all events.

Housekeeping during Move-in, Event, and Move-out (for Exhibits)

- 1) Hale Arena cleaning personnel will clean pre-function areas, restrooms, non-carpeted aisles, and common areas. Hale Arena shall provide the show a clean space upon move-in, and the space shall be returned back to Hale Arena after move-out in clean condition.
- 2) During show times, Hale Arena will provide policing of the aisles, trash removal, restroom cleaning and stocking, and dock policing and cleaning.
- 3) Hale Arena will perform a daily post-show cleaning of the restrooms and non-carpeted perimeter areas of the exhibit hall. The decorator will clean and vacuum aisle carpet, booth carpet, and remove trash from booths, as hired.
- 4) During move-out, the decorator must remove any and all debris or trash left as a result of removal of decorations, banners, and signage. This also includes all cabling, eyebolts, tape residue from Exhibit Hall floor, and any other temporary apparatus installed for a specific show or event.
- 5) Recycling of cardboard is encouraged by all vendors, exhibitors and clients.
- 6) Bulky items or high trash events that require additional dumpster pulls will be charged to the client.

Public Areas

- 1) The lobbies, permanent food facilities, and all parking lots are considered public areas and, generally, not under lessee control. As such, the following guidelines apply:
 - a. All activities utilizing public areas, such as registration, special exhibits or displays, etc., require the advance approval of the Facility Manager.
 - b. Activities must take into consideration the requirements of other tenants utilizing the facility.
 - c. Service desks and related "behind the scenes" work stations in the public areas require the prior approval of the Facility Manager.

Ballrooms and Meeting Rooms

- 1) Exhibits with 10x10 booths and limited utility needs may be allowed in meeting rooms. Larger exhibits are generally not allowed in ballrooms or meeting rooms. Exceptions will require prior approval of Director of Facilities, and may be subject to additional fees.
- 2) The floors in carpeted areas must be covered with Masonite or similar material whenever heavier wheeled vehicles, dollies, etc. need to be used.
- 3) Equipment that is used in the ballrooms or meeting rooms must either have non-marking (white rubber) wheels, or wheels must be wrapped in plastic.

- 4) Forklifts are not allowed inside meeting rooms under any circumstances.

Windows and Doors

- 1) Nothing is to be taped on glass, walls, or doors at any location in the facility.
- 2) Hale Arena staff can remove doors in some areas of the building. There will be a charge for removing and re-installing doors. This service should be requested from the Facility Manager.

Loading Docks and Parking Areas

- 1) Control of the dock is the responsibility of the lessee.
- 2) Per City Ordinance, smoking is not allowed within 20 feet of any entrance to the facility. All smoking areas must be located on the apron away from the loading and dumpster areas.
- 3) Dock usage is under the direction of the client when contracted to adjacent space. Use of docks for loading and unloading to facility locations without a joined dock location will be under the approval of the Facility Manager. Parking of unauthorized vehicles will be ticketed and subject to towing at the owner's expense.
- 4) Trash containers/dumpsters and compactor will remain accessible from dock and apron locations.
- 5) No parking is allowed in fire lanes, service streets, vacant exhibit halls, loading dock areas, or any other location posted "No Parking." Unauthorized vehicles will be removed or towed at the owner's expense.
- 6) When two or more events require loading dock access, service providers, under the direction of the Facility Manager, will generally work out mutually agreeable dock utilization schedules. The decision of the Director of Facilities will prevail in cases of conflicts.
- 7) No loading, unloading, or parking is allowed on plazas, sidewalks, or public entrances without prior approval of the Director of Facilities.
- 8) Trailers cannot be unhooked from vehicles while inside the building.
- 9) Parking on the sidewalks is not permitted.
- 10) Blocking of truck door eye sensors and parking of metal items on truck door loops is not permitted. All doors must remain closed when not in immediate use.

HVAC

- 1) On open event days, the temperature will be maintained at 72 degrees Fahrenheit for a 12-hour period. If longer hours are required, there will be an additional charge.

- 2) On closed event days, the temperature will be maintained between 60 degrees Fahrenheit and 80 degrees Fahrenheit, depending on outside ambient temperature conditions.
- 3) No air conditioning or heating will be provided during show move-in/out except in cases where the client has agreed to pay for the additional expense.
- 4) Open exterior doors may adversely affect the temperatures in the space. When exterior doors are continuously open, interior space temperatures will not be maintained.

Electrical

- 1) Cables are not to be run through the grillwork covering the return/supply air vents in the facility or through the HVAC ductwork.
- 2) Hale Arena has an exclusive provider for electrical services, including portable generators, within the facility. This includes all arena's, exhibit halls, meeting rooms, temporary structures, parking lots, and outside grounds.
- 3) All equipment must be properly tagged or marked with complete information as to the type and/or amount of current voltage, phase, frequency, horsepower, fuel use, etc.
- 4) Exclusive Provider Electricians are authorized to cut temporary carpet to permit installation of service unless otherwise directed.
- 5) All approved electrical cords must be at least 17-gauge and 3-wire grounded type. Two-wire ungrounded cords (zip cords or rip cords) are UNACCEPTABLE. All exposed non-current-carrying metal parts of fixed equipment, which are liable to be energized, shall be grounded.
- 6) Hale Arena is not responsible for voltage fluctuations or power failures. If your equipment has strict tolerance for voltage, then you must bring your own regulating device.
- 7) All equipment, regardless of power source, must comply with federal, state, and local codes. Hale Arena reserves the right to inspect, at the exhibitor's expense, all electrical devices and connections to ensure compliance with all codes. The exclusive electrical service provider is obligated to refuse connections when wiring is not in accordance with City Electrical Ordinance.
- 8) All material and equipment furnished by Hale Arena shall remain the property of the City and shall be removed only by Hale Arena personnel at the close of the show.
- 9) Wall and outlets located on columns are not part of a rented space. Separate outlets must be ordered.
- 10) All wiring and/or cabling, i.e. coax, data, or fiber optic cables, (with the exception of internal booth wiring) must be installed by Hale Arena electricians or exclusive provider.
- 11) An invoice for any damage will be given to the lessee's representative. The lessee will be financially responsible for all damages.
- 12) All electrical wire used in the facility must be plenum (fire) rated.

Freight

- 1) Escalators and passenger elevators are for use by the general public, and may not be blocked or used to transport equipment or freight.
- 2) All crates stored on the covered dock must maintain a twenty-four (24)-inch clearance from the ceiling and fire sprinkler heads. Crates must be stored in such a way as to maintain a clear drive aisle for emergency vehicles.
- 3) Limited crate storage is allowed in the exhibit halls if there is at least ten (10) feet of space between the trade show floor and all outer walls. There should also be appropriate cross aisles to allow access to fire exits. No freight is to be set on the fire floor ports.
- 4) Hale Arena does not accept freight shipments for exhibitors or lessee. Freight must be consigned to the official show service providers or lessee during the lease period.

Hazardous Work Areas

- 1) Exhibit halls during move-in/out, loading dock areas and "back of house" service areas are considered "Hazardous Work Areas." Any and all unsafe conditions or activities are to be corrected promptly. Safety is of primary concern in designated hazardous work areas. As such, the following guidelines will be strictly enforced:
 - a. Absolutely no drinking of alcoholic beverages.
 - b. No horseplay, practical jokes, etc.
 - c. Use or possession of illegal or controlled substances of any kind is prohibited.
 - d. No speeding or reckless use of vehicles or equipment will be permitted.
 - e. No gasoline, kerosene, diesel fuel or other flammable liquids may be stored, permanently or temporarily, in hazardous work areas. Propane storage will be allowed outside the building if stored on approved racks.
 - f. Exit doors may not be blocked with freight, equipment, display material, etc.

Security

- 1) Hale Arena maintains 24-hour security for the building perimeter, parking grounds, and interior public areas.
- 2) Unless approved by the Director of Facilities, lessee will be required to provide security in loading dock areas, at emergency exits, registration areas, and any other area being used by lessee from the time of initial occupancy until completion of move-out. Security will be at the expense of the lessee.
- 3) All service providers and show-related working personnel, temporary labor, etc., will enter and exit the building through the designated entrances and are to have the proper identification badge.
- 4) Exterior exhibit hall exit doors and loading dock exit doors are not to be propped open. Automatic closing devices are not to be removed or tampered with.

Sound and Lighting Guidelines

- 1) The customer will have the option of utilizing the service provider of their choice for sound and lighting services. Harvest Productions is Hale Arena's preferred A/V provider.
- 2) The facility's preferred provider must perform all patching services.

Rigging Guidelines

- 1) Any and All Rigging may only be performed by a certified union rigger.
- 2) All beams and ceiling joists must be protected with carpet or adequate material wherever wires and cables make contact, unless they are rubber or plastic coated. Wires and cables must not make contact with any ceiling structures, including, but not limited to, ducts, pipes, speakers, and lighting fixtures.
- 3) No additional holes will be made in plaster, or any ceiling material, for additional rigging points without prior approval of the Director of Facilities.
- 4) Lessee will be required to provide a written rigging plot identifying all rigging points and loads before the loads are installed to the in-house Audio Visual provider. Inspection fees are the responsibility of the lessee.
- 5) Appropriate rigging harness and fall arrestors must be utilized in a safe manner as required by law. The Director of Facilities must approve riggers that will be used for this service.
- 6) All OSHA regulations and guidelines are to be adhered to at all times.

Basic Fire Code Regulations

- 1) Exhibit hall floor plans must be submitted to the Director of Facilities prior to the scheduled opening for Fire Marshal approval.
- 2) All exhibit floor or registration plans are to include the following information:
 - a. Perimeter aisles of fifteen (15) feet must be included on all four (4) sides of the floor plan.
 - b. Area must be clear (20) feet directly in front of the entrance/exit point of an escalator.
 - c. Official name of the show, sponsoring organizations, dates, and names of service providers must be provided.
 - d. All plans are to be drawn to scale.
 - e. Primary entrance doors and emergency exits must be readily determined.
 - f. Service desk locations should be indicated.
 - g. Service provider storage areas or "bone yards" must be clearly marked if located on the floor.
 - h. Specify if aisles are to be carpeted.
 - i. Distinction between pipe and drape or hard walls is to be clearly indicated.
 - j. Temporary exhibit floor food service areas are to be clearly indicated.
 - k. Fire floor ports are to be clearly identified.

- I. Hard copies of plans are available through the KCCEC Sales or Event Services Departments. Plans may also be downloaded, in AutoCad or AutoCadLT format. Consult the Facility Manager to receive a link.
- 3) Submit plans to the Hale Arena Director of Facilities before erecting a structure as a display inside an exhibit building, unless the decorative and construction materials are non-combustible or flameproof.
- 4) Heavy equipment operators must be licensed and at least 18 years of age.
- 5) Forklifts are not allowed to be in motion when general public is present in area.
- 6) Forklifts emitting smoke or visible exhaust are subject to testing and may be prohibited from use. Exhaust fans will be used for removal of exhaust or smoke at the discretion of Director of Facilities.
- 7) All exit doors serving any occupied areas of the building must remain unlocked, unobstructed, and in proper operating condition. Exit signs must function properly and be visible from all areas.
- 8) All exits, hallways, and aisles leading from buildings or tents are to be kept clear and unobstructed at all times.
- 9) All curtains, table skirts, drapes, and decorations must be either be constructed of flameproof material, treated with an approved flame proofing material, or treated with an approved flame proofing solution. (Treatment shall be renewed as often as necessary to maintain the flame proofing effect.) All such material is subject to inspection and flame testing by the Fire Marshal. No combustible materials, merchandise, or signs shall be attached to, hung from, or draped over flameproof side and rear divider draperies of booths, or attached to table skirting facing aisles, unless flame proofed.
- 10) All sawdust and shavings shall be stored and maintained in a manner approved by the Fire Marshal.
- 11) All evergreen used for decorating must be flame retardant, live, and growing (no cut trees) and balled in burlap. No pine boughs or cuttings are allowed.
- 12) Automobiles, trucks, boats, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside any building, shall have no more than five (5) gallons of fuel, or one-fourth (1/4) of a tank, whichever is less. All fuel tanks shall be locked or effectively sealed, and battery cables shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in the event of an emergency. Any vehicles requiring battery power for demonstration must use an auxiliary power source.
- 13) The storage of combustible shipping containers must be confined to areas approved by the Fire Marshal.
- 14) The use of open flames, burning, or smoke-emitting materials as part of an act, display, or show must have prior approval from the Fire Marshal.

- 15) Combustible waste is to be collected as it accumulates, and stored in noncombustible covered containers which are emptied at least once each day.
- 16) The use of liquefied petroleum gases inside buildings, tents, or any other areas is restricted, except by special permit, and is subject to field inspection. Plans to use liquefied petroleum gases must be submitted for approval.
- 17) Approved fire extinguishing equipment must be provided and maintained in all areas as designated by the Fire Marshal.
- 18) All booths having cooking demonstrations that use liquid propane gas equipment must have a 2A-10BC fire extinguisher.
- 19) All standpipes and hose cabinets shall be kept clear and unobstructed at all times.
- 20) The use of welding and cutting equipment for demonstration purposes must be by permit from the Fire Marshal.
- 21) The demonstration or use of equipment using liquid fuel in the building is restricted, and is subject to plan review and permit. Cylinders of compressed gases are prohibited, unless approved by the Fire Marshal, and shall be secured in an upright position.
- 22) Propane tanks may not exceed five (5) pounds LPG capacity and require Fire Marshal approval. All tanks must be turned off and disconnected at the end of every day. Show management must provide appropriate fire extinguishers and have them readily available at all times LPG is in the building.
- 23) There shall not be obstruction, such as vehicles parked in doorways or barricades across sidewalks, blocking exit doors from the outside of any building.
- 24) No curtains, drapes, or decorations shall be hung in such a manner as to cover any exit signs.
- 25) No vehicles shall be parked in fire lanes outside of buildings.
- 26) No flammable liquids shall be used or admitted inside of buildings except by approval of the Fire Marshal.
- 27) Artificial lighting, such as lanterns and candles, requires prior approval of the Facility Manager.
- 28) The use of sterno-gel is prohibited.
- 29) Each exhibitor shall provide an approved, noncombustible container with an approved cover for daily accumulation of waste material.
- 30) The use of all gas-fired heating units, either portable or stationary, shall be in accordance with the City Code. The use of the "Salamander" stove is strictly prohibited.
- 31) Firefighting and emergency equipment, including fire extinguishers, fire hose cabinets, floor fire ports, fire alarm pull stations, and standpipes, may not be hidden or obstructed. If fire floor ports are in a carpeted area, the carpet must be marked and cut to allow for access.

- 32) Combustible waste, such as broken crates, empty boxes, packing material, etc., may not be stored in exhibit halls, meeting rooms, or exit areas.
- 33) Under no circumstances will crate storage or equipment storage be permitted to obstruct emergency exits from any area of the building.
- 34) Crate storage is the responsibility of the appropriate service provider. Limited crate storage is allowed in the exhibit hall if there is at least ten (10) feet of space between the trade show floor and all other walls. There should also be appropriate cross aisles to allow access to fire exits. Service providers need to submit all crate storage plans to the Director of Facilities for approval.
- 35) All electrical equipment must be UL approved. All gasoline engines must be AGA approved.
- 36) All emergency exits, hallways, and aisles leading from the building are to be kept clear and unobstructed. Vehicles in fire lanes or blocking exhibits, etc. will be removed at the owner's expense.
- 37) The use of welding equipment, open flames, or smoke-emitting material as part of an exhibit must be specifically approved on an individual basis by the Director of Facilities.
- 38) Written specifications may be submitted to Hale Arena management to require Fire Marshal approval.
- 39) Fire lanes must be maintained at all times on the loading dock and in the parking garages.
- 40) For more information on fire code regulations, call the Fire Marshal's office at (816) 784-9100.

Food and Beverage Guidelines

- 1) All alcohol, with the exception of wine served with a plated-meal function, concessions, and novelty sales must be arranged through the in-house caterer/concessionaire who is the exclusive provider of these services.
- 2) Catering at Hale Arena allows clients to select from an approved list of caterers.
- 3) In general, donated food will not be allowed. Requests for the use of donated food and beverages must be approved, in advance, by the Director of Facilities and coordinated through the in-house caterer/concessionaire.
- 4) Due to liquor licensing laws (Missouri Statute 311.200 and City Charter Section 10-335), no alcohol is permitted beyond the premises specified in the liquor license.
- 5) Sample-size food, of one (1) ounce or less, and/or beverage products consisting of three (3) ounces or less may be distributed by exposition sponsoring organizations and/or their exhibitors upon authorization of the Show Manager and the Director of Facilities. Samples of *alcoholic beverages* require special arrangement through the Director of Facilities.

- 6) Backstage catering is for hired talent, stagehands, and to allow for rider requirements. Backstage catering is not subject to our exclusive catering contract.
- 7) All food and/or drink served require a **Temporary Event Permit** issued by the Kansas City Missouri Health Department. All exhibitors, vendors and caterers must comply with all Kansas City, Missouri Health Department permit requirements. It is the responsibility of the vendor to secure the permit. Permits applications submitted within 14 days of the event is subject to an additional fee. Any vendor or exhibitor serving food or drink without a proper Health Department Temporary Event Permit will not be authorized to open. All servers and food handlers must exhibit a clean and professional appearance. Applications for Temporary Event Permits are available online at:

<http://www.kcmo.org/idc/groups/health/documents/health/tempeventpermitprocessnarrativ.pdf>

If the website does not provide complete answers to your questions, please call the Kansas City Missouri Health Department, Public Health Program at (816) 513-6315.

Miscellaneous

- 1) Animals in the facility, for reasons other than assisting disabled persons, must have prior approval from the Director of Facilities, and must be permitted through Animal Control.
- 2) All plantings, water features, etc. must have waterproof plastic materials underneath the exhibit.
- 3) Displays with temporary concrete ramps leading into exhibits must have plastic between the exhibit hall concrete floor and the temporary ramp.
- 4) Events or circumstances not covered in these building and operating guidelines may be subject to special consideration and stipulations as deemed appropriate by the Director of Facilities.