

# POLICIES & PROCEDURES

We have developed these policies & procedures to ensure that your event will be safe and successful. Of course, not all situations will be covered in this guide or may need special consideration by management. Any questions regarding policies & procedures not included here can be directed to the Overland Park Convention Center Events Department. We will be glad to clarify any of the enclosed information.

## A

**Alcohol:** Alcoholic beverages must be purchased through the Overland Park Convention Center, who holds the liquor license for the facility. Additional security may be required for events where alcohol is served. The Overland Park Convention Center supports responsible drinking at all times.

**Animals:** For the safety and comfort of all our visitors, animals are not permitted in the facility except in conjunction with an approved exhibit, display or performance, which absolutely requires the use of an animal. The Customer is responsible for obtaining all appropriate permits. ADA service animals (i.e. Guide dog, signal dog) or any other animal individually trained to provide assistance to an individual with a disability are allowed in the facility. All sanitary needs for animals are the responsibility of the Customer. Animals are not permitted within 50 ft. of any food prep or service area, unless they are ADA service animals.

## B

**Banners/Signage:** To keep our beautiful facility looking that way, (and to keep each group's event separate and special) banners, signs, pictures, notices or advertisements may only be placed in locations, and by methods, approved in advance by the OPCC.

**Bulk Trash:** We ask you to take responsibility for removal of bulk trash, crates, lumber, pallets, packing materials, oil and tape prior to, during, and after the show. The goal is to keep your show as pristine as it deserves to be. Any costs incurred by the OPCC for bulk trash removal will be charged to show management at the prevailing rate.

## C

**Carpet:** The following policies and procedures apply if your event is inside all or part of the Ballroom and displays any type of heavy machinery, vehicle, or object that may cause damage to the carpet.

- ✦ If your event requires any type of lift, the Convention Center staff/service contractor will be required to perform these tasks. Only pallet jacks are allowed on the carpet areas of the Convention Center.
- ✦ If your event is in one or both of the Exhibit Halls, in addition to the Ballroom, we highly recommend heavier objects and vehicles be placed on the concrete floors of the Exhibit Halls rather than the carpet of the Ballroom.
- ✦ In the event that the carpet is damaged, your event manager will provide pricing on repairs which will be billed on your final invoice.

**Contractor's Service Equipment and Motorized Vehicles:** For the safety of our exhibitors and employees, (and to keep our facility looking good) all carts, forklifts, bicycles, etc. are restricted to Exhibit Hall use. No liquid fuel powered vehicles should be operated outside the Exhibit Halls due to noise, air pollution and fire hazard. Forklifts are not allowed in the Ballroom, Pre-Function space, or Meeting Rooms. Only rubber wheel non-motorized freight carts are allowed in these areas.

**Cooking Demonstrations and Commercial Cooking:** For the safety of everyone, all cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Marshal and installed in accordance with the provisions of the City Building and Fire Codes. Cooking equipment shall be placed on a noncombustible surface, such as metal, hardwood board or glass and be separated from each other by a minimum horizontal distance of 2 ft. No deep frying may occur in the facility without the use of an ansul fire protection system. Concessions may be rented out at an additional charge based on availability. Please contact your event manager for further details. All cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e., Underwriters Laboratory or Factory Mutual. All cooking equipment shall have regulator(s) at appliance and gas cylinder(s). All supply lines (tubing or hoses) shall be lead-tight and in good repair. Hoses shall be listed for the type of product it supplies. (See also Food Samples).

**Crate Storage / Booth Storage:** Storage of any kind is prohibited behind the back drapes or display walls or inside display areas. All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The OPCC inspects all exhibits to ensure compliance. Crates, packing materials, wooden boxes and other highly combustible materials may not be stored in the OPCC. Items such as brochures, literature, giveaways, etc., within the booths are limited to a one-day supply.

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**D Damages:** Exhibitors are responsible for all damages, except normal wear and tear. In the event of damage, you will be informed after your event with written reports and photographs as soon as they are documented.

**Decorations:** The method and location of special installations must be approved in advance by OPCC management. Final approval will be determined after consideration of other building tenants occupying the space at the same time. It is just our way of making sure everybody has a successful, safe and cost-effective event. Decoration guidelines include the following:

- + No one may tape, nail, tack or otherwise fastened to ceilings, glass, doors, painted surfaces, columns, walls, finished floors, or window decorations of any kind.
- + Decorations may not block doors, fire extinguishers, sprinklers, emergency equipment signage, emergency exits or lighting systems.
- + All decorating materials must be constructed of flameproof material or treated with an approved fire retardant solution. Proof of satisfactory flame retardant treatment is required, and must be maintained within the specific exhibit area for inspection. Spot testing may be performed by the Overland Park Fire Marshal.
- + No one may use adhesive-backed decals or stickers nor may they be distributed anywhere on the premises.
- + Glitter and confetti may not be used in the building.
- + Candles may be used only on tables when securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials. The candle flame must be protected and enclosed in glass.
- + Only OPCC personnel may move planters, lobby furniture, and other OPCC equipment in the public areas.

**E Event Floor Plan Approval Process:** Floor plans must have an official signed and stamped approval from both OPCC Management and the Overland Park Fire Marshal and should not be published without this stamped approval. A copy must be provided to the OPCC Event Manager.

**Event Related Equipment:** As a courtesy to those holding the next event, each licensee is responsible to ensure the removal of any of its property, equipment, signs and props from the building at the end of the licensed period. If not, the OPCC reserves the right to discard any such items.

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**Exterior Doors:** Exhibitors should only use entrances designated for loading exhibit materials in and out. For security reasons, other exterior doors may not be propped open for any reason.

**First Aid:** The OPCC recognizes that the safety, health and well being of facility guests are our top priority. To deal effectively with emergency situations and protect public safety, First Aid services may be required. The OPCC reserves the right to provide all necessary First Aid personnel.

**Firearms:** The OPCC will not allow concealed weapons into the facility even with a permit.

**Floor Drilling:** Floor drilling is prohibited. Wall and ceiling drilling are also prohibited.

**Fog / Smoke Machines:** For public safety, fog/smoke machine usage is restricted to water-based chemicals. Approval must be obtained from the OPCC and the Overland Park Fire Marshal.

**Food and Beverage:** For obvious public health reasons and quality control, food and beverage services including the Cyber Café, breakfasts and dinners are provided exclusively by OPCC. The OPCC can provide banquet service, snacks, luncheons, beverage service, boxed lunches and concessions. No outside food/ beverage is allowed in the OPCC.

**Food Samples:** Food sample guidelines include the following:

- + Food and beverage samples must not be greater than 2 oz. and must be manufactured, processed, or distributed by the exhibiting firm and must be related to participation in the event. Each vendor must submit a temporary food service application two weeks prior to the event and may require an inspection before the show opens. Securing of all necessary licenses, permits, etc. is the responsibility of the exhibitor. Please contact your show producer for more details.

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- ✦ The Overland Park Convention Center will provide handwashing stations for vendors who require food inspections. The stations will need to be placed within 20 feet of each food vendor. The OPCC event manager will review the floor plan and map the placement of handwashing stations depending on where the food vendors are placed.
- ✦ For public health reasons, restrooms, concession stands and/or facility kitchens may not be used as exhibitor clean-up areas. Costs associated with the disposal of trash, waste, grease, etc. from exhibitor sampling are the responsibility of the client.
- ✦ Items such as candy bars and bottled water must be purchased from the food and beverage department. A hard candy dish provided complimentary by an exhibitor at their booth may be exempt, as long as the candy is bite sized and individually packaged.
- ✦ Exhibitors are responsible for complying with all Overland Park and Johnson County Health Department regulations regarding food sampling, storage, equipment, temperature, etc. If an exhibitor is not in compliance or does not obtain the proper permits, the Health Department can shut down the booth.

**Hanging Signs:** Fire safety laws demand that all electrical and neon signs must conform to national electrical codes and are required by the OPCC. The OPCC graphic, signs or advertising displays may not be blocked in any manner. During move-out following the event, all wires, hooks, screws and hanging materials used to hang signs must be removed. (See also Banners/Signage).

**Hazardous Materials Labeling:** For the safety of the public and all employees, OSHA requires that all containers of hazardous materials be labeled with the identity of the hazardous materials contained therein and appropriate hazard warnings. Exhibitors displaying or using hazardous chemicals must submit material Safety Data Sheets and manifests to the OPCC no less than sixty (60) days prior to move-in.

**Lasers:** For public safety reasons, only Class I lasers shall be permitted. Class II or greater are prohibited within the building.

**Lighting:** Rent includes lighting in public concourse areas and meeting rooms during move-in, show and move-out. During move-in and move-out, fifty percent (50%) lighting will be provided at no charge in exhibition halls. One hundred percent (100%) lighting will be provided in exhibition halls during show hours beginning sixty (60) minutes prior to show. This energy conservation policy reduces our carbon footprint and helps control our utility costs which, in turn keeps our rent low.

**Motorized Vehicle Operation:** For the safety of employees and exhibitors, only trained and certified personnel must operate forklifts and material handling devices. Operating vehicles and engines shall not be left unattended. Show Management is responsible for damages as a result of operating the equipment. To help maintain our facility, any vehicles which drip oil or other staining solutions must have drip pans or dry absorption powder under the parked vehicles and engines.

**Move-In and Move-Out:** During move-in and move-out, the Exhibition Hall lighting level is set at fifty percent (50%). Heating or air conditioning is not provided during move-in or move-out. The OPCC reserves the right to maintain sole control of the dock area during dock load in and out. Security staff may be required for everyone's safety at the prevailing rate.

**Multi-Story Exhibit Booths:** For safety reasons, exhibit booths that are multi-story or contain covered assembly areas, such as a tent, must meet the following minimum life safety requirements:

- ✦ Each enclosed or covered area must be protected by an audible smoke detector. This includes storage closets built into the exhibit.
- ✦ Each enclosed or covered area must display a charged fire extinguisher with a minimum rating of 2A20BC.
- ✦ The maximum occupancy of the load-bearing area(s) in a multi-story exhibit shall be limited to one person per fifteen net square feet of floor space, not to exceed a total of twenty-five persons. This maximum occupancy shall be posted.
- ✦ There should be at least two means of egress from each load bearing area(s) in excess of 200 square feet in a multi-story exhibit or from each covered assembly area.
- ✦ A copy of the exhibit plans must be submitted to the OPCC no later than sixty (60) days prior to installation. The plans must be certified and sealed by a licensed structural engineer or licensed architect. These plans will be reviewed by the Overland Park Fire Marshal and the City Planning and Development Service Department for approval and permit processing.

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**Package Inspection:** For your safety and security, cartons, packages or other containers brought in or removed from the OPCC by show personnel, exhibitors or service contractors may be subject to inspection.

**Pyrotechnics:** The rules governing the use of pyrotechnics are very specific. If you are considering adding pyrotechnics to your event, please spend a few minutes getting fully acquainted with them. Any contractor that intends to use pyrotechnics in the facility shall hold a valid federal license issued by the U.S. Department of the Treasury - Bureau of Alcohol, Tobacco and Firearms, for the use of “low explosives.” A copy of this license must be provided to the Event Manager at least one month prior to the event date. The use of pyrotechnics within the licensed area shall be approved by the customer who shall remain directly responsible to the OPCC for all activities as described in the License Agreement. A complete description of the pyrotechnic activity shall be prepared and submitted to the facility thirty (30) days in advance of the event and include the following information:

- ✦ Permit from Overland Park Fire Department
- ✦ Plots showing exact location, type, and number of devices
- ✦ Protective materials and equipment for activity
- ✦ Location and number of fire extinguishers for activity
- ✦ Schedule of activities, number of certified pyrotechnic operators, and their locations.
- ✦ Schedule for pre-show pyrotechnic test to be conducted in the presence of an Overland Park fire marshal.
- ✦ Pyrotechnic contractor shall provide a certificate of insurance to OPCC Management naming OPCC, Global Spectrum and its employees and City of Overland Park and their employees as additional insured

**Rigging:** For public safety reasons, OPCC management must approve all rigging. All rigging must be installed and managed by OPCC certified riggers. The OPCC reserves the right to retain consultants at the Customer’s expense to review or verify rigging specifications. Nothing may be attached to any OPCC electrical or mechanical system. This includes ducts, electrical conduit or raceways, plumbing, acoustical baffles, or sprinkler pipes. Rigging may only be attached to structural members.

**Safety / Fire Code Requirements:** The safety of all occupants of the OPCC is of primary concern. Any unsafe conditions or activity should be immediately reported to OPCC security and supervisory personnel of the responsible party for corrective measures. Those provisions of the 2006 International Building and Fire Code for public assembly facilities have been established as a standard for review of occupancies and events in the OPCC. The information contained in this outline is a summary of relevant provisions contained in these codes as well as standard operating procedures established in cooperation with the Fire Marshal of Overland Park. Reference copies of these codes are available in the Event Management Department.

- ✦ All curtains, drapes and decorations must be constructed of flameproof material, or treated with an approved flame proofing solution. (Treatment shall be renewed as often as may be necessary to maintain the flame proofing effect.)
- ✦ All exits, hallways and aisles are to be kept clear and unobstructed at all times.
- ✦ A 20 ft. roadway shall be maintained for fire equipment access to all parts of the building displays.
- ✦ No part of a stairway, whether interior or exterior, hallway, corridor, vestibule, balcony or bridge leading to a stairway or exit, shall be used to in a manner that will obstruct its use as an exit or that will present a hazardous condition.
- ✦ Storage of any kind is prohibited behind the back drapes or display walls or inside display areas. All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The OPCC inspects all exhibits to ensure compliance.
- ✦ Crates, packing materials, wooden boxes and other highly combustible materials may not be stored in the OPCC. Items such as brochures, literature, giveaways, etc., within the booths are limited to a one-day supply. Consideration will be given for the storage of crates outside of the facility.
- ✦ All outside displays that are under cover of the building roof or extension of the roof or porch area shall be governed by the same rules of an inside display.
- ✦ No exit door shall be locked, bolted or otherwise fastened or obstructed at any time the OPCC is open to the public. Moreover, it shall be unlawful to obstruct, or reduce passageway or other means of egress. Additionally, all required exits shall be so located as to be discernible and accessible with unobstructed access thereto.



- ✦ All sawdust and shavings shall be thoroughly treated with an approved flame-retardant product, stored and maintained in a manner approved by the Fire Marshal. Hay and straw are not allowed in the OPCC.
- ✦ The use of liquefied petroleum gases inside building, tents or other areas is strictly prohibited, except for demonstration purposes when approved by the OPCC and the Overland Park Fire Marshal. Maximum LPG allowed for exhibition purposes is a 16-oz non-refillable cylinder. There may be a maximum of 24 containers stored in any one location.
- ✦ All trash and refuse shall be removed daily from the OPCC.
- ✦ Provide and maintain approved fire extinguishing equipment in all areas as designated by the OPCC and the Overland Park Fire Marshal.
- ✦ All standpipe and hose cabinets shall be kept clear and unobstructed at all times.
- ✦ All hydrants and fire department connections shall be unobstructed at all times.
- ✦ All electrical connections shall be in accordance with the Electrical Code.
- ✦ All electrical cords (flat extension cords must be used when spanning across aisle space), sound cable or other trip hazards shall be safeguarded.
- ✦ Automobiles, trucks, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside the OPCC shall have no more than 1/4 tank or five (5) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and at least one battery cable shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in event of emergency. Carpeting or visqueen must be placed underneath the vehicle for any possible leakage.
- ✦ All appliances fired by natural gas shall be approved by the Facility Operations Manager, the OPCC and the Overland Park Fire Marshal, and installed in accordance with NFPA 54 National Fuel Gas Code before being used.
- ✦ The OPCC and the Overland Park Fire Marshal must approve the use of welding and cutting equipment for demonstration purposes.

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- ✦ Cylinders of compressed gases are prohibited unless approved by the Fire Marshal and secured according to requirements outlined in the 1997 Uniform Fire Code. The Facility Public Safety Manager along with the OPCC and the Overland Park Fire Marshal shall check egress of the facilities before it is occupied for any use. If such inspection reveals that any element of the required means of egress is obstructed, inaccessible, locked, fastened, or otherwise unsuited for immediate use, admittance to the building shall not be permitted until necessary corrective action has been completed.
- ✦ There shall be no obstruction blocking exit doors from the outside of the OPCC, such as vehicles parked in front of the doorways or barricades across sidewalks, etc.
- ✦ No curtains, drapes or decorations shall be hung in such a manner as to cover any exit signs.
- ✦ No vehicles shall be parked in fire lanes outside the OPCC.
- ✦ No flammable liquid or material shall be used or admitted inside of the OPCC except by approval of the OPCC and the Overland Park Fire Marshal. Prohibited materials include, but are not limited to kerosene, motor fuel, explosives, cryogenic gases, etc.
- ✦ No person shall cause or permit any open flame, candles, and torches, etc. to be used in any place of assembly, except that candles may be used on tables if securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials and only if approved by the authority having jurisdiction. The candle flame shall be protected.
- ✦ All floor plans submitted shall be totally representative of the halls, rooms, lobby and hallways and/or areas the events are held in, and include such as the location of manual pull stations, fire hose standpipe closet, exits, aisles, etc.
- ✦ All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the fire marshal and installed in accordance with the provisions of the city building and fire codes. Cooking equipment shall be placed on a noncombustible surface, such as metal, hardwood board or glass and be separated from each other by a minimum horizontal distance of 2 ft. No deep frying may occur in the facility without the use of an ansul system. Concessions may be rented out at an additional charge based on availability. Please contact your event manager for further details. All cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e., underwriters laboratory or factory mutual.

- ✦ All cooking equipment shall have regulator(s) at appliance and gas cylinder(s). All supply lines (tubing or hoses) shall be lead-tight and in good repair. Hoses shall be listed for the type of product it supplies.
- ✦ All aisles in the exhibit hall shall be maintained at a minimum of ten (10) feet clearance.
- ✦ All covered structures in excess of one hundred (100) square feet in area shall be protected by an automatic smoke detection system approved by the fire marshal.

**Signs & Posters:** We like posters as much as the next facility. We just want to make sure they do not detract from the aesthetics of our facility. OPCC requires posters to be mounted on easels and/or individual holders. Also, no posters, playbills or any other signage can be taped, stapled or affixed to any surface in the building. All signage must be of a printed nature and meet the approval of the management. Handwritten signs are prohibited. At move-out, all posted signage must be removed by the service contractor and/or customer. If any materials are left in or on the building, the customer will be billed at the prevailing labor rates to remove.

**Smoking:** As designated under the State of Kansas law, the OPCC is a non-smoking facility.

**Sound Levels:** Please be respectful when it comes to your sound levels. Maintaining sound levels will make sure that you do not disturb or interrupt other events. OPCC management reserves the right to require sound levels to be lowered.

**Tape Removal:** Tape of any type is prohibited in all areas of the building. Tape should not be placed on tables, chairs, walls, etc. The customer will be billed for any damages resulting from the removal of taped items (i.e. repainting walls & doors due to peeled paint, etc.) If a customer contracts for carpet to be laid as a part of the event, it is the responsibility of the carpet contractor to remove all tape from the floors during the final move-out of the event. If this is not done, the customer will be billed at the prevailing hourly rate for removal of the tape. If the tape is on a floor that must be stripped and refinished, the charges to return the floor to its original finish also will be billed to the Customer.

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T

**Telephones:** Telephones are only available through the OPCC, as a service to our clients. To order this service visit:  
<http://opconventioncenter.com/exhibitors/events/>

**Trash Removal:** For events producing excessive trash, a trash removal fee at prevailing rate will be charged to the show producer for each trash pull.

**Tips & Gratuities:** OPCC employees are strictly prohibited from accepting tips or gratuities. But since this truly is a team effort, we encourage customers who may wish to compliment OPCC staff for excellent performance to make a contribution to the OPCC's Employee Fund.

V

**Vehicles on Display:** Automobiles, trucks, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside the OPCC shall have no more than 1/4 tank or five (5) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and at least one battery cable shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in event of emergency. Carpeting or visqueen must be placed underneath the vehicle for any possible leakage.

U

**Utility Services:** For safety reasons, installation and removal of all utility services involving electrical, air, water, water drainage, or internet/telephone connections must be performed by the OPCC. All electrical equipment must meet the approval rating of underwriter's laboratory. The OPCC electrical equipment, such as extension cords (flat extension cords must be used when spanning across aisle space), electrical panels, spotlights and fixtures are not to be removed by exhibitors, show managers, service contractors, or any other unauthorized persons. Violators will be assessed an appropriate charge for any removals.

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## U

- + Orders will be processed and installed on a first-come, first-serve basis, or as we determine most convenient. Service will begin on the start date and end after the close of the show, unless special arrangements for early or late connection/disconnection have been made.
- + Under no circumstances shall distribution panels or mechanical equipment be blocked or access impeded. Floor boxes may not be accessed by anyone other than OPCC Personnel. The OPCC reserves the right to refuse any connection or equipment that is deemed unsafe. Obstructions blocking utility floor boxes are subject to relocation as necessary. The OPCC Operations department is authorized to cut floor coverings to permit installation of service unless otherwise directed. The OPCC cannot accept responsibility for voltage fluctuation or power failure due to temporary conditions beyond our control. For your protection, we advise installing a surge protector on all your computers and other sensitive equipment. We will not be responsible for damage or loss to any equipment, components, computer hardware, software or data, or injury to any person caused by the unauthorized installation of any equipment, connection to service, or

## W

**Water, Waste Disposal, Ware Washing:** Good equipment maintenance is just another form of good cost control. That's why no oils, combustibles, or any liquids other than water may be poured in the OPCC drainage or sewer systems. No tools, machines, cookware or any other food prep items may be emptied, washed, or rinsed in OPCC restrooms or janitorial closets. Fountains, aquariums, pools, etc., may not be filled from OPCC restrooms or janitorial closets. For water fills or drains, please complete the order form enclosed. Permanent hot and cold-water sinks are available in the service corridor for Exhibitors' use.

**Weapons:** Weapons are prohibited in the facility except firearms carried by sworn law-enforcement officers in the performance of their lawful duties.

# W

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**Welding:** For public safety, and to protect our facility, the use of welding equipment and cutting equipment as part of an exhibit must be specifically approved on an individual basis by the OPCC and the Overland Park Fire Marshal. Before any cutting or welding can be conducted, the following requirements must be adhered to:

- + Cutting and welding equipment must be in good repair.
- + No combustible or flammables within thirty-five (35) feet of work site.
- + When thirty-five (35) feet cannot be obtained, protected covers, fire resistant shields or guards may be used.
- + All wall and floor openings within thirty-five (35) feet of the site location must be tightly covered to prevent the passage of spark to adjacent areas.
- + Cylinders containing compressed gases for use at the site shall not be charged in excess of one half (1/2) their maximum capacity. Total gas capacity of cylinders is limited to twenty-five hundred (2500) cu ft.
- + Cylinders located at the site shall be connected for use, except that enough additional cylinders may be stored at the site to furnish approximately one day's consumption of each use. Other cylinders shall be stored in an approved storage area.

# PAYMENT POLICY

Full payment must be included with all advanced orders to obtain discount prices. Purchase orders are not considered advance payment. Payment must be made online at [opconventioncenter.com/exhibitors/events/](http://opconventioncenter.com/exhibitors/events/). Any additional costs incurred for orders or services placed at show site, including labor and material handling, are due & payable upon installment of equipment. All adjustments must be made during the show.

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All accounts must be settled at the Overland Park Convention Center Exhibitor Service desk prior to start of show. Your show site representative must be made aware of this policy and have means of payment. The exhibiting firm is responsible for payment of all charges. For returned checks, Exhibitors will be charged \$30.00 or 5% of face amount whichever is greater.