



# EXHIBITOR INFORMATION

We look forward to working with you!

**Please reach out with any questions!**

[Events@ExperienceColumbiaSC.com](mailto:Events@ExperienceColumbiaSC.com)

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# EXHIBITOR POLICIES

*These rules and regulations apply to Show Management, Service Contractors and Exhibitors and will be enforced during exhibitor shows. Should you have any questions please notify the CMCC Event Manager at 803-545-0001.*

## FOOD & BEVERAGE

Food and Beverage rules conform to a contract between the Columbia Metropolitan Convention Center and our exclusive food and beverage contractor, Spectra Food Services and Hospitality, Inc. Both security and show management are charged with monitoring activities during each event and enforcing compliance with these rules. Your cooperation is very much appreciated.

- **Outside Food and Beverage** – The CMCC prohibits the order and delivery of outside food and beverage products from being brought into the building. Special exhibitor meals can be ordered in advance from the Convention Center Food Service provided that advance arrangements are made with the Show Manager.
- **Distribution of Food or Beverage Products** – Exhibitors may not sell or give away food or beverage products in any form unless written authorization is granted by the VP/General Manager.
- **Alcoholic Beverages** – ALL ALCOHOLIC BEVERAGES MUST BE PURCHASED FROM SPECTRA. Any alcoholic beverages brought into the facility will be confiscated.
- **Inspection** – Any bulk storage container is subject to inspection by CMCC security, and the introduction of any restricted food or beverage products is prohibited.
- **Restricted Diets** – Food service will accommodate restricted diets with advanced notice.
- **Utilizing Break Areas** – Exhibit managers are encouraged to allow suitable space for break areas within the space rented for the show. When an exhibitor's break area is provided, exhibitors are encouraged to take meal breaks in this designated area.

## DISPLAY VEHICLES

Any motor vehicle on display at the Convention Center must comply with the following Columbia Fire Department requirements:

- ¼ tank of fuel or less (not to exceed five gallons)
- Neck of fuel tank sealed or locked
- No additional fuel stored in or on the vehicle
- Both battery terminals disconnected and taped
- Vehicles displayed inside CMCC require plastic film under vehicle. Any damage to CMCC property will be charged accordingly to contract holder.

## EXIT SIGNS

Please do not block any exit signs or doors marked with an overhead exit sign.

## ANIMALS

Animals are prohibited unless they are part of an attraction or aid disabled persons. Proper sanitary safeguards must be taken. Arrangements must be made with the Show Manager prior to your event.

## CARPET TAPE

The exhibit manager's service contractors are responsible for the removal of all tape residue marks on the exhibit floor. The CMCC requires the use of quality carpet tape. Removal/damage costs incurred from the use of inferior tape will be charged to the event by CMCC.

## DECORATING AND SIGNS

Please do not attach any items (decorations, signs, banners, etc.), by any means, to walls, columns, or other surfaces without approval of the Event Manager. The use of scotch tape or decals on walls, floors, partitions, doors, windows, or furniture is strictly prohibited. The use of nails, tacks, brads, pins, or other driven fasteners is also prohibited. The distribution of stickers is prohibited.

## FREIGHT DELIVERIES

The CMCC does not accept or store advance deliveries of freight for events. Please contact the Show Manager for all shipping and receiving services.

## HAZARDS

Report any spills or hazards to the Show Manager or facility personnel as soon as possible.

## HELIUM BALLOON POLICY

The CMCC prohibits the use of helium filled balloons in any areas of the facility. Removing Balloons from ceilings may require the use of Center lift equipment, which will incur a \$250 balloon removal fee.

## JANITORIAL SERVICES

Meeting rooms, restrooms, common areas are cleaned daily at no charge. Cleaning of exhibit floor and booth spaces during the show is the responsibility of Show Management, or the exhibit/decorating service contractor. Clean-up of spaces at the end of an event is the responsibility of the Show Management and/or the exhibit/decorating service contractor.

## LOADING DOCK

Please limit your time in the Loading Docks when others are waiting. Move vehicles to parking areas when unloading is completed. (See load-in/out instructions)

## NO SMOKING POLICY

The Convention Center is a smoke free facility.

## OUTSIDE SOLICITORS

Unauthorized pickets or solicitors are strictly prohibited on Convention Center property.

# CMCC DRAYAGE

All Shipments for Tradeshows are to go through a decorator/drayage company. If drayage is required, a decorator or off-site service must be coordinated.

For other types of events, CMCC allows shipments to arrive ONLY (1-2) business days in advance of event day if storage space is available. The rates below will apply.

Please notify your Event manager in advance when shipments are to arrive at the CMCC.

## To Process Drayage Payments:

Visit [columbiaconventioncenter.com/exhibitors/order-power-utilities](http://columbiaconventioncenter.com/exhibitors/order-power-utilities)

Receipt of Shipped Boxes-\$10/box

Receipt of Pallets-\$90/pallet - up to 100lbs

\*\*Cost includes storage and labor to move.

## Shipping Address:

Columbia Metropolitan Convention Center  
ATTN: YOUR NAME and/or CONTRACTED  
EVENT NAME & DATE  
1101 Lincoln Street  
Columbia, SC 29201

**Any materials left at CMCC after event conclusion will be subject to disposal.**

**Exhibitors will need to coordinate their own shipment pick up. Packed/labeled outgoing shipments can be brought to the upper level receptionist desk for pick up.**

# EXHIBITOR ORDERS

Thank you for joining us at the Columbia Metropolitan Convention Center.

We're here to help produce the best environment possible for you and your organization.

Order what you need online through the payment portal link:

[columbiaconventioncenter.com/exhibitors/order-power-utilities](http://columbiaconventioncenter.com/exhibitors/order-power-utilities)

## Have a question about your experience at CMCC?

Email [Events@ExperienceColumbiaSC.com](mailto:Events@ExperienceColumbiaSC.com)

Visit [columbiaconventioncenter.com/exhibitors](http://columbiaconventioncenter.com/exhibitors)

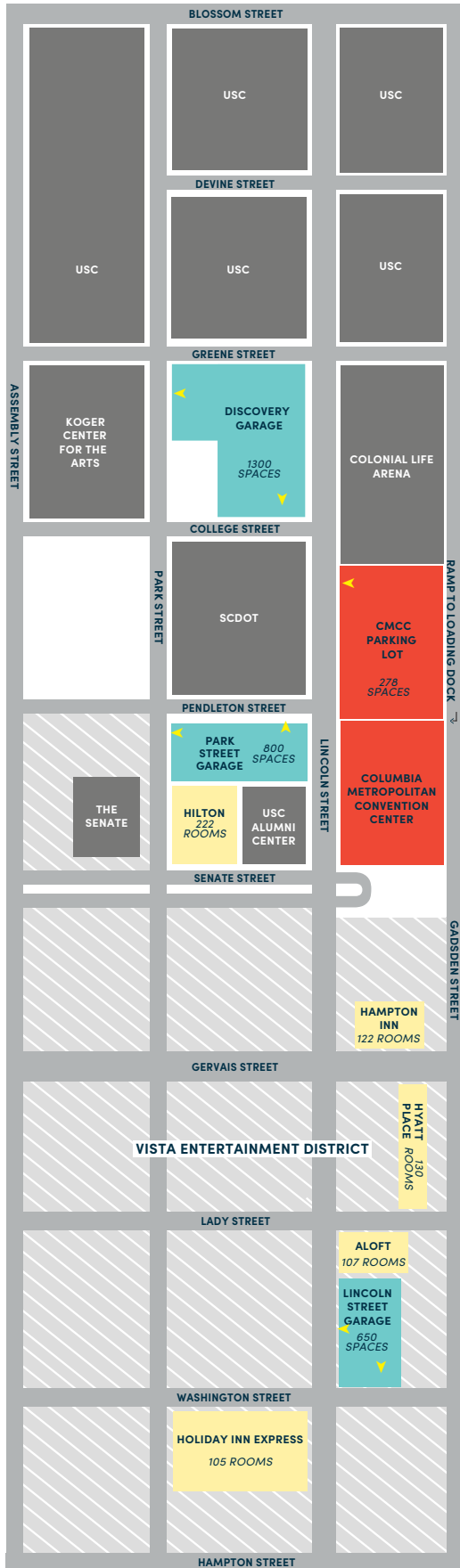
# GETTING HERE

There are multiple parking options available for your event at the Columbia Metropolitan Convention Center.

The CMCC parking lot adjacent to the facility may be available at no charge on a first-come, first-served basis. Parking availability is subject to change, based on event times and the number of events in the building. Reserved parking in the CMCC lot can only be provided if the entire facility is contracted for your event. Parking in the rear lot behind the CMCC is not permitted.

Pay-for-Parking garages are open to the public and operated by other organizations, so availability is not guaranteed, however your event manager can help reserve parking passes or a garage buyout if available. Customers can pay by cash or credit card. Contact your event manager for garage event parking rates.

Additionally, metered parking is available along many of the streets around the facility.



# FACILITY LOAD-IN & LOAD-OUT GUIDELINES

**Load-In:** Please load-in all items from your vehicle, place all items just inside the building, and immediately move your vehicle to the CMCC parking lot adjacent to the building or into the Park Street Garage located directly across the street from the CMCC. DO NOT move items into your booth until your vehicle has been moved to a parking space.

**Load-Out:** When you are ready to load-out, please make sure your entire exhibit space is packed. Then move your items to the door before retrieving your vehicle. Your vehicle can be parked for a limited time ONLY in designated areas below to load-in/out items.

Please note, you will be towed if you park on a curb, in a main driving lane or fire lane, in a parking spot marked with a white reserved sign, anywhere behind the facility, or if you're parked in a loading zone longer than load-in/out time.

## LOWER LEVEL PRE-FUNCTION AREA

**Main Entry/Exit Doors:** When loading and unloading, please park your vehicle in a parking spot in the CMCC parking lot adjacent to the building or into the Park Street Garage located directly across the street from the CMCC. If you need to move your car closer to the building to load-in/out, please wait for a parking spot.

## EXHIBIT HALL

### **From Ramp or Loading Dock Behind Exhibit Hall:**

Trucks may not be able to make this turn into the parking lot. It is advised to use these directions from CMCC to the Loading Dock/Ramp Area:

*Head South on Lincoln St., past the Colonial Life Arena, Turn Right onto Greene St., Turn Right onto Gadsden St. This will take you behind the Colonial Life Arena that goes up to the area behind the CMCC.*

### **From Side Door Entrance Directly into Exhibit Hall:**

When loading and unloading, please park your vehicle in a parking spot in the CMCC parking lot adjacent to the facility or into the Park Street Garage located directly across the street from the CMCC. If you need to move your vehicle closer to the building to load-in/out, please wait for a parking spot. Load your items in/out via the Exhibit Hall side door beside parking lot.

## BALLROOM & UPPER LEVEL AREAS

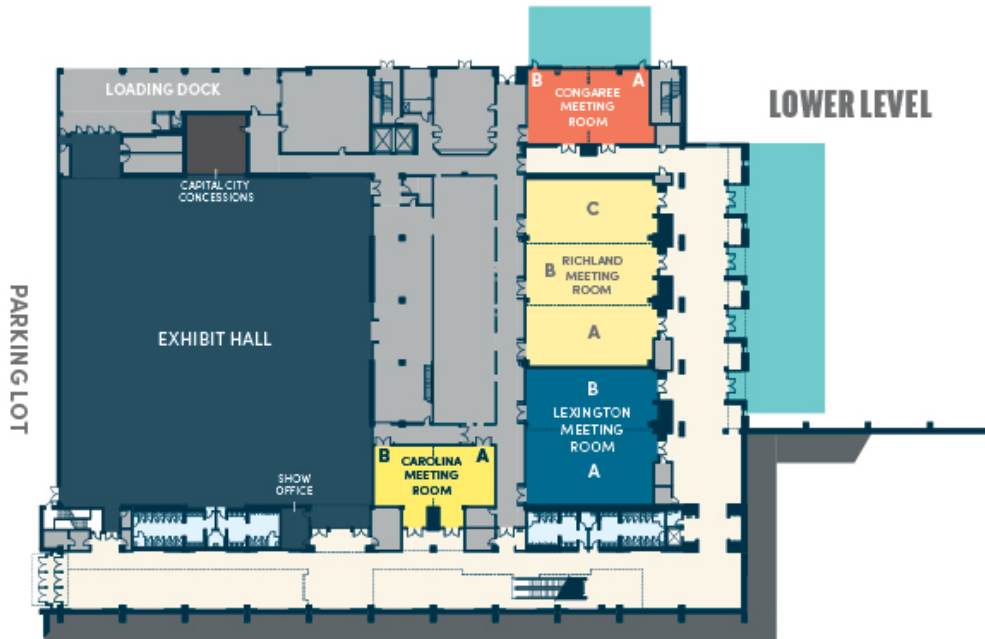
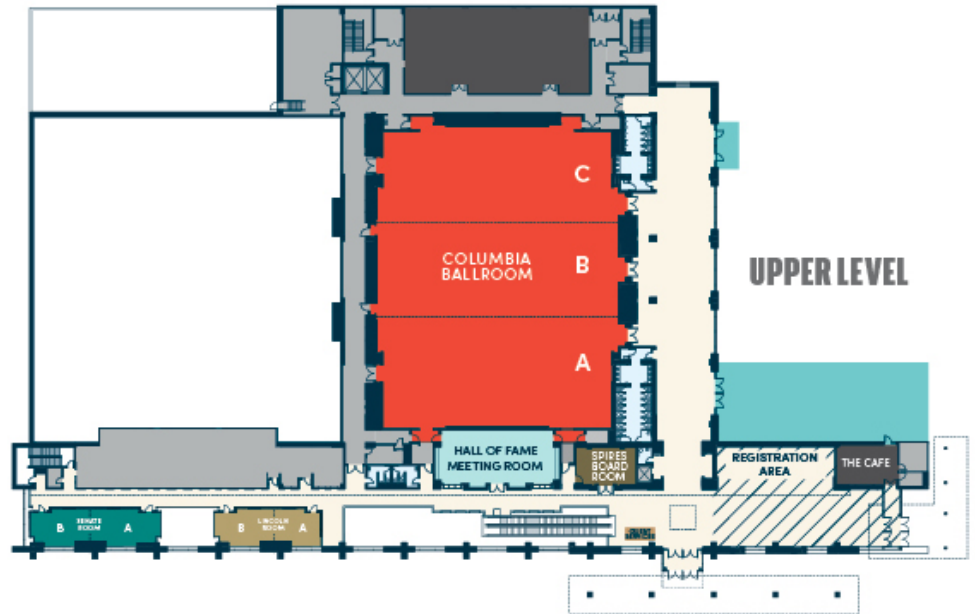
### **From Turn-Around Area on Upper Level Near Café:**

You may park for a limited time to load-in/load-out in the turn-around area, located North of the building (between the CMCC and the Hampton Inn). Traffic in this area is single lane and one-way. You may also use the turnout onto Lincoln St., directly in front of the East entrance to the building.



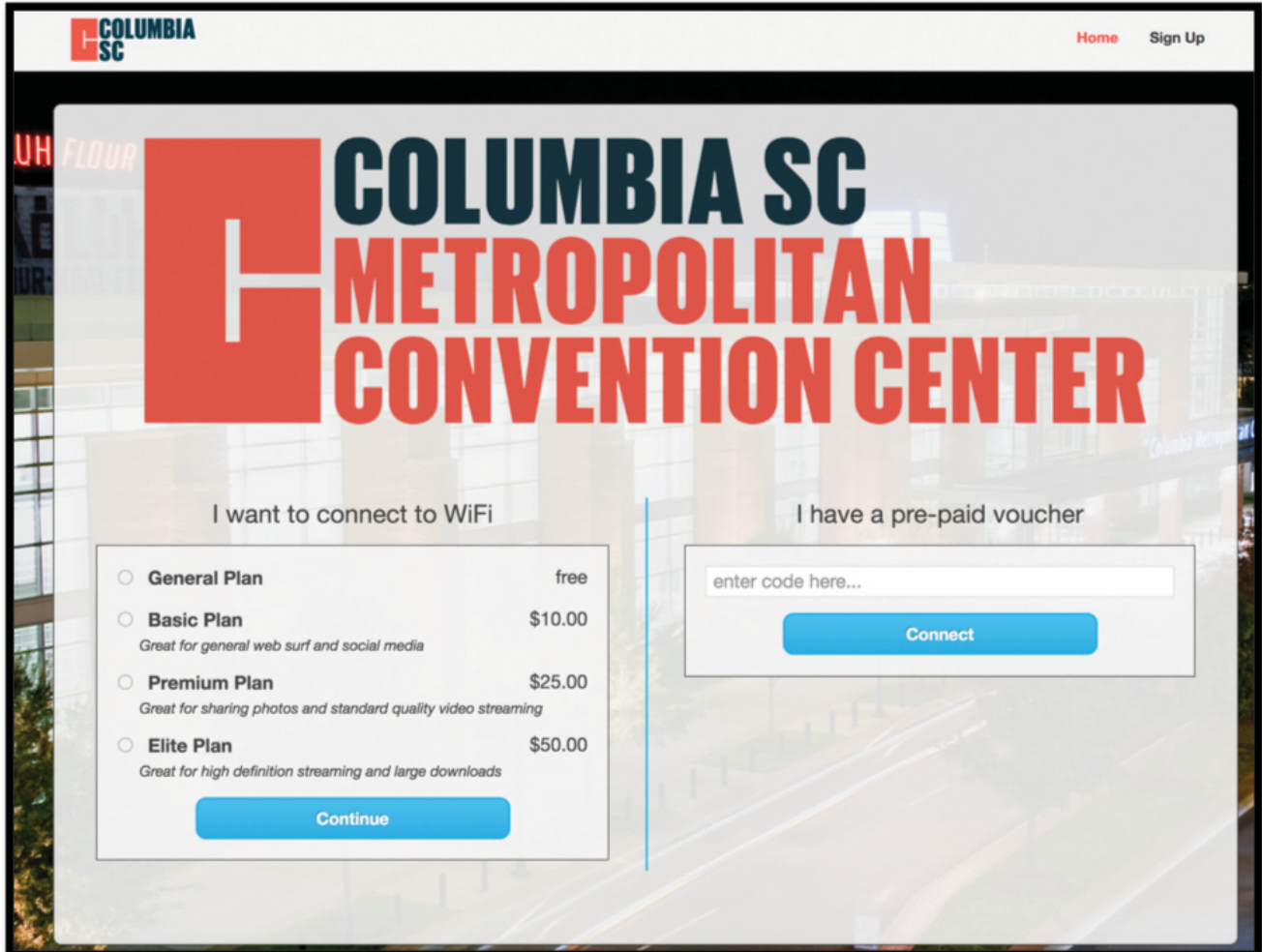
# CMCC FLOOR PLAN

- |  |  |  |   |  |
|--|--|--|---|--|
| <span style="color: red;">■</span> BALLROOM                        | <span style="color: teal;">■</span> SENATE ROOM            | <span style="color: darkgrey;">■</span> KITCHEN/ CONCESSIONS | <span style="color: blue;">■</span> LEXINGTON MEETING ROOM  | <span style="color: lightteal;">■</span> OUTDOOR SPACE     |
| <span style="color: brown;">■</span> SPIRES BOARDROOM              | <span style="color: tan;">■</span> LINCOLN ROOM            | <span style="color: darkblue;">■</span> EXHIBIT HALL         | <span style="color: yellow;">■</span> RICHLAND MEETING ROOM | <span style="color: lightgrey;">■</span> PREFUNCTION SPACE |
| <span style="color: lightblue;">■</span> HALL OF FAME MEETING ROOM | <span style="color: lightgrey;">▨</span> REGISTRATION AREA | <span style="color: yellow;">■</span> CAROLINA MEETING ROOM  | <span style="color: orange;">■</span> CONGAREE MEETING ROOM | <span style="color: grey;">■</span> SERVICE                |
| <span style="color: brown;">■</span> GUEST SERVICES                |  |  |   | <span style="color: lightblue;">■</span> RESTROOMS         |



# CONNECT TO **CMCC GUEST** FOR FREE & PAID WI-FI OPTIONS

Choose your option (General, Basic, Premium or Elite) and get connected!



**Not getting the options to pop up?**  
Type **gateway01.cmcc hotspot.com** in your browser window.

If you have any questions, please contact the CMCC Events Department by checking in at your conference registration area onsite!



# EXHIBITOR SAMPLE FORM

The Columbia Metropolitan Convention Center has granted exclusive food service rights to their concessionaire, Spectra Food Services. All food and beverage served in the Columbia Metropolitan Convention Center must be provided through Spectra Food Services.

For exhibitors who wish to distribute a food or beverage product that is manufactured and distributed in the normal course of the exhibitor’s business, may **request** to do so per the following restrictions:

- **Liquid samples may not exceed two (2) ounces**
- **Dry weight samples may not exceed two (2) ounces**
- **Sample distribution must be limited to the exhibitor’s booth area only**
- **It is unlawful to distribute alcoholic beverages of any kind**
- **POPCORN IS NOT allowed unless purchased through Spectra Food Services**
- **Sampling is available for public exhibit shows only. It is not to be a substitute for a catered order.**

Event Name:	
Event Date:	
On Site Contact Name:	
Company Name:	
Address:	
City/State/Zip:	
Phone Number:	
Fax Number:	
Booth Number Assigned:	

Description of Sample Items to be Distributed:

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Spectra Food Services, General Manager Approval:	
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**This form must be returned 2 weeks prior to the scheduled event via email to [events@experiencecolumbiasc.com](mailto:events@experiencecolumbiasc.com).**

If you have questions or need any additional information, please contact the CMCC at (803) 545-0181. Their professional sales staff will be happy to assist you. There is a large variety of food and beverage catering options available to your company during the convention/tradeshow.

# USEFUL ONSITE INFORMATION

*The staff of the Columbia Metropolitan Convention Center (CMCC) welcomes you. We are happy you are here and hope your event is a success for you and your organization. To help you while you are onsite, below are the answers to the most frequently asked questions and a few facility policies we ask you to observe.*

## COPYING, COMPUTER PRINTING & FAXING

B & W: \$0.25/ea.

Color: \$0.50/ea.

Please see the CMCC Receptionist desk on the Upper Level if you need these services while onsite.

For large numbers of copies or multiple faxes, the closest commercial availability is FedEx-Kinkos at 1111 Green Street -- two blocks South and two and one-half blocks East.

## FLATBED & HAND CARTS

CMCC has a limited number of carts that are available to Exhibitors on a first-come, first served basis. Ask the CMCC Security Department about checking carts out when you arrive onsite. You will be required to check the cart out with a valid driver's license. (Bringing your own is strongly recommended.)

## WIRELESS INTERNET

Free Wireless Internet is available in all public areas and meeting rooms inside CMCC. To log on, select the "CMCC Guest" network from the Wi-Fi options on your personal device. A browser window should appear for you to select a Wi-Fi plan. Choose your option (general, basic, premium, or elite) and get connected!

## SECURITY OF YOUR MATERIALS

CMCC is diligent in our efforts to provide security. However, we cannot guarantee the security of your materials, equipment or personal belongings left unattended in public areas or meeting rooms and will not be held responsible for them. If something goes missing, contact Event Management or call the CMCC Lost-and-Found in the Security Office at 803-545-0040. If you wish to file an insurance claim, contact your Event Management and/or the City of Columbia Police Department at 803-252-2911.

## PICKING UP SHIPMENTS AT CMCC

Smaller shipments, such as printed materials and containerized displays, are generally delivered by carriers such as FedEx, UPS, USPS, DHL, etc. to the CMCC Receptionist's Desk located on the Upper Level. Large containers delivered by common carriers may be on our loading dock or in storage areas. Please ask your Event Manager or the CMCC Receptionist to locate your shipment. It is always a good idea to have your tracking number with you.

## SHIPPING AFTER YOUR EVENT

For small shipments, pack and label your materials and deliver them to the CMCC Receptionist's Desk on the Upper Level. YOU must schedule a pick-up by your carrier. If you have large containers or equipment to ship and your Show Manager or Decorator is not handling drayage, contact the CMCC Events Department. YOU will have to prepare your Bills of Lading and contact your carrier. CMCC will not be held responsible for materials left behind.

## PROHIBITED ITEMS

**1) Food & Beverage** from any outside source may NOT be brought onto CMCC premises. All food and beverage must be purchased in advance from Spectra or at concessions facilities authorized by Spectra within the building. Food or beverage, other than candy or mints, may not be given out at your booth without authorization from Spectra. NO ONE, except Spectra, is permitted to serve, sell or otherwise dispense, alcoholic beverages on CMCC property.

**2) Helium-Filled Balloons** can escape and foul the sprinkler and fire retarding systems. They are a safety hazard and are not allowed. If a balloon escapes, you may be subject to a retrieval charge up to \$250.00.

**3) Signage** may not be affixed to CMCC walls or other surfaces. Posting materials on walls and windows looks unprofessional and the adhesive or mounting devices can mar painted or stained surfaces and leave residue on glass and metal. The CMCC Events Department will be happy to help with signage and have banners hung for you.

**4) Service Corridors** are off limits. For your OWN SAFETY, as well as insurance and security reasons, please do not use the service halls or CMCC equipment storage areas.

## **RETAIL SALES TAX INFORMATION (SCDOR 2013)**

On all retail purchases of tangible personal property there is a 6% sales tax and a 1% local option tax due. In addition, a South Carolina Retail Sales and Use Tax License are required for vendors making retail sales at events that do not have an admissions fee or charge to enter. On events that do have an admissions charge, under our code section 12-36-510 ( C ), the event is considered a "Special Event" and the tax must be paid on the sales, but a retail license is not required for the event.

**We thank you again and hope you have an enjoyable and successful event. Let us know what we can do to help.**

**For additional questions or onsite power orders, please contact your Show Manager.**

- *The Staff of the Columbia Metropolitan Convention Center*

# EXHIBITOR SUSTAINABILITY PRACTICES

CMCC firmly believes that we have a responsibility to conduct business in a manner that positively affects the well-being of our employees, clients, community & the natural environment. We invite you to join us in our efforts by utilizing the following sustainability tips.

**Recyclable:** Paper, Cardboard, Wooden Pallets, Plastic Bottles, Magazines/Pamphlets, Paper Cups, Aluminum Cans

**Non-Recyclable:** Styrofoam, Packaging Peanuts, Plastic Bags, Laminated Paper



## BEFORE EVENT / SETUP

### Reduce Waste

- Reuse printed materials at future events by not including dates.
- Produce banners/pamphlets/etc. on recyclable materials.
- Recycle cardboard and wooden pallets. Place all items for disposal in the aisleway & CMCC team will recycle before show opens.
- Reuse plastic shipping containers for future shows.
- Minimize shipping packaging by choosing environmentally responsible materials.

### Reduce Energy

- Use local vendors to reduce shipping & transportation carbon footprint impact.
- Order power in advance at [ColumbiaConventionCenter.com](http://ColumbiaConventionCenter.com).

## DURING EVENT

### Reduce Waste

- Properly dispose of all waste & utilize the recycle/trash bins throughout the space.
- Bring your own water bottle & use our refillable water bottle stations located on both levels of the building beside passenger elevators.
- Distribute information electronically.

### Reduce Energy

- Power down all displays, monitors & booth lighting when not in use, or use sleep mode if equipment cannot be shut down.
- Use public transportation, (including the no charge Soda Cap Connector), carpool or walk to & from the convention center, hotel, meals, etc.

## AFTER EVENT / MOVE-OUT

### Reduce Waste

- Recycle unused printed materials in the recycle bins located throughout the space.
- Donate any items you're unable to reuse locally.
- Consolidate outgoing shipments as much as possible.

## SERVICE ANIMAL AND PET POLICY

### SERVICE ANIMALS ARE WELCOME!

- Only service animals, as stipulated by the Department of Justice, Americans with Disabilities Act (ADA), are authorized within our facilities.
- Service animal is defined as a dog that has been individually trained to do work or perform tasks for people with disabilities. The ADA does not restrict the type of dog breeds that can be service animals.
- Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack or performing other duties.
- Under South Carolina State Law, every person who is a trainer of a service animal, while engaged in the training of a service animal, has the same rights and privileges as people with a disability.

### SERVICE ANIMALS ARE WORKING ANIMALS, NOT PETS.

- To comply with Health Department regulations, pets are not permitted in the Columbia Metropolitan Convention Center.
- The work or task a service animal has been trained to provide must be directly related to the person's disability.
- Emotional support, stress, therapy, comfort or companion animals are not considered service animals under the ADA.
- Under the ADA, state and local government, businesses and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.
- Questions that can be asked to determine if a dog is a service animal.
  - Is the dog a service animal required because of a disability?
  - What work or task has the dog been trained to perform?

### SERVICE ANIMALS MUST BE ON A LEASH OR IN A HARNESS.

- Service animals must be under the control of the handler and must be housebroken. Handlers are responsible for the behavior and cleanliness of their service animal and are liable for any damage done to the premises or facility by the dog.
- Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal or other effective controls.