



CLIENT & EXHIBITOR SERVICES (CES)

INFORMATION PACKET

Welcome to the National Western Center!

The Client & Exhibitor Services (CES) Team is here to help you succeed. We will work with you to ensure service orders match your equipment and location needs. CES will also manage all billing for services on behalf of the National Western Center Authority (NWCA) and provide on-site assistance during events for last-minute changes or troubleshooting. Thank you for choosing the National Western Center.

This Information Packet provides an overview of how to place an order for services and details about NWCA policies for clients and exhibitors at the National Western Center.

Services: Exclusive services at the National Western Center that you may order from CES:

- Electrical
- Water
- Drains
- Internet
- Phone
- Cable TV
- Catering

Rates: NWCA is the sole collector for all services listed unless otherwise stated. Costs for services depend on when you place your order. You will save the most by ordering services 31 days or more in advance of the event's first contract date (Advance Rate). Standard Rates apply from 30 days to the event's first contract date. All orders or changes after move-in day will receive the On-Site Rate. You must make payment within your rate period to receive the associated rate. NWCA can change pricing until invoices are sent to clients or exhibitors.

Orders: Each booth requires a **CES Order Form** if services are needed. Use the **Service & Labor Rates** sheet and the **Electrical Usage Guide** to help you. Consider starting with an internet and electrical bundle on the **CES Bundles** sheet to simplify your order and get a discount. Account for all equipment associated with utilities and submit a scaled floor plan. The more information you provide, the better CES can help.

Submit floor plan information on the plan section of the CES Order Form. Identify the type of booth and identify adjacent booth numbers. Label the scale for the plan and locate services using the legend provided. All island booths, tiered booths, or covered booths require a scaled floor plan with proper orientation and service drops noted. They may require advance permitting and/or additional costs.

If a booth floor plan is not provided, services will be placed in the most convenient location, generally at the rear center back of each booth. Floor plans that include multiple service locations must identify the exact placement for each drop. Special placement, testing, and/or changes after the initial setup will require additional labor and material charges.

Orders with multiple service drops submitted without a floor plan will be installed on-site, on a first-come, first-served basis. Labor charges will be assessed if the service drop must be relocated.

Contact CES with any questions: ces@nationalwesterncenter.com. Completed orders should also be sent to this address.

PAYMENT POLICIES

Full payment is due once an order is confirmed and invoiced.

- No service order will be processed without full payment. Exhibitors with outstanding balances from previous shows must pay all balances to receive services.
 - All orders must be received 31 days before the first contract event date to qualify for the discounted Advance Rate. All orders placed after 31 days and before the first contract event date will be charged at the Standard Rate. All orders placed on or after the move-in date will receive the On-Site Rate.
 - Rates are determined by when CES receives an order. Exhibitors must pay within their rate period to receive the associated rate.
 - All charges incurred during the show must be rendered in full at the time of service.
 - Any outstanding balance will be charged to the exhibitor after the event closes.
 - If, for any reason, an exhibitor defaults and it becomes necessary to engage an attorney, the exhibitor agrees to pay all costs, expenses, and attorney fees expended or incurred by NWCA in connection therewith.
 - Unpaid balances are subject to a late charge of 1.5% per month thereafter.
- The exhibitor's on-site representative must be aware of this payment policy and be prepared to make payment before installation of services.
- Rates quoted for all services include installing the requested services at the booth in the most convenient manner, but do not include connecting to equipment. Additional labor must be ordered if NWCA assistance is required to make such connections.
- Large orders may require additional labor and materials for the precise placement of services.
- Material and equipment furnished by the NWCA for this service order shall remain NWCA property unless otherwise specified and shall be removed only by NWCA employees.
- Booth utilities must be ordered by each exhibitor separately and may not be shared with other exhibitors.
- Changes to original orders will require a new service order to be signed by the exhibitor, and payments must be made immediately for such services.

CANCELLATION POLICIES

- There is a minimum \$100 or 10% Cancellation Fee (whichever is higher) plus any applicable taxes and surcharges that may apply. Cancellations must be written and received by CES before the first contracted event date. Additional charges will apply for orders that have already incurred labor, material, and/or engineering costs.
- Canceled services will not incur cancellation charges if other services are ordered from NWCA, provided the canceled services have not already incurred any costs.
- Credit will not be given for services installed and not used.
- If a show or event is canceled by show management, no refunds will be given if the show cancellation is within 2 weeks of the first contracted show date.

SUBMITTING SERVICE ORDERS/PAYMENT

- Use the **CES Order Form** to place an order. Describe the equipment associated with each service and submit a floor plan to specify where services go or highlight any unique circumstances. Save the completed order with your company/booth name and booth number and send it to ces@nationalwesterncenter.com.
- CES will review orders to make sure they match equipment needs. CES will confirm rates for pricing or revise orders as needed (i.e., additional services required, or too many services ordered). Revised orders will be shared with the exhibitor for approval.
- Once an order is approved (if necessary) and confirmed by CES, an invoice will be sent to the exhibitor for payment. Payments are due immediately.
- Payments may be made via the link on the invoice or by copying and pasting the address at the bottom of the invoice. Be sure to include Event Name and Booth Number in the notes section.
- Any services or utilities added on-site require payment before services can be provided.

CONDITIONS & REGULATIONS

- Wall, column, and permanent building utility outlets or sockets are not a part of booth space and are not to be used by exhibitors unless specified otherwise.
- All equipment must comply with Federal, State, and local safety codes.
- Under no circumstances shall anyone other than NWCA Employees enter floor ports to connect to any utility, including power, phone, or internet lines. A fine of \$200 will be added to individual orders for each occurrence.
- NWCA will not be responsible for any cutting or altering of any floor covering necessary to bring utilities to a booth.
- Exhibit equipment requiring exhibitor engineers or technicians for assembly, servicing, and operation may be installed by qualified exhibit staff.
- All ground/building connections to such equipment must be installed by NWCA staff only.
- All on-site changes will be charged a one-hour labor minimum. The fee is \$120/hour.
- NWCA reserves the right to disconnect any service for failure to adhere to these published policies.

ELECTRICAL SERVICES

- NWCA conducts an audit of power supplied to all exhibits. Exhibitors will be required to pay on-site rates for additional or unauthorized use of services. Services may be disconnected until full payment is made.
- NWCA employs licensed electricians who are legally obligated to verify that exhibitor-owned electrical material or equipment, including power distribution systems used during an event, comply with the National Electrical Code or are U.L. approved. Special attention is given to the grounding of equipment. The electrical department will make the final decision on allowing the use of any electrical material or equipment.
- NWCA reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by the electrical department.
- All equipment must be properly tagged and wired with complete information regarding the type of current, voltage, phase, cycle, wattage, horsepower, etc. If no information is available, NWCA electricians will compute a rating for the minimum electrical service required.
- All exhibitors' 120-volt cords must be of the 3-wire, grounded type. All exposed, non-current-carrying metal parts of fixed equipment, which are liable to be energized, shall be grounded.
- Electrical service for exhibitor needs shall be available one (1) hour before opening time and until one (1) hour after the show closing time daily. Equipment requiring a continuous power supply requires a 24-hour power order.
- The NWCA is not responsible for voltage fluctuations or power failure. If your equipment has strict voltage tolerances, you must provide your own regulating device.
- All electrical equipment exposed to water/liquids must have ground fault circuit interrupters.

WATER & DRAIN ENGINEERING SERVICES

- Permanent building outlets, including restroom plumbing fixtures, are not to be used for booth operations or disposal purposes. A \$500.00 fine will be assessed and collected from any exhibitor involved in this activity.
- Utility connections to a booth will be operable one (1) hour before show opening and disconnected two (2) hours after show closing. To make alternative arrangements, contact CES at least thirty (30) days before the first contracted event date.
- All equipment using water must have inlets and outlets properly tagged.

INTERNET SERVICES

Clients and show management are the only individuals who can purchase internet services. Exhibitors who require internet services should coordinate with their show managers.

Wi-Fi Subscriptions are available for the daily rates below.

Bandwidths for higher usage require special programming and are available for an additional cost.

• Wi-Fi GUEST (General Use)	10mbps/10mbps	\$200.00/day
• Wi-Fi GUEST (General Use)	20mbps/20mbps	\$400.00/day
• Wi-Fi (POS Ticketing, Scanning, POS System)	10mbps/10mbps	\$200.00/day
• Wi-Fi Production	25mbps/25mbps	\$500.00/day

Hard-wired, High-speed connections are all jack-specific and available for daily rates below.

• Tier 1	100mbps/100mbps	\$500.00/day
• Tier 2	500mbps/500mbps	\$750.00/day
• Tier 3	1gb/1gb	\$1000.00/day

TELEPHONE SERVICES

Telephone and speakerphone equipment that has been ordered may be picked up at the CES desk on the show floor. Service options:

- **Standard Phone Service:** Single VOIP phone line that includes the installation of a touch-tone line and rental of a single-line telephone.
- **Advanced Phone Service:** A VOIP phone line that includes the installation of one digital multi-button telephone. This comes with fixed features, including hands-free calling, hold, conference, redial, transfer, and four programmable buttons.
- **Analog Line:** Touch-tone analog phone line for fax, modem, or credit card machine. No equipment included.
- **Voicemail Box:** Voicemail box added to Standard Phone Service or Advanced Phone Service.
- **Polycom Speaker Phone:** Speaker phone hooked to a VOIP phone line used for small to medium conference room sets. Contact CES at least thirty (30) days before the move-in date to confirm availability if ordering more than six (6) for a single show.

These conditions apply to all telephone services:

- Delivery of ALL data transmission lines ordered from an outside vendor will only be allowed to the Demarcation Room at the NWCA. NWCA staff will complete all installations inside the facility and bring service to the booth.
- NWCA reserves the right to require a deposit for telephone equipment before installation.
- A credit card deposit of \$250.00 is required for long-distance access to be turned on. All long-distance charges incurred from the first contracted show move-in date through the last move-out date will be billed to the exhibitor at the close of the show. There is a 100% surcharge on each long-distance call. Copies of receipts and itemized billings will be provided approximately one (1) week after the close of the show.
- All telephones must be returned undamaged to avoid being charged a replacement fee of \$122.00. Damaged Polycom Speaker Phones will be charged a replacement fee of \$880.00.

FREQUENTLY ASKED QUESTIONS

- Decorations, signs, banners, and similar materials may not be taped, nailed, stapled, or otherwise fastened to ceilings, doors, walls, glass, columns, painted surfaces, or fabric.
- Helium balloons may not be sold or distributed inside the facility. Helium balloons may be approved through your Event Manager for permanent attachment to authorized displays. A deposit may be required before installation.
 - If helium balloons from an authorized display are released within the facility, labor costs to remove balloons from ceilings or ventilation fans will be charged.
 - Helium (or like) balloons distributed outside the National Western Center should not be brought into any NWCA facility.
- No pressure-adhesive stickers, decals, or similar promotional items may be distributed in the building. Labor costs to remove adhesive stickers and decals will be charged.
- NWCA escalators and public elevators may not be used to transport freight or equipment. All equipment and freight should be brought in on the docks and transported via the freight elevator.
- NWCA does not provide furniture or equipment for exhibitors' booths. All arrangements for furniture and equipment should be made with the show's general service contractor.

SMOKING POLICY

- The National Western Center is a non-smoking campus. No smoking is permitted inside any building on the NWC campus at any time. For specific private events, smoking is allowed only in designated outside areas that are pre-arranged with NWCA.
- If the function is open to the public, there will be no designated smoking area.
- Smoking of any type (including vaping) is not permitted in any exhibit hall during move-in or move-out. The Denver Fire Department will issue citations for violations of this rule.

FOOD AND BEVERAGE

- SSA Catering has exclusive catering, concession, and liquor privileges at NWCA. It is not permitted to bring food and beverages into the NWCA.
- Food and beverage distributed by exhibitors are limited to products manufactured, processed, or distributed by the exhibiting firm and are limited to sample sizes.

SECURITY

- The NWCA maintains twenty-four (24) hour security for campus and building perimeters.
- Venue security, event security, and individual booth security are the responsibility of Show Management and each Exhibitor.

DELIVERY PROCEDURES

- The NWCA does not accept freight shipments in advance for exhibitors or show management. Freight must be consigned to the General Service Contractor or Show Manager.
- Mail received on site should be addressed to the appropriate show or event. Mail will be held in the NWCA offices until the first day of move-in, at which time it will be delivered to show management.

PARKING

- The NWCA operates multiple parking areas on the National Western Center Campus, excluding areas belonging to private buildings. NWCA does not manage any parking lots surrounding the campus.
- Vehicles parked in marked fire lanes or in posted “No Parking” areas will be ticketed and towed.

RIGGING/SUSPENSION OF LOADS

Rigging and suspension on the National Western Center Campus is exclusively handled by NWCA-approved vendor PRG. Work done without PRG & NWCA approval could result in extensive fees and potential delays in event set-up. NWCA will coordinate all rigging/suspension for an event with PRG.

- NWCA must approve all rigging/suspension of loads from any part of the facility structure.
- All signs, banners, and displays suspended from exhibit hall ceilings must be approved in advance and hung by PRG.
- If you are using any part of the facility structure for rigging or the suspension of loads, you must submit two copies of your rigging plot to CES sixty (60) days before move-in for NWCA approval. Part of this requirement is due to possible shared or compounded loading between booths or shows, and on larger shows where several booths are rigging within proximity to each other.
- All submittals will need to be overlaid, in the correct location and orientation, onto the Reflected Ceiling Plan (RCP) for the relevant area for proper review to take place (CES can provide these drawings in DWG or PDF format upon request).
- The rigging plot should include:
 - Name of show, show dates, building location, name of the contractor responsible for rigging plan, including contact information, and if applicable, the names of the audio, lighting, and scenery contractors. Contact information should be printed on the plot.
 - Rigging plots must be drawn in 1/16”=1’ scale.
 - Rigging plots must indicate locations of points, loads for each point, and a legend that explains the use of each point, such as audio, lighting, and scenery.
 - Rigging plots must include facility column locations and roof steel locations.
- The first point of contact for this should be: ces@nationalwesterncenter.com. For more specific information, requirements, and limitations regarding rigging/suspension of loads, please contact Campus Director of Operations, Desiree Dixon, at: d.dixon@nationalwesterncenter.com.

- If submittals do not meet/or exceed the outlined acceptable criteria, the rigging plan may need to be sent to the Structural Engineer of Record (SER) for approval at an additional cost. The SER review may add time to the review/approval process.
- If the rigging plan is not submitted thirty (30) days before the first move-in date, a \$500.00 review fee will be charged in addition to any applicable SER fees or costs.
- If the rigging plan is not received early, rigging oversight charges may also apply. Rigging work cannot happen until a submittal is made and approved by the Campus Director of Operations.
- Rigging options will be limited if information is not submitted with ample time for review.

BASIC FIRE CODE REGULATIONS

- Exits in all areas of the facility should not be blocked or covered for any reason.
- Exterior and loading dock doors and fire doors may not be propped open.
- All aisles should be kept clear, clean, and free of obstructions.
- Firefighting and emergency equipment should not be obstructed under any circumstances.
- Materials used in the construction of displays must be fire-resistant; this includes draping, table coverings, banners, props, scenery, evergreen trees, bark, angel hair, and shrubs. All exhibits and displays are subject to inspection by the Fire Prevention Bureau and/or NWCA management for compliance.
- Vehicles with gasoline engines that are to be displayed require the following:
 - Battery cables must be disconnected.
 - Fuel level in gas tank is less than ¼ tank and is not to exceed five gallons.
 - Protective covering required under motors, drive trains, and tires on any carpeted area.
 - A Denver Fire Prevention Permit is required for any vehicle displayed indoors at NWC.
- Use or storage of liquid petroleum (LP) gas by exhibitors is restricted.
- Operation of any heater, barbecue, heat-producing or open flame devices, candles, lanterns, torches, welding equipment, smoke-emitting devices, or materials in the NWCA should have written authorization by NWCA management and the Fire Prevention Bureau. Permits may be required.
- All empty crates and boxes should be stored in areas approved and assigned by NWCA management and the Fire Prevention Bureau.
- All electrical equipment should be U.L. (Underwriters Laboratories) approved.
- Show management, exhibitors, and general service contractors should comply with all City of Denver fire codes that apply to places of public assembly.

- All general service contractor equipment should be propane or battery powered.
- Propane storage and transport are subject to Denver Fire Department regulations.
- Any covered exhibit space over 400 square feet requires a smoke detector and a 2A10BC fire extinguisher.
- Any exhibit that has a covered area greater than 400 sq. ft. must submit the following information to Denver Fire Prevention online permitting portal for approval two (2) weeks before the move-in date at: denvergov.org/AccelaCitizenAccess
 - Diagram of the booth layout with dimensions.
 - Details of the covered area, including materials used.
 - A flame-retardant certificate is required if soft goods are used as the covering.

A copy of the permit must be on-site and presented to the Fire detail working the event or the National Western Center Director of Operations upon request.
- Storage in corridors is not permitted.
- Multi-level exhibits and enclosed rooms have special requirements to obtain approval from the Fire Prevention Bureau.
- Exhibits with a double-deck structure and/or enclosed room must submit the following information to Denver Fire Prevention at: denvergov.org/AccelaCitizenAccess for review and approval a minimum of 15 days before move-in:
 - Engineer stamped drawings of the double-deck structure and/or enclosed room.
 - Diagram of the booth layout with dimensions.
 - Elevation drawing of the double-deck structure and/or enclosed room.

For more information, contact Campus Director of Operations, Desiree Dixon, at: d.dixon@nationalwesterncenter.com

WASTE DIVERSION POLICY

The National Western Center Authority's sustainability goal is to become the most sustainable campus in the United States. There are integral components to this goal that must be met to ensure we maintain LEED Certified buildings and a Green Campus. The hosting of events creates an occasion for generating waste and potentially uncommon streams. This policy provides an opportunity to educate clients, guests, and partners to proactively minimize materials being abandoned at the NWC and avoid relocation/disposal fees.

Prohibited Items

- Non-recyclable and/or non-reusable signage/banner materials (foam-core, vinyl, fabric, etc.); this excludes approved decals and window clings.
- Single-use plastic bags used for purchases or collecting conference materials
- Hazardous substances, whether alone or in an item (cooking grease is a frequent example)

Allowed Items to Be Removed (by exhibitors by the end of the event, whether functional or not)

- Large Exhibits/Display/Booth pieces (pipe & drape, step & repeat, wood construction, etc.)
- Flooring materials (carpet, vinyl, foam, rubber, astro turf, under padding, scraps, etc.)
- Electronics (E-Waste), furniture, equipment, gear, etc.
- Pallets, crates, tents, racks, carts, decking, etc.
- Plants and vegetation must have roots and be in pots.

Donation Items (Preapproved & Prearranged)

Any items for donation must have preapproval from and be prearranged with the NWCA Campus Sustainability and Safety Manager.

Relocation/Disposal Fees

Abandoned items found after the event load out are chargeable to the client via a labor charge plus a fee per based on quantity or weight:

Abandoned Item	Labor Charge	Item Fee
Non-recyclable, non-reusable signage material	\$100	\$25/lb.
Single-use plastic bags	\$100	\$10/each
Hazardous substances	\$300	Actual disposal cost
Large exhibit/displays/booths	\$400	\$ % of roll off
Flooring materials	\$200	\$25/lb.
Electronic waste (E-waste)	\$200	\$10/lb.
Furniture	\$100	\$100
Equipment/Gear	\$200	\$100
Pallets, crates, tents, racks, etc.	\$200	\$10/each
Plants	\$100	\$50

Failure to adhere to these efforts will result in janitorial and waste disposal fees.

Please direct all questions to: ces@nationalwesterncenter.com