



# CHATTANOOGA CONVENTION CENTER

## EXHIBITOR INFORMATION:

### DEAR EXHIBITOR:

We are excited to have you at The Chattanooga Convention Center. As you will be exhibiting in our facility we would like to help make your experience a productive and successful one. Our facility is equipped to take care of all of your needs as well as providing a highly experienced staff to help you along the way.

The Chattanooga Convention Center (CCC) exclusively supplies Electricity, Utilities and Communication Services for each exhibit. We also provide assistance in Freight & Drayage and Decoration if a show decorator has not already been contracted.

Below is an outline of the resources we provide along with a general guideline of rules and restrictions in the exhibit halls and ballrooms. If you have any additional questions please contact the Exhibitor Services Manager at 423-756-0001 or [exhibitorservices@chattconvention.org](mailto:exhibitorservices@chattconvention.org).

### IMPORTANT TIPS:

- Save time by ordering your services online. You can order electrical, utility, phone or internet services. We provide easy step-by-step instructions and a secure online payment option with confirmation of payment.
- Save money by ordering ahead. We offer an **Advanced Rate** and a **Standard Rate**. To qualify for our discounted Advance Rate please submit your **Service Order AND payment 14 days** prior to the first move-in date of your event. The Standard Rate will apply to all orders within 13 days of the event as well as on-site registration.
- An on-site Service Desk will be available to answer any questions and to help with your order on the day of the move in.
- Please make sure to fill out your Service Order form completely and correctly. Please make sure to include up-to-date contact information (including the best contact email), your company name, and your booth number. This will help to ensure the most efficient service possible.

### ONLINE ORDERING & EXHIBITOR RESOURCES:

Online ordering is open 24/7 for your convenience. Go to our website, click on the "EXHIBITOR RESOURCES" tab on the top menu bar to access online ordering, exhibitor information and facility rules & regulations.

[www.chattanoogaconventioncenter.org](http://www.chattanoogaconventioncenter.org)

### ELECTRICAL & UTILTY SERVICES:

The Chattanooga Convention Center is the exclusive contractor for electrical and utility services. All electrical, compressed air and water must be ordered directly through the Convention Center. Click on the links below to learn more about the terms & conditions of our electrical and utility services. Use our easy online ordering form.

[ELECTRICAL AND UTILITY SERVICES TERMS & REGULATIONS](#)

## COMMUNICATION SERVICES – INTERNET & PHONE

### HIGH SPEED INTERNET

The Chattanooga Convention Center is equipped with high speed wireless internet. The facility has connectivity throughout the building at **no charge** to exhibitors. There is no password needed to surf the web or check your emails.

If you have a greater service need and require an individual hardwire line it will need to be ordered through The Chattanooga Convention Center website. Hardwire Services are recommended for: Digital Phones, Credit Card Machines, Interactive Kiosks, Streaming Video Presentations, Interactive Laptop Learning Stations or Online Registration Forms.

### TELEPHONE & CREDIT CARD INFORMATION:

The Convention Center offers digital connections that can be used for fax, voice, and credit card machines. Vendors are responsible for supplying their own equipment that is compatible with a standard Ethernet cable. It is recommended that exhibitors contact their merchant service provider prior to your event to verify if your machine is capable of digital transactions.

### [COMMUNICATION SERVICES TERMS & CONDITIONS](#)

### DRAYAGE & MATERIAL HANDLING:

If your show has a contracted decorating company, freight will be handled directly through the decorator. If there is **NOT** a decorator for your show, the Chattanooga Convention Center would be happy to handle your inbound/outbound freight.

The Convention Center provides FOUR (4) options for your shipment/freight:

1. **COMBINED SERVICES – Includes receiving incoming freight, booth transport and outgoing services. THIS IS THE COMMON AND PREFERRED TYPE OF SERVICE.**
2. INBOUND ONLY – Includes unloading of freight and storage prior to show.
3. BOOTH TRANSFER – Moving freight from storage to booth, from booth to loading dock.
4. OUTBOUND ONLY – Includes storage of freight and loading onto carrier.

All drayage rates are based on CWT (weight per 100lbs, in the US) multiplied by an established rate. Please note there is a **200lb minimum weight** per each order. Please review the Drayage & Freight form for any additional information.

### [FRIEGHT AND DRAYAGE TERMS & CONDITIONS](#)

### BALLOON POLICY:

The Chattanooga Convention Center requires all exhibitors to obtain written permission to bring helium balloons or inflatables into the Convention Center. It is mandatory to submit a Balloon Waiver Form, along with credit card information for payment. Please see the Balloon Waiver Form for more information.

**\*\*\* Exhibitors must submit the Balloon Waiver for each show. The CCC does not keep Balloon Waivers on file.**

### [BALLOON WAIVER FORM](#)

### FOOD & BEVERAGE POLICY:

Exhibitors that plan to give-away samples or sell any food or beverage items **must obtain written approval in advance** from the Chattanooga Convention Center. Please review the Food & Beverage Policy for all terms and conditions related to sampling food & beverage products and/or give-away items. Your request will be reviewed and you should receive a response with 48 hours of your inquiry.

## FOOD & BEVERAGE FORM

### SHOW DECORATORS:

Each Tradeshow is unique! Event Promoters will often hire a Show Decorator that provides booth curtains, tables, chairs, carpet, plants, signs, etc.

Please check with your Event Promoter to find out the contracted decorator for your event. Or go to our website and click on your event, the Show Decorator will be listed at the top of the page along with their contact information.

You will need to coordinate directly with the Show Decorator for decorating supplies and in some cases freight and drayage.

### EXHIBIT HALL RULES & REGULATIONS:

The information contained in this outline does not by any means cover the complete ordinances and regulations governing the Chattanooga Convention Center. We encourage you to reach out with any questions pertaining to these rules prior to the show.

1. No glitter, confetti, or stickers allowed.
2. Open flames, such as lanterns, are not allowed in the Chattanooga Convention Center. ALL candles must be enclosed by a glass container and placed on a protective surface on the linen tablecloth. The wick of the candle must be below the glass enclosure.
3. No helium balloons or inflatable devices are allowed in the exhibit halls without first obtaining written permission from the Chattanooga Convention Center by submitting the Balloon Waiver Form. Please see Balloon Policy Form for additional information. [FORM REQUIRED](#)
4. Exhibitors planning to sample, dispense or sell Food or Beverages must receive approval of the Chattanooga Convention Center prior to the event. Please see Food & Beverage Policy form additional information. [FORM REQUIRED](#)
5. Hanging of any materials on any of the walls or ceilings of the facility must be approved by the Chattanooga Convention Center prior to the event via the Sign & Banner Hanging Form. Our staff executes all hanging of any materials. [FORM REQUIRED](#)
6. All curtains, drapes and decorations (including Hay) must be constructed from flameproof material or treated with an approved flameproof solution. (Treatment shall be renewed as often as may be necessary to maintain the flameproof effect).
7. No curtains, drapes or decorations shall be hung in such a manner as to cover any exit signs.
8. No combustible materials, merchandise or signs shall be attached to, hung from, or draped over side and rear divider draperies of booths, or attached to table skirting facing aisles, unless flameproof.
9. All exits, hallways and aisles leading from booths are to be kept clear and unobstructed at all times.
10. All electrical wiring is to be installed in a manner approved by the City Electrical Inspector and Chattanooga Convention Center Building Engineer.
11. There can be no obstructions blocking exit doors from the outside of any building. This includes automobiles parked in doorways or barricaded across sidewalks.
12. Exhibitors can use the loading dock for active loading and unloading of vehicles. Once loading/unloading is completed vehicles must be moved. Exhibitors are responsible for their own parking, unless otherwise noted by your show promoter.

13. No vehicles are allowed to be parked in the fire lanes outside of the building.
14. All exhibitors utilizing any cooking appliances and/or gas-fired heating units must receive written approval from the Event's Manager.
15. All cooking appliances are to be equipped with any ventilating hoods and/or equipment necessary as required. The equipment is to be installed in accordance with provisions of the Chattanooga Convention Center and City Fire Inspector.
16. The use of all gas-fired heating units, portable or stationary, are to meet the approval of the City's Fire Inspector and/or the Chattanooga Convention Center's Safety Director. The use of a so-called "salamander stove" is strictly prohibited.
17. Automobiles, trucks, tractors, machinery, and other motor vehicles utilizing flammable fuels, and are placed on display inside the building, are to have **no more** than ¼ tank of fuel. All tanks shall be locked or effectively sealed. Ignition keys for vehicles on display are to be kept in the Security Office of the Chattanooga Convention Center for removal of such vehicles from the building in the event of an emergency.
18. The use of liquefied petroleum gases inside the building or booth areas is strictly prohibited, unless given special permit.
19. Approved fire extinguishing equipment are required to be kept in all areas designated by the Convention Center.
20. All standpipe and hose cabinets shall be kept clear and unobstructed at all times.
21. The use of welding and cutting equipment shall be kept clear and unobstructed at all times.
22. The demonstration or use of equipment using liquid fuel in buildings is prohibited.
23. Cylinders of compressed gases are prohibited unless approved by the Chattanooga Convention Center and are required to be secured in an upright position.
24. No flammable liquids shall be admitted or used inside of the building except by approval of the Chattanooga Convention Center.
25. The use of, or exhibition of, any and all robotics must be approved by the Executive Director or the Safety and Security Director of the Chattanooga Convention Center.
26. There is no smoking permitted in the Chattanooga Convention Center at any time.
27. No firearms will be permitted unless the security person hired is a certified (off or on duty) police officer employed by the City of Chattanooga, Sheriff of Hamilton County, State of Tennessee or a U.S. Federal Agency.
28. Private security agencies, private investigators, or any and all other agents will be prohibited from carrying firearms in the Chattanooga Convention Center.
29. At no time will the Chattanooga Convention Center's Security Team be prevented from inspection of any and all areas of the Convention Center.