



# CHATTANOOGA CONVENTION CENTER

## EXHIBITOR INFORMATION:

### DEAR EXHIBITOR:

Welcome to the Chattanooga Convention Center. We are pleased you'll be exhibiting in our facility and want to help make your experience a productive and successful one. Our facility is equipped to take care of all of your needs and we have highly experienced staff to help you along the way.

The Chattanooga Convention Center (CCC) exclusively supplies Electricity, Utilities and Communication Services for each exhibit. We also provide assistance in Freight & Drayage and Decoration, if a show decorator has not been contracted.

Below is an outline of the resources we provide and a general guideline of rules and restrictions for the exhibit halls and ballrooms. Please contact the Exhibitor Services Manager at 423-756-0001 or [exhibitorservices@chattconvention.org](mailto:exhibitorservices@chattconvention.org) if you have additional questions.

### IMPORTANT TIPS:

- Save time by ordering your services online! Easy step-by-step instructions and secure online payment. Receive confirmation receipt. Order Electrical, Utility, Phone & Internet Services.
- Save money by ordering ahead. We offer an **Advanced Rate** and a **Standard Rate**. To qualify for our discounted Advance Rate submit your Service Order **14 days** prior to the first move-in date of your event. The Standard Rate will apply to all orders within 13 days of the event and on-site registrations.
- On-site Service Desk available to answer questions and help with your order.
- Please make sure to fill out your Service Order form completely and correctly. Please make sure to include up-to-date contact information and your booth number.

### ONLINE ORDERING & EXHIBITOR RESOURCES:

Online ordering is open 24/7 for your convenience. Go to our website, click on the "EXHIBITOR RESOURCES" tab on the top menu bar to access online ordering, exhibitor information and facility rules & regulation.

[www.chattanoogaconventioncenter.org](http://www.chattanoogaconventioncenter.org)

### ELECTRICAL & UTILITY SERVICES:

The Chattanooga Convention Center is the exclusive contractor for electrical and utility services. All electrical, compressed air and water must be ordered directly through the Convention Center. Click on the links below to learn more about the terms & conditions of our electrical and utility services. Use our easy online ordering form.

[ELECTRICAL AND UTILITY SERVICES TERMS & REGULATIONS](#)

## COMMUNICATION SERVICES – INTERNET & PHONE

### HIGH SPEED INTERNET

The Chattanooga Convention Center is equipped with high speed wireless internet. The facility has connectivity throughout the building at **no charge** to exhibitors. There's no password needed to surf the web or check your emails.

If you have a greater need for a dedicated hardwire line, the Chattanooga Convention Center is the exclusive contractor for this service. Hardwire Services are recommended for: Digital Phones, Credit Card Machines, Interactive Kiosks, Streaming Video Presentations, Interactive Laptop Learning Stations or Online Registration Forms.

### TELEPHONE & CREDIT CARD INFORMATION:

The Convention Center offers digital connections that can be used for: fax, voice, and credit card machines. Vendors are responsible to supply equipment compatible to standard Ethernet cable. It is recommended that exhibitors contact their merchant service provider, prior to your event, to verify if your machine is compliant for digital transactions.

## COMMUNICATION SERVICES TERMS & CONDITIONS

### DRAYAGE & MATERIAL HANDLING:

If your show has a contracted decorating company, freight will be handled directly through the decorator. If there is no decorator the Chattanooga Convention Center will handle inbound/outbound freight.

The Convention Center provides FOUR (4) options for your shipment/freight:

1. **COMBINED SERVICES – Includes receiving incoming freight, booth transport and outgoing services. THIS IS THE MOST COMMON TYPE OF SERVICE.**
2. INBOUND Only – Includes unloading of freight and storage prior to show.
3. BOOTH TRANSFER – Moving freight from storage to booth, from booth to loading dock.
4. OUTBOUND Only – Includes storage of freight and loading onto carrier.

All drayage rates are based on CWT (weight per 100lbs, in the US) multiplied by an established rate. Please note there is a **200lb minimum weight** per each order. Please review the Drayage & Freight form for additional information.

## FRIEGHT AND DRAYAGE TERMS & CONDITIONS

### BALLOON POLICY:

The Chattanooga Convention Center requires all exhibitors to obtain written permission to bring helium balloons or inflatables in Convention Center. It is mandatory to submit the Balloon Waiver Form, along with credit card information. **Exhibitors must submit the Balloon Waiver for each show. The CCC does not keep Balloon Waivers on file.**

## BALLOON WAIVER FORM

### FOOD & BEVERAGE POLICY:

Exhibitors that plan to give-away samples or sell any food or beverage items **must obtain written approval in advance** from the Chattanooga Convention Center. Please review the Food & Beverage Policy for all terms related to sampling food & beverage products and give-away items. Your request will be reviewed within 48 hours of your inquiry.

## FOOD & BEVERAGE FORM

### SHOW DECORATORS:

Each Tradeshow is unique! Event Promoters will often hire Show Decorators that provide booth curtains, tables, chairs, carpet, plants, signs, etc.

Please check with your Event Promoter to find out the contracted decorator for your event. Or go to our website and click on your event, the Show Decorator will be listed at the top of the page, with their contact information.

You will need to coordinate directly with the Show Decorator for decorating supplies and in some cases freight and drayage. Please visit our website for a list of events and their decorators.

#### LOCAL DECORATORS:

Champion Exposition Services: [www.championexpo.com](http://www.championexpo.com)

Expo Plus: [www.expoplus.com/showman/disp\\_shows.asp](http://www.expoplus.com/showman/disp_shows.asp)

Freeman Decorating Service: [www.freemanco.com](http://www.freemanco.com)

George Fern Company: [www.fernexpo.com/service\\_kits.asp](http://www.fernexpo.com/service_kits.asp)

Gilbert Exposition Management Services: [www.gemsevents.com](http://www.gemsevents.com)

Hollins Expo: [www.hollins-expo.com](http://www.hollins-expo.com) 336-315-5225

Shepard eServices: [www.shepardes.com/into.asp](http://www.shepardes.com/into.asp)

Showtime of Chattanooga: [www.showtimechattanooga.com](http://www.showtimechattanooga.com)

Teamwork, Inc: [www.teamwork-inc.com](http://www.teamwork-inc.com)

The Meeting Company: [www.themeetingcompanyllc.com](http://www.themeetingcompanyllc.com) 423-344-1113

US Expo & Convention Services: [www.usxpo.com](http://www.usxpo.com)

### EXHIBIT HALL RULES & REGULATIONS:

The information contained in this outline does not by any means cover completely the ordinances and regulations governing the Chattanooga Convention Center.

1. No glitter, confetti, or stickers allowed.
2. Artificial lighting such as lanterns are prohibited. Open flames are not allowed in the Convention Center. ALL candles must be enclosed by glass container and place on protective surface on the linen tablecloth. The wick of the candle must be below the glass enclosure.
3. No helium balloons or inflatable devices are allowed in the exhibit halls without first obtaining written permission from the Chattanooga Convention Center and submitting the Balloon Waiver Form. Please see Balloon Policy Form for additional information. [FORM REQUIRED](#)
4. Exhibitors planning to sample, dispense or sell Food or Beverages must receive approval of the Chattanooga Convention Center prior to the event. Please see Food & Beverage Policy form additional information. [FORM REQUIRED](#)
5. No hanging of any materials on any of the walls or ceilings of the facility.
6. All curtains, drapes and decorations (including Hay) must be constructed of flameproof material, or treated with an approved flameproof solution. (Treatment shall be renewed as often as may be necessary to maintain the flameproof effect.)
7. No curtains, drapes or decorations shall be hung in such a manner as to cover any exit signs.
8. No combustible materials, merchandise or signs shall be attached to, hung from, or draped over side and rear divider draperies of booths, or attached to table skirting facing aisles, unless flameproof.
9. All exits, hallways and aisles leading from booths are to be kept clear and unobstructed at all times.
10. All electrical wiring shall be installed in a manner approved by the City Electrical Inspector and Convention Center Building Engineer.

11. There shall be no obstruction blocking exit doors from the outside of any building, such as autos parked in doorways or barricades across sidewalks.
12. Exhibitors can use the loading dock for active loading and unloading of vehicles. Once loading/unloading is completed vehicles must be removed. Exhibitors are responsible for their own parking, unless otherwise noted by your show promoter.
13. No vehicles shall be parked in fire lanes outside of building.
14. All exhibitor utilizing cooking appliances and gas-fired heating units must receive written approval from the Events Manager.
15. All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Convention Center. The equipment shall be installed in accordance with provisions of the Convention Center and City Fire Inspector.
16. The use of all gas-fired heating units either portable or stationary, shall meet the approval of the City Fire Inspector and/or the Convention Center Safety Director. The use of so-called "salamander stove" is strictly prohibited.
17. Automobiles, trucks, tractors, machinery, and other motor vehicles utilizing flammable fuels, which are placed on display inside the building, shall have no more than ¼ tank of fuel. All tanks shall be locked or effectively sealed. Ignition keys for vehicles on display shall be kept by Security Office of the CCC for removal of such vehicles from the building in the event of an emergency.
18. The use of liquefied petroleum gases inside the building or booth areas is strictly prohibited, except for demonstration by special permit.
19. Provide and maintain approved fire extinguishing equipment in all areas designated by the Convention Center.
20. All standpipe and hose cabinets shall be kept clear and unobstructed at all times.
21. The use of welding and cutting equipment shall be kept clear and unobstructed at all times.
22. The demonstration or use of equipment using liquid fuel in buildings is prohibited.
23. Cylinders of compressed gases are prohibited unless approved by the Chattanooga Convention Center and shall be secured in an upright position.
24. No flammable liquids shall be used or admitted inside of building except by approval of the Convention Center.
25. The use of or exhibition of any and all robotics must be approved by the Executive Director or the Safety and Security Director of the Convention Center.
26. There is no smoking permitted in the Convention Center at any time.
27. No firearms will be permitted unless the security person hired is a certified (off or on duty) police officer employed by the City of Chattanooga, Sheriff of Hamilton County, State of Tennessee or a U.S. Federal Agency.
28. Private security agencies or private investigators or any and all others will be prohibited from carrying firearms in the Convention Center.
29. Further, at no time will the Convention Center Security be prevented from inspection of any and all areas of the Convention Center.