



General Service Contractor Guidelines

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GENERAL SERVICE CONTRACTOR GUIDELINES

1. **Abandoned Property.** The Service Contractor and/or exhibitors, at the close of the show, must remove all materials from the contracted space. The JCC **WILL NOT** provide storage nor ship any abandoned property. Licensee shall be liable for the cost incurred in disposing of any materials.
2. **Banners & Signage.** All banners and signage must be hung by contractor's staff. Exhibitors are not allowed access to the catwalks to hang banners.
3. **Billing & Facility Use Application.** Contractors wishing to cover event-related expenses such as Complex staffing, utilities, equipment rental, supplementary hall rental, damage, etc. may do so with advance approval from the Event Coordinator/Manager.
4. **Bone yard & Crate Storage.** Complex will assign, and Contractor's floor plans will indicate, bone yard/crate storage locations. Storage areas may not block access to any door, fire hose/extinguisher cabinet or pull-station. Contractor will respond to Complex's reasonable requests for consolidation / cleanup of storage areas during the event. Pallets or other Contractor or exhibitor packing material left on property will be subject to a disposal charge.
5. **Cables.** All cables that cross doorways, aisles or walkways are to be covered with rubber matting or carpet marked with reflective tape. AVI-SPL will charge accordingly if items are not provided.
6. **Carpet.** All carpeted areas must be protected during move-in and move-out. Show carpet will be properly stretched to eliminate uneven walking surfaces; and secured at edges and seams with double-sided gaffers 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. Cord runs should be located wherever possible in non-traffic areas; and when run across traffic areas on or under carpet, marked with reflective caution tape.
7. **Cleaning.** The Authorized Areas are turned over to the Licensee under a "clean hall to clean hall" policy. Licensee's contractor will be responsible for the cleaning of areas including, but not limited to, areas utilized for purposes of offices or registration, loading dock(s), any Exhibit Hall floor space that is utilized, trash left on the show floor and removal of floor tape.
8. **Damage.** Contractor is required to inspect the premises with the Complex Event Coordinator/Manager to note any pre-existing damage. Client will be held liable for any damage caused by Contractor, unless Contractor requests and Complex approves appropriate billing.
9. **Employee Identification.** Contractor employees must wear identification and/or proper uniform identifying their staff at all times.
10. **Equipment Rental.** Complex's equipment is available for Contractor's use at prevailing rental rates. Contractor agrees not to use or transport any equipment, supplies furnishings or other property belonging to the Complex, without the Event Coordinator/Manager's written permission.
 - a. NO electrical moving equipment (i.e. scissor lifts, boom lifts) can be used by any production company without written request to the Event Services Department 48 hours prior to requested time.
11. **Event Coordinator/Manager.** The Complex's Event Coordinator/Manager is Contractor's main contact for all aspects of the event. Contractor is expected to comply with Event Coordinator/Manager's requests and direction.
12. **Exit Doors.** At no time shall an exit door be chain locked, blocked, tied open or obstructed in any way.
13. **Fire Exits, Hose/Extinguisher Cabinets, Pull Stations.** Contractor may not, or permit exhibitors to, obstruct or obscure visibility from show floor to any marked Fire Exit, Hose/ Extinguisher Cabinet, or Pull Station. Contractors agree to comply with all requirements set forth by the City of Jackson Fire Marshal Office.
14. **Food & Beverage.** Contractors should remind employees that outside food and beverages are not permitted in the Complex at any time. Contractors are also no allowed to take advantage of any event related food unless arranged by client with prior approval from the Event Coordinator/Manager.
15. **Freight.** All event-related freight must be addressed to Licensee or Contractor, and consigned through Contractor. Freight sent directly to the facility must arrive during the licensed period; and must be accepted and handled by Contractor. The facility will not accept freight addressed to the Complex or Complex staff, or which arrives prior to move-in day.

- 16. Floor Plans and Fire Marshal Inspections.** Contractors will submit for Complex and Fire Marshal approval detailed full-size, drawn-to-scale floor plan(s) for any area being used for exhibits, displays and registration, no later than thirty (30) days prior to move-in. Plans will show aisle width, clearance from walls, doors and fire cabinets, location of bone yard/crate storage; and exhibit area layout.
- 17. Insurance.** Service Contractors must have a copy of their current insurance certificate on file with the Facility.
- 18. Loading Dock.** The loading docks are hazardous areas. Contractor will ensure employee attention to safety, trip-and-fall hazards etc. Where possible, equipment such as forklift attachments, carpet rolls, etc. should be stored in trailers and not on the dock.
- 19. Loading In & Out.** Loading dock space shall be designated by the Event Coordinator/Manager. Contractor will be responsible for a dock marshal to control the load-in/out process, with its own personnel or trained personnel provided by a Complex-approved vendor. Contractor will not permit loading in/out via front-of-house entrances without the approval of the Event Coordinator/Manager.
- 20. Parking.** Contractor employees will park in areas designated by Complex. Please refer to the parking section of the Complex's Event Planning Guide. Parking in the loading dock basin or on dock ramps is prohibited and violators will be towed at the owner's expense.
- 21. Permanently-Carpeted Areas Used for Exhibits.** Carpets will be protected during load-in/out with thick plastic sheeting over any area traversed by forklifts, pallet jacks, or vehicles; to drop palletized items; or where plants or permitted plant matter will be placed. Forklift / equipment wheels will be protected by clean plastic booties when traversing unprotected carpeted areas.
- 22. Rigging Services.** Any and all rigging services MUST be provided through the Complex's EXCLUSIVE vendor, AVI-SPL. For pricing and quotes please contact:
- AVI-SPL /James Root**
105 E. Pascagoula St.
Jackson, MS 39207
Phone: 832-412-6604
Email: james.root@avispl.com
- 23. Safety.** Contractor will comply with Complex safety regulations, including proper use of harnesses and other safety equipment and operator certification.
- *CONTRACTOR agrees to follow all OSHA safety standards outlined in Part 1910 (General Industry Regulations) as required by the US Department of Labor. CONTRACTOR shall provide initial safety orientation to its new employees upon arrival at the COMPLEX. At a minimum, such orientation shall include training on safety hazards associated with their work, site-specific safety policies and procedures, personal protective equipment requirements, rules and limitations on equipment operations, what to do in case of injury or illness and location of medical / first aid stations.*
 - *CONTRACTOR shall meet all OSHA standards for the storing of Hazardous Materials. "Hazardous Materials" shall mean, without limitation, those substances included within the definitions of "hazardous substances", "hazardous materials", "toxic substances", or "solid waste" in any applicable state or federal environmental law.*
- 24. Smoking.** The Complex is a non-smoking facility. Smoking is only permitted in designated areas outside of the Complex. Please see the Event Coordinator/Manager for these designated areas.
- 25. Staging and Marshaling Area.** Please contact the Event Coordinator/Manager for available staging and marshaling area related to your show.
- 26. Storage.** Limited storage is available within specifically marked areas allocated by the JCC. Stored items may not block doorways, exits or fire equipment. Storage in service corridors is strictly **PROHIBITED**. Empty crates may NOT be stored inside the facility during show days. Contact the Event Manager for approval.
- 27. Sub-contractors.** Contractors are responsible for the safety, conduct, and performance of their sub-contractors.
- 28. Tape & Residue.** Only professional contractors or gaffers tape may be used on Complex floor and wall surfaces. Duct tape, clear "cellophane" or packing tape is specifically prohibited. Licensee or Contractor as appropriate will be liable for cost of any work necessary to remove tape or residue.



GENERAL SERVICE CONTRACTOR GUIDELINE ACKNOWLEDGMENT FORM

COMPLETE THIS FORM ONLY ONCE YOU HAVE REVIEWED AND UNDERSTAND THE INFORMATION PROVIDED IN "APPENDIX D" OF THE JACKSON CONVENTION COMPLEX – EVENT PLANNING GUIDE

Return signed form to: Jackson Convention Complex –Event Services Department
105 E. Pascagoula Street
Jackson, MS 39201
Attn: Director of Event Services
Or: Email to cmiller@jacksonconventioncomplex.com

PLEASE KEEP A COPY OF THIS FORM FOR YOUR RECORDS

General Service Contractor Information

CONTRACTOR ACKNOWLEDGES THEY HAVE READ AND UNDERSTAND THE GUIDELINES PROVIDED IN "APPENDIX D" OF THE EVENT PLANNING GUIDE OF THE JACKSON CONVENTION COMPLEX AND SHALL ADHERE TO ALL THE GUIDELINES PROVIDED.

Company Name: _____

Contact Person: _____

Please Print

Date: _____

Signature: _____

Title: _____

Complex Signature: _____

Date: _____

AVI/SPL Signature: _____

Date: _____