

**Access to Licensed Space:**

The Lessee shall have access to leased space as indicated on the contract. Prior to signing the contract, Lessee should insure any move-in, move-out, set-up, or tear-down time is included. This should include set-up and tear-down for decorator and exhibitors, registration, audio visual (especially IMAG), speaker preparation etc. In the performance of their duties, Lansing Center personnel shall have the right to enter the areas of the facility licensed to the client. Specific hours may or may not be designated.

**Adhesives:**

No adhesives, tape or nails may be used to affix items to doors, tables, walls, windows etc., in any location at the Lansing Center. In certain areas of the facility, small T-pins or push pins may be used upon soft walls for signage, speaker presentations, or banners. Non-residue type of tack-it (wall putty) may also be used. Please see your event coordinator to confirm use of tack-it and/or T-pins.

No adhesive-backed decals and/or stickers may be affixed to any facility surface, or distributed to attendees without prior approval from Lansing Center management. The Lessee is responsible for removal of all approved and non-approved adhesive backed materials, and any resulting residue from facility surfaces and equipment by the completion of the move-out. Should the removal of these items result in surface damage, such as paint or fabric peeled from the walls, prevailing charges will apply for labor and materials.

The use of double-faced tape is permitted on concrete floors only. The center requires the use of Polyken 105 C tape or approved equal. The removal, and associated costs thereof, of tape and tape residue is the responsibility of the Licensee.

**Advertising:**

Lessee shall not in any manner publicize, or cause to be publicized, any event or performance prior to the execution of the Licensee Agreement. The Lessee agrees that all printed materials and electronic mediums including, but not limited to: advertising, literature, handouts, etc., promoting the event and/or the facility shall always utilize logos and colors approved by the Lansing Center Management. The facility shall furnish such facility logo upon request. The facility shall always be referenced as the “Lansing Center” in all print and electronic mediums.

**Americans with Disabilities Act (ADA):**

The Lansing Center is in compliance with the requirements of the Americans with Disabilities Act (ADA). Provisions include ramp access, restroom facilities, Braille elevator buttons and phone for the hearing impaired.

**Audio Visual:**

The Lansing Center has a full service, in-house Technical Services Department. All basic audio and visual equipment is available, including wired and wireless microphones, LCD projectors, video production, IMAG production, and the ability to coordinate large AV productions and performances upon request. Contact your Event Coordinator for specific quotes.

The supply of audio-visual or technical production equipment or items is strictly controlled. The bringing in of outside production companies, equipment or items is pursuant to Lansing Center guidelines and principles. Please contact the Sales or Event Coordination Department for further clarification and guidelines.

**Coat Check:**

Coat Checking is available through the Lansing Center’s Event Staff. Please contact the Event Coordinator for details.

**Copy and Fax Charges:**

- Total number of copies 1-100 (max) at \$0.20 per page
- Total number of color copies 1-100 (max.) at \$0.25 per page
- Total number of fax pages sent at \$2.00 per page
- Total number of fax pages received at \$1.00 per page
- Transparencies at \$2.00 per page

**Damages:**

All damage, except for normal facility wear and tear, is the responsibility of the Licensee. Holes may not be drilled, punched, or cored into any part of the Lansing Center or its exterior premises. A pre-event and a post-event final walk-through will take place with your Event Coordinator, and a damage evaluation report will be completed. If the facility is not returned in the same condition as received, the Licensee is responsible for the costs necessary to clean, repair, and/or replace any damage that occurred throughout the course of the event. All cleaning, replacements and/or repairs are done strictly by the Lansing Center. Any damage to the center property or equipment is to be reported immediately to the Lansing Center’s Security Department located in the loading dock area.

The use of helium balloons, glitter, and/or confetti, must be approved by the Event Coordinator. Costs associated with the removal of helium balloons and clean-up of glitter, confetti, or related materials are the responsibility of the Licensee.

**Equipment Inventory / Rental:**

The Lansing Center is equipped with an inventory of staging, tables and chairs to meet your requirements. Additionally, there is an inventory of special items (dance floor, lecterns, white boards, easels, podiums, etc.) available for rent. The prevailing rates for rental equipment are available on a separate rate schedule. All LEPFA equipment will be set-up and operated by authorized LEPFA personnel. Unless included in rate schedule, any labor charges for operator shall be in addition to the rental charge for the equipment.

**First Aid / Emergency Medical Services (EMT):**

The Lansing Center Security staff is trained in basic First Aid. The facility is within ½-mile of a City of Lansing Fire Station which provides EMT services within minutes of an emergency. Based on the number of attendees or the nature of the event, some events may require the Lessee to schedule on-site emergency medical personnel. The Lansing Center can assist you in locating such services to obtain a price quote. Please see your Event Coordinator to determine your First Aid needs beyond

our basic coverage. Charges for these services and/or supplies will be billed on your final statement.

**Freight - Deliveries:**

The Lansing 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 service contractor/decorator who will deliver it to the Lansing Center during the designated move-in period. Any freight scheduled for delivery to the Lansing Center during move-in periods must be to the attention of the service contractor/decorator. The Lansing Center will not accept freight deliveries on behalf of Licensee, service contractors, decorators, exhibitors, etc. The Lansing 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 Lansing Center will not be liable for the security of freight left in the facility following the conclusion of your move-out date, nor can we assume responsibility for the shipping of such freight. Freight left in the Lansing Center will be disposed of at the Licensee's expense. Licensee is responsible for informing all parties (including exhibitors) of Lansing Center's freight policies.

**Freight - Hand-Carried:**

Move-in or move-out through the Lansing Center lobbies is strictly limited to hand-carried items. Dollies, flatbeds, or anything mechanical is prohibited. Materials which require the use of wheeled or mechanical equipment must be delivered via the loading docks. Passenger elevators are designed for passenger use and not intended to carry the heavy weights. Due to safety requirements, when events are open and attended by the public all freight is strictly limited to hand-carried items – dollies, flatbeds, or anything mechanical is prohibited.

**Heating / Cooling / Ventilation:**

Ventilation services (air conditioning/heating) begin one hour prior to each scheduled event and end one hour after each scheduled closing. Additional ventilation required during move-in/move-out must be requested by the Licensee and will be billed at the prevailed rates.

The facility will supply adequate levels of heat, light, and air conditioning necessary for set up and tear down. Full lighting, heat, and/or air conditioning will be provided during show hours. Requests for full lighting, heat and air conditioning during set up and tear down will result in additional charges.

**Hours of Operation:**

The standard hours of operation for administrative staff are 8:00 am to 5:00 pm, Monday – Friday. Standard operating hours for client leased space varies by event.

**Housekeeping:**

The Lansing Center staff will keep the restrooms, lobbies, concourses, and other public areas clean and tidy during all of your event hours, and your meeting rooms will be refreshed between sessions. Please be sure to tell your Event Coordinator about special cleaning schedules or restricted housekeeping areas.

**House Phones:**

To aid in communicating with Lansing Center staff, House Phones are conveniently located throughout the facility. Contact your Event Coordinator for locations.

**Keys - Room Security:**

The Lansing Center provides a convenient locking system to help you maintain security of the various rooms used. We will also work with you to coordinate other security needs. It is important to remember that the Lansing Center must always have access to any area of the facility, and reserves the right to access any area if necessary. The chaining of doors is expressly prohibited by the City of Lansing Fire Marshal's Office.

All keys required by licensee, show personnel, or service coordinators are subject to a deposit. Please designate a single member of your staff to sign for receipt of all keys needed for your event (if any) and coordinate their distribution to your designees. This person will be responsible for the return of all keys. Keys can be issued upon arrival. An automatic charge of \$50.00 per key for any keys not returned on move-out day will be imposed. For an additional fee, the Lansing Center has the capability to change door locks to designated rooms.

**Online Payments & Deposits:**

Please visit our website at [www.LansingCenter.com](http://www.LansingCenter.com) for convenient online payment of deposits and utility orders. **Notice:** Effective July 1st, if paying by credit card, a 3.5% processing fee will be added to the invoice. To pay by check, please make the check payable to The Lansing Center and mail it to: Attn: Accounts Receivable, 333 E. Michigan Ave., Lansing, MI 48933.

**Parking:**

The City of Lansing Parking Department has convenient parking beneath the Lansing Center, and in the North Grand Parking Ramp accessed by skywalk across the Grand River, charging a parking fee at the prevailing rate. Overnight parking on City of Lansing property is prohibited without prior approval from the Parking Office. Motor homes may use parking spaces for parking only. Due to the mechanized gates, motorcycles are not to park under the Lansing Center. Options are available for the rental of parking spaces, including meters on Michigan Avenue. Parking information suitable for linking to your exhibitors and attendees is available at <http://www.lansing.org/visitor/maps/>. Please contact your Event Coordinator for more information.

**Permits – Health / Business / Transient Merchant License:**

Permits are the responsibility of the Licensee, and while the Lansing Center will assist you with information necessary for submission, the Lansing Center cannot secure such permits on your behalf. A health permit may be needed to be obtained by the Licensee to cover any exhibitors who have received prior written permission from the Lansing Center to distribute food samples or other consumables.

The sale or distribution of novelty merchandise is prohibited without the prior written approval of the Event Coordinator. Transient Merchant License may apply. Contact the Ingham County Treasurer's office at 517-676-7220 for additional information.

**Room Set-Up:**

With the exception of floor plans with exhibitor space floor diagrams or specifications for all meeting, public exhibit, and lobby spaces shall be submitted to your Event Coordinator two to three (2-3) months prior to your event. Initial set-up of the standard equipment (i.e. table and chairs) is provided with the room rental. Any changes made within the 24-hour period prior to your event or the day of, will be subject to equipment and labor fees. All floor load capacities must be observed. Any variation must have prior written approval from the Lansing Center.

The proposed floor plan submitted for approval must include the following:

- Show title, contracted dates, service contractor name and address.
- Booth configurations drawn to scale, including base dimensions, heights and locations.
- Aisle locations and dimensions.
- Location and dimensions of all fixtures including, but not limited to, stages, risers, registration areas, lounge areas, entertainment areas, etc.
- Location of all exits.
- Location of all permanent and temporary concession and novelty stands.
- Location of all fire safety devices including extinguisher and alarm stands.
- Location of all primary entrances and emergency exits.
- Locations and dimensions of all service desks including space allocations for service desks operated by the Lansing Center.
- Location and dimensions of service contractor storage areas or “bone yards”.
- Distinction between pipe and drape, and hard wall.

**Security Information:****Building Security**

The Lansing Center maintains 24 hour, 7 day a week building security. This guard is responsible for the facility’s perimeter areas, internal concourses, and back-of-house spaces. Security staff will also open and secure exterior and interior access doors. Building Security is not “event specific” and is responsible for general monitoring of the building. Responsibilities include physical security, locking/unlocking doors, monitoring entrances and service area. Facility security is not available to perform as, or replace, event security. Certain events will require minimum levels of security. See “Event Security Coverage” section for more information.

**Event Security:**

The Lansing Center reserves the exclusive right to hire, assign and direct Event Security staff for events conducted in or on the Lansing Center grounds. In consultation with Licensee, your Event Coordinator will determine staffing requirements based upon this policy, and our assessment of the public safety environment, including such factors as the number of attendees and the mix of events present in the facility. Event Security is required for traffic control, and loading dock door coverage for move-in and move-outs. Checkpoints due to presence of two or more concurrent events may be shared among affected events.

Responsibilities include crowd or traffic control at public entrances, monitoring and controlling

access at various public and back-of-house entrances being used by the event (staging, marshaling, load-in/out traffic, control by specially trained staff) and credential or badge-checking as needed. All arrangements for security are made through the Lansing. Security is assessed in one (1) hour increments with a four (4) hour minimum per person. Your Event Coordinator will advise you of safety requirements, if any.

**Required Additional Security:**

Certain events, whether public or private, may require additional Security coverage at the Licensee expense, including our in-house Security, as well as Lansing Police Department officers and/or Lansing Fire Department EMT's. Your Event Coordinator will assist in making those arrangements, and pricing will be at the prevailing rate charged by the City of Lansing.

**Exhibitor Move-In/Out:**

For the duration of exhibitor move-in/out, one guard is required for each entrance used, and 1-2 guards may be required to control and monitor traffic in the load in/out area, including the back lot.

**Overnight Coverage:**

This coverage is optional, and is available at the prevailing rate with a four (4) hour minimum per guard.

**Badge Checkers, Show Floor:**

The Lansing Center does not require badge-checkers or show-floor to be Security personnel. Staffing for those functions may be filled by our Event Staff department.

**Student-Centered Event Security:**

School proms, graduations, quinceaneras and other student-centered events, require security guards to monitor the event and assist school personnel in enforcing School and Lansing Center rules and regulations. Final security coverage is determined by the Event Coordinator.

**Security for Social Events with a Bar:**

Social events, such as a reception, wedding, etc., require a security guard. If the event is over 300 people, a second guard may be required. Security will be determined by the Event Coordinator.

**Staging:**

Staging sections are provided complimentary (as available) as part of standard room sets for the following rooms:

Ballrooms:

- One (1) section of ballrooms = 8' x 8' x 2' stage
- Two (2) sections of ballrooms = 16' x 8' x 2' stage
- Four (4) sections of ballrooms = 24' x 12' x 2' stage
- Six (6) sections of ballrooms = 32' x 12' x 2' stage
- Eight (8) sections of ballrooms = 32' x 16' x 2' stage



**Exhibit Halls:**

- One (1) Exhibit Hall = 24' x 20' x 4' stage
- Two (2) Exhibit Halls = 32' x 24' x 4' stage
- Three (3) Exhibit Halls = 40' x 24' x 4' stage

**Meeting Rooms: Two room minimum**

- 100 Meeting Rooms = 8' x 8' x 18" stage
- 200 Meeting Rooms = 12' x 8' x 18" stage

Additional stage decks and height options are available with potential additional charges.

**Smoking Policy:**

By City of Lansing ordinance, smoking in all public facilities is prohibited. The Lansing Center is a smoke-free environment.

**Trash Removal:**

For events with excessive trash, a compactor service fee may be required. The Lansing Center is proud to have an extensive on-site recycling program, to assist in keeping your event 'green.'

**Utilities (Electric/Internet and Phone/Water):**

Your Event Coordinator will forward your utility needs to the appropriate department (i.e. Electrical, Internet, Water, Telecommunications), to ensure that your requirements are met in a timely and cost-efficient manner. All Client Utility Orders (with the exception of Exhibitor orders) should be included with your event information to your Event Coordinator. Your Event Coordinator will work closely with our Technical Services and Maintenance Departments in communicating your needs. Exhibitors can be directed to order utilities online by simply going to our website ([www.lansingcenter.com](http://www.lansingcenter.com)) and going to the Exhibit section.

**Electric:**

Working with your Event Coordinator, electrical service needs for all Clients and Exhibitors must be arranged in advance through the Lansing Center Technical Services Department, to insure your event needs are met in a timely manner. Basic room rental includes standard house lighting, and access to wall outlets. All cords used in the Lansing Center must be UL approved, and grounded. Residential extension cords are not recommended and could result in a blown circuit, causing damage to equipment and the facility. Damages are at the expense of the Lessee. Any additional electrical needs, including use of floor pockets, are subject to an additional cost. Only building personnel are authorized to install electrical cords into floor pockets and outlets. Unauthorized installation of electrical cords may result in additional fees.

**Internet and Phone:**

The Technical Services Department will address all of your internet and phone requirements.

Internet service for Meeting Planners and their presenters can be arranged in advance through your

Event Coordinator. Services include wireless and hardwire with a range of speeds available.

The Lansing Center is a wireless-only internet location for exhibitors, vendors and attendees, available only on the day of the event, not by advance order. Services are available on the day of arrival by logging onto the Lansing Center Wi-Fi and following the instructions to establish an account and pay on-line.

The Lansing Center has a limited number of Phone lines reserved for event registration, presenters, and client use. Exhibitors requiring phone service should contact the Lansing Center Technical Services Department.

**Water:**

Water service is available in specific areas of the Exhibit Halls, with filling and emptying service provided by Lansing Center Building Engineers.

All facility utilities are the property of the Lansing Center and it is prohibited to access, tamper, or otherwise utilize said utilities without prior written approval of the Operation. Costs for repairs, damages, etc. resulting from unauthorized use of utilities are the Licensee's responsibilities.