



Convention, Meeting & Trade Show Event Planning Guide

We have prepared this event planning guide to provide you with basic information about our Facility and to guide you through the initial planning process. We also encourage you to stay in contact with our dedicated staff members, who are ready to assist you in planning a successful event.



*Worldwide Entertainment and
Convention Venue Management*

(Revised: August 2011)

Polices, rental rates and equipment rental charges noted herein are subject to change without notice and supersede any version of this guide printed prior to July 2011. This Event Planning Guide and its contents are incorporated by direct reference in your License Agreement. Circumstances and operations not covered in these rules and regulations will be subject to interpretations, stipulations, and decisions deemed necessary and appropriate by the Center's General Manager.



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GENERAL INFORMATION

MAILING ADDRESS

Albuquerque Convention Center
401 2nd Street NW
Albuquerque, NM 87102
Main Line: 505-768-4575
Fax Line: 505-768-3239
Online: www.albuquerquecc.com

STAFF CONTACTS

At the Albuquerque Convention Center, each person on our staff is here to make sure you have a successful event. Below is a list of staff departments who are at your service

Sales & Booking	505-768-3870
Event Services	505-768-3870
Exhibit Services	505-768-3863
Food & Beverage	505-768-3887
Finance	505-768-3874
Building Security (24-hrs)	505-768-4590
Alliance Audio Visual & Business Center	505-768-4549
Internet & Telecommunications (Showtel Communications)	505-690-8081



DIRECTIONS & PARKING

The Albuquerque Convention Center is located in the heart of downtown Albuquerque on 2nd Street NW between Marquette Avenue and Tijeras Avenue. Its close proximity to where I-25 and I-40 meets, makes the ACC the ideal facility for events looking to lure attendees from all over New Mexico.

Via I-25 North & Albuquerque International Sunport

Take I-25 North towards I-40/Downtown & Santa Fe
Follow I-25 to Exit 255 (Lomas Blvd./Menaul Blvd./Candelaria Rd.)
Stay on frontage road to Lomas Blvd – turn left (west)
Take Lomas Blvd to 2nd Street – turn left (south) to ACC

Via I-25 South

Take I-25 South towards Downtown/Belen
Follow I-25 to Exit 225B (Central Ave./Martin Luther King Blvd)
Stay on frontage road to Central Ave. – turn right (west) Take
Central Ave. to 2nd Street – turn right (north) to ACC

Via I-40 East

Take I-40 East towards Santa Rosa
Follow I-40 to Exit 159A (Downtown/University Blvd.)
Follow frontage road to 4th St. – turn right (south)
Take 4th Street to Lomas Blvd. – turn left (east)
Take Lomas Blvd. to 2nd Street – turn right (south) to ACC

Via I-40 West

Take I-40 West towards Gallup
Follow I-40 to Exit 159D (2nd – 4th Streets) – turn left (south) on 2nd St.
Take 2nd St. as it merges to 3rd St. and continue straight
Take 3rd St. to Lomas Blvd. – turn left (east)
Take Lomas Blvd. to 2nd Street – turn right (south) to ACC

Parking

Parking is available at the Civic Plaza Garage (Marquette & 3rd St.) or at the City-operated Convention Center Garage (Martin Luther King Blvd. & Broadway). Event parking in these garages is \$6.00 per vehicle, without in/out privileges.

There are numerous other public parking garages and lots available throughout downtown close to the Center. Parking fees vary. Please refer to the posted parking fees at each garage or lot.

EVENT BOOKING & COORDINATION PROCESS

Booking and coordinating your event at the Albuquerque Convention Center is easy! We have an experienced and dedicated staff ready to assist you with all of your event needs. Our process takes the stress out of event coordination.

Step 1: Work with a Sales Manager to book your event space and dates

- ≈ Your sales manager will walk you through our facility to determine the space that best fits your needs
- ≈ Your sales manager will execute your license agreement and collected rental payments and the certificate of insurance

Step 2: Your event is assigned to one of our Event Managers for event planning and implementation

- ≈ Your Event Manager will be your primary Center liaison through the conclusion of your event
- ≈ Your Event Manager will gather all event information and distribute it to our internal operating departments. They can create your floor plans and work with you on special rental equipment needs, electrical requirements and much more
- ≈ Your Event Manager will work with your vendors (general service contractor, audio-visual provider and/or decorator) to ensure that your event complies with all Center rules and regulations

Step 3: Work with your Catering Sales Manager on all your Food and Beverage needs

- ≈ Your Catering Sales Manager will work side by side with your Event Manager to coordinate your food functions
- ≈ Your Catering Sales Manager will provide you with menus and can also work with our award-winning chef on custom menu options for your attendees
- ≈ Your Catering Sales Manager will execute a separate catering contract and collect your catering deposit for all pre-planned catering events



EVENT PLANNING CHECKLIST

Please use this check list to help with the planning, coordination and implementation of your upcoming event.

18-12 MONTHS PRIOR

- ☐ Schedule a site visit with your Sales Manager to review and finalize required space
- ☐ License agreement is issued by your Sales Manager
- ☐ Sign and return license agreement with the initial deposit by due date
- ☐ An Event Manager is assigned to your event
- ☐ Advise your Event Manager of designated General Service Contractor and if one will be utilized
- ☐ Order MVP insurance (if not self-providing general liability insurance)

7-11 MONTHS PRIOR

- ☐ Begin to coordinate audio visual, Internet and telecom needs
- ☐ Obtain menus and begin to coordinate F&B needs with your assigned Catering Sales Manager for the Albuquerque Convention Center
- ☐ Provide your Event Manager with the first draft of event specifications, floor plan requirements and program agenda
- ☐ Obtain the Center's electric and utility order forms for exhibitor kits
- ☐ Schedule a site tour with Event Manager
- ☐ Contact state, county or city entities regarding required permits and licenses (If applicable)

3-6 MONTHS PRIOR

- ☐ If utilizing a General Service Contractor, send revised copies of floor plans to the Albuquerque Fire Department and your Event Manager
- ☐ Review first draft of floor plans with your Event Manager to approve or request any changes
- ☐ Begin to finalize food & beverage requirements with your Catering Sales Manager

1-2 MONTHS PRIOR

- ☐ General liability insurance is due
- ☐ Rental fee paid in full
- ☐ Order electrical service for show office and registration through your Event Manager if required
- ☐ Order Internet & telecommunication if required
- ☐ Place order for Audio Visual needs if required
- ☐ Provide final event specifications and program agenda/timeline to your Event Manager
- ☐ Go over and approve final versions of floor plans with your Event Manager
- ☐ Provide an exhibitors list to your Event Manager with exhibitor contact information
- ☐ Obtain estimate of expenses from your Event Manager
- ☐ Sign F&B contract, provide initial guarantees and deposit to your Catering Sales Manager

2-3 WEEKS PRIOR

- ☐ Finalize audio visual, Internet and telecom needs
- ☐ Sign & return estimate of event expenses to Event Manager
- ☐ Provide your Event Manager with an event staffing schedule and contact information
- ☐ Confirm catering guarantees with your Catering Sales Manager – final guarantees due 72 hours prior to event

1 WEEK PRIOR & ON-SITE

- ☐ Submit payment for Event Estimate of Expenses to your Event Manager seven days prior to first day of event
- ☐ Let your event manager know of any last minute changes to room floor plans
- ☐ Hold pre-con or production meetings with key vendors and suppliers
- ☐ Update your Event Manager daily with any program changes or delays

EVENT PLANNING SERVICES

This section of the *Event Planning Guide* will provide useful information on key areas instrumental to the planning and implementing of your event at the Albuquerque Convention Center. Throughout your coordination process, your Event Manager will be your main point of contact and will be readily available to assist you.

Audio-Visual

You may select the audio-visual provider of your choice. However, the Center's preferred in-house audio-visual provider, ALLIANCE AV, offers a full range of audio-visual services including slide and video projection, sound reinforcement, video production, video conferencing and much more. ALLIANCE AV is also the exclusive operator of the Center's in-house sound system and exclusive provider of a cable television feed into the Center. Additionally, ALLIANCE AV is the exclusive provider of rigging services for the ACC. Patch fees may apply for an outside audio visual provider requiring access to any in-house system as well as rigging. Please contact ALLIANCE AV at 505-768-4549 for further details.

Electrical & Other Utilities

At the ACC, our Engineering Staff provides all event electrical and utility needs for clients and exhibitors. Your Event Manager coordinates and forwards your electrical and utility needs to our Engineering Staff to ensure that your requirements are taken care of in a timely and cost-efficient manner. All your utility requirements (with the exception of exhibitor orders) should be included with your event information to your Event Manager. Please contact your Event Manager for current electrical/utility rates.

Exhibitor orders are handled by our Operations Coordinator, who will work with your General Service Contractor to communicate and distribute our electrical/utility forms to your exhibitors. Please contact our Operations Coordinator at 505-768-3863 for further information on exhibitor utilities services.

Basic meeting room rental includes standard overhead lighting, heating and/or air-conditioning and use of a standard electrical wall outlet. Rental of the exhibit halls does not include any electrical or wall outlets. Any additional electrical needs are subject to an additional cost.

Equipment Inventory/Rental

The Center is equipped with an inventory of tables and chairs to meet your requirements. Additionally, we have an inventory of special items (dance floor, lecterns, staging, easels, podiums, coat racks, etc.) available for rent. Please contact your Event Manager for details and pricing on equipment available through the Center.

Expenses

Included in the rental fee of meeting room and ballroom space contracted in the License Agreement, the Center will provide overhead lighting, HVAC, initial room set-up, a lectern, a 12' x 16' riser (space permitting), a head table, water service for the speaker and housekeeping of restrooms, lobbies, corridors, and other public areas at no additional charge. Additional services, or expenses, shall be outlined by your Event Manager once final event requirements are provided. An Event Estimate of Expenses will be prepared and will indicate the services desired, the price, and the authorization of the Licensee or designated representative. Payment for the estimate of event expenses will be due seven (7) days prior to the first day of your event.

Event expenses added once you are on-site for your event, will be invoiced at the conclusion of the event and payment is due upon receipt of the final invoice. Please present final payment to your Event Manager.



Exclusive Services

The Albuquerque Convention Center is proud to provide the following services on an **exclusive** basis for all events in the facility:

- Food & Beverage
- Electrical & Utility Services
- Telecommunications & Internet
- In-House Sound/Patches
- Kiva Auditorium Built-in Sound & Light Systems
- Cable Television
- Rigging

First Aid/Emergency Medical Services (EMT)

The Center recommends that public events, trade shows, and/or events of one thousand (1,000) or more attendees, to schedule on-site emergency medical personnel, especially during your move-in/move-out periods when your exhibitors are working on-site. This is when we have found that injuries requiring medical assistance are more likely to occur. Your Event Manager will be able to assist you in scheduling this service through the Albuquerque Fire Department or other medical entity.

Floor Plans

Floor plans for meeting and ballroom space can be designed with the assistance of your Event Manager to ensure fire code requirements are met. You can access floor plans and standard room sets on our website.

Your designated General Service Contractor will help you design your exhibit space (including registration areas). Exhibit floor plans must be submitted to your Event Manager and to the Albuquerque Fire Marshal's Office to be approved no later than thirty (30) days prior to move-in day.

Freight Deliveries

The Center will not accept any freight or materials including overnight freight services, prior to your contracted move-in date. All freight must be shipped to your General Service Contractor/Decorator who will deliver it to the Center during the designated move-in period. Any freight scheduled for delivery to the Center during move-in periods must be to the attention of the General Service Contractor/Decorator. The Center will not accept freight deliveries on behalf of Licensee, service contractors, decorators, exhibitors, etc. The Center will not accept C.O.D. shipments under any circumstances nor will it accept responsibility for the costs associated with freight delivery/pick-up. The Center will not be liable for the security of freight left in the facility following the conclusion of your move-out date(s), nor can we assume responsibility for the shipping of such freight. Freight left in the Center will be disposed of at the Licensee's expense.

Insurance

All events booked at the ACC are required to provide liability insurance. Event insurance can be self-provided or SMG offers an excellent event insurance option through the Master Venue Program (MVP). **The ACC requires commercial general liability insurance policy with combined limits of liability for bodily injury or property damage as follows:**

\$1,000,000	Per Occurrence
\$1,000,000	Policy Aggregate
\$1,000,000	Products Liability/Completed Operations
\$1,000,000	Personal and Advertising Injury
\$ 50,000	Fire Legal
\$ 5,000	Medical Payments

Additional insurance coverage, such as vehicle insurance, may be required depending on building usage. Please refer to your contract for full insurance details.

The Certificate of Insurance shall name “The City of Albuquerque and SMG, its officers, agents and employees” as additional insureds. The Certificate of insurance is due no later than thirty (30) days prior to the first day of occupancy.

To purchase insurance under our MVP contract rate please contact your Sales Manager.

Internet & Telecommunications

Your internet & telecommunication needs are exclusively provided by the Albuquerque Convention Center. We can provide voice lines, high-speed data lines and wireless internet service. Our telecommunication & internet partner, Showtel Communications, will install telephone lines and Internet connectivity for your staff offices as well as for your exhibitors in their booths. Exhibitors are able to order their telephone and Internet services online before they arrive on-site direct with Showtel Communications. Additional fees may apply for any telecommunication or internet services ordered.

Keys & Room Security

The Center is able to re-key meeting room locks to maintain security of the various rooms you use. We will also work with you to coordinate other security needs. It is important to remember that the Center must always have access to any area of the facility, and reserves the right to access any area if necessary. For this reason, it is important to note that no doors may be locked or otherwise secured without prior written approval from the Center.

Please designate a single member of your staff to receive all keys needed for your event and coordinate their distribution to your designees. This person will be responsible for the return of all keys. Rental of space at the Center includes up to a total of five (5) keys on a complimentary basis, and additional keys are available for \$7.50 each. Keys can be issued upon arrival and while there is no deposit, an automatic charge of \$25.00 per key for any keys not returned on move-out day will be imposed. The Center has the capability to change door locks to designated rooms. The charge to re-core a lock is \$30.00 per core.

Loading In & Out

Loading in and loading out must be done through the designated loading docks assigned to the space contracted (Authorized Areas). Loading in and loading out through the Center lobbies is strictly limited to hand-carried items. Materials, which require the use of a two-wheeled (or more) apparatus must go through the designated loading dock area. Passenger elevators and escalators are designed for passenger use and not intended to carry the heavy weights. Contact your Event Manager for the location of your designated load in and load out area.

Parking

Staff, attendees, vendors, exhibitors and guests may park in one of the two parking structures which flank the Center. The Convention Center Parking Garage is located at Martin Luther King Blvd. and Broadway and the Civic Plaza Garage located at Marquette Ave. and 3rd Street. Event parking in these structures is \$6.00 per vehicle per day. There are no in/out privileges.

There are also numerous other public parking garages and lots available throughout downtown close to the Center. Parking fees vary. Please refer to the posted parking fees at each garage or lot.

Please contact the City of Albuquerque's Parking Department at 505-768-4697 for further assistance with parking in the downtown area.

Permits – Health, Business

Permits are the responsibility of the Licensee, and while the Center will assist you with information necessary for submission, the Center cannot secure such permits on your behalf. All food shows and tradeshow where authorized food and beverage samples will be provided, must obtain a City of Albuquerque Environmental Health permit. Fees may apply, please contact your Event Manager for further details.



Room Set-Ups & Changeovers

The ACC will provide the initial set-up for meeting rooms and ballrooms at no charge with rental. An initial room set-up will include seating (theater, classroom, banquet rounds of 10, hollow-square or conference), a riser, a podium, a head table and water service for the speaker. Changeover fees will apply for any changes to the room set-up thereafter, with the exception of changes required to go to or from a catered function. Please contact your Event Manager for applicable changeover fees.

Rental of exhibit space does not include an initial set-up. You may opt to rent tables, chairs and staging for exhibit space through your Event Manager or through one of the Center's approved General Service Contractors.

Please provide your Event Manager with room set-up and space specifications no later than thirty (30) days prior to your event.

Security (Building & Event)

Our trained building Security Staff maintains 24-hour security coverage for the Center's perimeter areas, internal corridors and life safety alarm system. Our building security staff does **NOT** provide security for rented spaces or items left unattended in any spaces under contract. If you wish to leave items unattended in your rented spaces, you will do so at your own risk. The Center does not accept responsibility for any items lost or stolen from our facility. If you feel your items are at risk, it is highly recommended that you hire a third party security company to secure your space. Your Event Manager can provide you with a list of pre-approved security vendors for the Center.

The Center may require certain events to provide minimum levels of event security coverage (including Albuquerque Police Department and/or Bernalillo County Sheriff's Office staffing) in any leased space and other areas (i.e. docks, public access areas, registration areas, etc.). Such coverage will be at Licensee's expense. Licensee may obtain event security services from the Center's exclusive in house provider.

The use of armed guards is prohibited without written consent from the Center.

Smoking Policy

The Albuquerque Convention Center is a non-smoking facility as per the Albuquerque City Ordinance No. 14-2003 and 0-51. Licensee will be held responsible for notifying its Exhibitors, attendees and Invitees of this policy.

Telephones

There are no public telephones in the Center. Courtesy (beige) house phones are located throughout the facility and can be used to contact our Guest Services desk.

Trash Removal

A trash bin container and a trash compactor are provided for your use in designated loading dock areas. Most tradeshow inside an exhibit hall will be required to pay for a trash bin/compactor pull in their event estimate of expenses. However, this will vary by event, please contact your Event Manager for further details.

Vendors & Service Providers

To assist with your planning efforts, the Center has compiled a list of vendors approved to work and provide non-exclusive services in the Facility. These include general service contractors, exhibit services, event security/staffing, production services and stagehands. Please refer your Event Manager or visit our website at www.albuquerquecc.com for the Center's Approved Vendors List. In the event your designated vendor does not appear on the Center's approved list, please contact your Event Manager.

Ventilation & Overhead Lighting

The ACC will supply adequate levels of ventilation and overhead lighting necessary for set up and tear down. Full lighting, heat, and/or air conditioning will be provided during show hours and will be initiated one hour prior to each scheduled event and cease at the scheduled closing of your event. Requests for full lighting, heat and air conditioning during set-up and tear down will result in additional charges.

FOOD & BEVERAGE GUIDELINES

1. Savor...Albuquerque Catering by SMG is the exclusive in-house caterer and food & beverage provider for the Albuquerque Convention Center.
2. No outside food and beverage can be brought in and consumed in the Center at anytime without the written approval of the Center.
3. All arrangements for food and beverage must be contracted directly with our exclusive Catering Department.
4. Sampling of food and beverage items is allowed contingent on the following conditions.
 - Sample items dispensed are limited to products manufactured, processed, or distributed by exhibiting firm, and must be directly related to participation in the event.
 - Food item samples are limited to a maximum of 2 oz. "bite size" portions.
 - Non-alcoholic beverages are limited to a maximum of 2 oz. serving size.
 - SMG must be notified if products are to be sampled.
 - Restrooms, concession stands, and/or facility kitchens may not be used as exhibitor clean-up areas.
 - Securing of all necessary license, permits, etc. is the responsibility of licensee/exhibitor.
 - Costs associated with the disposal of trash, waste, etc., from exhibitor sampling area are the responsibility of Licensee and/or exhibitor.
5. Any alcoholic beverages must be purchased and served by SMG.
6. SMG can also provide the following services on an exclusive basis:
 - Grease disposal
 - Composting service
 - Ice service
 - Candles (fire marshal approved)

Please contact our Catering Sales Department at 505-768-3887 for further assistance regarding food and beverage.



SAFETY & FIRE REGULATIONS

The ACC wants to provide and maintain a venue which ensures the safety of all who enter our doors. In partnership with the City of Albuquerque Fire Marshal's Office, the ACC has adopted and will enforce applicable provisions of the Life Safety Code (LSC), the Uniform Fire Code (UFC) and the NFPA 101, Life Safety Code. The following incorporates this provision along with the Center's own rules and regulations.

1. Aisle dimensions/locations are subject to Fire Marshal approval. Aisles must be a minimum of 8' wide and cross aisles must a minimum of 10' wide.
2. No exhibit booth, registration table or related material may be placed within 20' of main entrance/exit.
3. Doors, fire exits, including doors in partition walls, or access to any exit cannot be blocked or impinged upon by pipe, drape, exhibits, or other fixtures. Exit doors must be maintained in an operable condition.
4. Literature and other items cannot be stored in booth beyond what could be reasonably used in one day. Additional material must be stored in closed containers and kept in a neat and organized manner in a designated storage area.
5. Clear access must be maintained to all exits and all Center services (i.e. restrooms, concession stands, utility rooms, etc.)
6. Carpet runners or show carpet installed over the Center's permanent carpet is prohibited without the prior written approval of the Center.
7. Clear access must be maintained to all exits and all Center services (i.e. restrooms, concession stands, utility rooms, etc.)
8. Exhibit booths shall be constructed of noncombustible or limited combustible materials. Pipe and drape shall be fire retardant and shall not ignite and spread over the surface when exposed to open flame.
9. Vehicle displays shall conform to the following regulation:
 - Fuel tank openings shall be locked and sealed in an approved manner
 - Fueling and de-fueling is prohibited
 - Fuel in the fuel tank shall not exceed one-quarter (1/4) of the tank capacity or five (5) gallons, whichever is less
 - Vehicles shall not be moved during show hours
 - Battery terminals shall be disconnected and taped off with a non-metallic tape
10. Show carpet will be properly stretched to eliminate uneven walking surfaces; and secured at edges and seams with double-sided gaffer's or other professional tape. Transitions between carpet and bare floor will also be taped down to minimize tripping hazard. Carpet overlap in show areas may not exceed two layers.
11. Wherever possible, cords should run in non-traffic areas; and when run across traffic areas on or under carpet, taped down and marked with caution tape.
12. Candles and other open-flame decorative lighting shall not be used without advance written approval from the Fire Marshall. (Pre-approved candles can be rented through our Catering Department)
13. Compressed flammable gasses, flammable/combustible liquids and hazardous chemicals are prohibited.

14. The Fire Marshal has the discretion to mandate on-site fire inspectors and/or emergency personnel in the name of public safety. Licensee is responsible for paying fees associated with this staffing directly to the City of Albuquerque Fire Marshal's Office.
15. Do not exceed the capacity of the electrical connection ordered and provided. Only UL-approved, grounded extension cords may be used for electrical connections. These cords can be ordered through the Center.
16. Extinguishers are required every 75 feet on the exhibit floor. Minimum rating of fire extinguishers shall be 3A40BC type.
17. The use of pyrotechnics or fireworks within the Albuquerque Convention Center is strictly regulated by the City of Albuquerque's Fire Marshal's Office and the Center's Rules & Regulations. These guidelines are designed to ensure the safety of all your staff, the ACC staff, attendees and visitors, as well as protecting the structural integrity of the Center. The use of pyrotechnics or fireworks shall not be allowed in the Center without the expressed, written approval of the Fire Marshall. Please contact the City of Albuquerque's Fire Marshal's Office for additional information and required permits.
18. Tents and canopies cannot exceed 300 square feet without the written approval of the Fire Marshall.

ALBUQUERQUE FIRE MARSHAL'S OFFICE

724 Silver SW
Albuquerque, NM 87124
Phone: 505-764-6300
Fax: 505-764-6323
TTY: 800-659-8331
<http://www.cabq.gov/fire/>

