



**CLIENT GUIDELINES, INFORMATION AND REGULATIONS**



## INFORMATION TIMELINE: IMPORTANT DATES AND DEADLINES

THIS TIMELINE IS A TOOL TO ASSIST YOU WITH YOUR PRE-PLANNING PROCESS.

<b>18-24 Months prior to Event</b>	Sign and return two copies of your Event License Agreement (ELA). (One executed copy will be returned for your records.)
<b>15-18 Months prior to Event</b>	Your Event Services Manager (ESM) and Catering Sales Manager will contact you to discuss details of your Event.
<b>12 Months prior to Event</b>	Place your ESM and your Catering Sales Manager on your mailing list. <b>Effective September 1, 2009, General Service Contractors are required to utilize the base plan provided by the MCCA, and located at <a href="http://www.massconvention.com/apps/bcecfloorplans/">http://www.massconvention.com/apps/bcecfloorplans/</a></b> General Service Contractor to forward six (6) full-scale copies of working floor plans for exhibit hall(s) and ballroom(s) to your ESM for Public Safety approval.
<b>6 Months prior to Event</b>	Provide the following preliminary plans: 1. Transportation Plan 2. Event Security Plan 3. Send an exhibitor kit for approval to your ESM before printing. 4. Rigging requirements
<b>3 Months prior to Event</b>	Provide the following: 1. Submit final event security requirements 2. Loading Dock and Marshalling Plan
<b>2 Months prior to Event</b>	Provide the following: 1. Certificate of Insurance 2. Final floor plans for exhibit hall(s) and ballroom(s) – six (6) copies 3. Registration floor plans – six (6) copies 4. All public space floor plans – six (6) copies 5. Signage and sponsorship plans (45 days) 6. Production plans
<b>1 Month prior to Event</b>	Forward final event specifications, complete with diagrams, service orders, food & beverage orders, signed security proposals, and final exhibitor list, to your ESM, Catering Sales Manager, and Public Safety Manager.
<b>2 Weeks prior to Event</b>	To help with your budget needs, your ESM will forward to you a cost estimate to sign-off on services ordered.

# SHOW MANAGEMENT MANDATORY SERVICES: HALL EVENTS NON GATE SHOWS

THE TABLE ON THIS PAGE AND THE FOLLOWING PAGE PROVIDE A SNAPSHOT TO ASSIST YOU WITH BUDGET PLANNING. PLEASE REFER TO THE CLIENT ORDERING GUIDE PREPARED BY YOUR EVENT SERVICES MANAGER SPECIFICALLY FOR YOUR EVENT FOR PRICING.

ITEM	DESCRIPTION
<b>Public Safety</b>	Mandatory posts based on show details
<b>Medical</b>	Mandatory 1,000+ attendees; Beginning one hour before event opens and ending one hour after event closes
<b>Aisle Cleaning</b>	Each event day
<b>Cleaning Attendants</b>	Two cleaning attendants per hall mandatory during show hours
<b>Trash Removal and Recycling Administration</b>	Fee covers administration of all trash removal and recycling

# MCCA EXCLUSIVE SERVICES: HALL EVENTS NON GATE SHOWS

ITEM	SERVICE DESCRIPTION
<b>Business Center</b>	Refer to your Event Services Manager (ESM) for contact information
<b>Cleaning</b>	Refer to Client Ordering Guide for detailed description of services and pricing
<b>Coat Check</b>	Refer to your ESM for contact information
<b>Compressed Air &amp; Gases</b>	Refer to Client Ordering Guide for detailed description of services and pricing
<b>Electrical</b>	Refer to Client Ordering Guide for detailed description of services and pricing
<b>Food &amp; Beverage</b>	Refer to your ESM for Catering Sales Manager contact information
<b>House Sound</b>	Refer to your ESM for contact information
<b>Internet</b>	Refer to Client Ordering Guide for detailed description of services and pricing
<b>Medical</b>	Refer to Client Ordering Guide for detailed description of services and pricing
<b>Plumbing</b>	Refer to Client Ordering Guide for detailed description of services and pricing
<b>Public Safety/Security</b>	Refer to your ESM for contact information
<b>Rigging</b>	Includes the operation of ground-supported crank-ups, and the operation and provision of lifts for theatrical purposes Refer to your ESM for contact information
<b>Telephone</b>	Refer to Client Ordering Guide for detailed description of services and pricing

## RULES AND REGULATIONS — GENERAL CONDITIONS

### Advertising / Advertising Signage / Promotional Events

Advertising should clearly state admission charges, if any apply. The MCCA logo should be included in all printed promotional materials. For the logo and/or photos of the BCEC, please contact your Event Services Manager (ESM). Approvals or rejections will be made in writing to the Licensee. Before being distributed, all advertising must be approved, in writing, by your ESM.

The MCCA recognizes the need to promote your event outside of the exhibit hall(s) space, in order to direct or draw attendance. The MCCA maintains the exclusive right to all revenue-producing signage outside of the exhibit hall(s). Revenue-producing signs or banners are ones that derive revenue or value trade from a commercial or exhibiting company or corporation for the purpose of advertising a product or service. All requests for promotional and directional signage, outside of the exhibit hall(s) space must be submitted to your Event Services Manager at least 45 days prior to the first scheduled move-in date. The MCCA reserves the right to charge the Licensee a fee per promotion banner, sign or item equivalent to 10% of the gross revenue.

All promotional events during the show, including fashion shows, product demonstrations, lectures, dances and concerts, are subject to prior written approval by the BCEC. Please inform your Event Services Manager of any events that will be happening during your show.

The MCCA's policies relative to signage and/or decorations may change from time to time at the MCCA's sole discretion.

### Affixing to the Facility Structure

Licensee shall not allow exhibitors, contractors/vendors and other participants to:

- Rigging of cable/hanging devices or affixing any materials to the ceiling, electrical buss ducts and conduits, on sprinkler pipes, ventilation equipment, windows, columns or any other physical structure at the BCEC is strictly prohibited.
- Exhibits shall not cause or permit any nails, staples, hooks, tacks, screws, or the like to be driven into the facility structure (including, but not

limited to, any wall, ceiling, column, stone, window, drape, painted, carpeted or concrete surfaces) of the premises.

- Exhibits shall not erect any decorations or use adhesive materials, including tape that can deface the walls, ceilings, floors, facilities, and equipment contained on the premises.
- Walls, floors, ceilings, or other areas of the facility or its furnishings or fixtures are not to be painted or have permanent coverings applied.

### Animals / Pets

No live animal, reptile, fish, bird or non-indigenous insect is allowed into the BCEC, unless proper precautions have been made to control and restrain such animal, reptile, fish, bird or non-indigenous insect and for which prior written permission has been provided. Guide dogs may accompany a disabled or physically challenged person within the BCEC. Please let your Event Services Manager know if you plan on bringing in any animals.

### Attendee Survey

The MCCA conducts an on-site survey at all exhibit events with more than 2,000 attendees. Our goal is to collect and analyze real-time visitor data and make any necessary changes to ensure your event's success. The survey desk is positioned in a convenient location for the attendees such as the exhibit hall floor, and staffed by our knowledgeable guest services staff. The Licensee will be provided access to all collected data and has the option to add up to three (3) of their own questions to the survey. Please contact your Event Services Manager for a current copy of the attendee survey that will be conducted at your event.

### Automobiles

Vehicles that are to be brought into the BCEC must be pre-approved by your Event Services Manager, and all requirements made under that agreement must be followed. In some cases, vehicles will not be allowed in the building, and there are restricted areas that vehicles cannot enter. Keys to start the vehicle, as well as any deactivation codes for security features, must be left with the BCEC Public Safety department.

Any vehicle or apparatus which has a fuel tank and is part of a display is required to be equipped with a locking (or taped) gas cap and contain no more than three (3) gallons of fuel, or 1/8 tank, whichever is less; at least one (1) battery cable used to start the engine

must be disconnected and the end of the disconnected battery cable taped ; vehicles shall not be moved during exhibit hours. Fueling or defueling of vehicles is prohibited. Vehicles may not be started or operated within the exhibit hall for the first 15 minutes after the exhibit hall closes to the public for the day or final closing of the event. No vehicle may be operated on the exhibit hall without a lead person walking in front of the vehicle warning people of vehicle movement.

### **Balloons**

The Licensee can bring helium balloons into the Grand Ballroom and meeting rooms. At no time are exhibitors allowed to bring helium balloons into the facility. Helium tanks can not be brought into the BCEC. All air and gasses must be ordered through your Event Services Manager.

### **Bell Persons / Couriers**

Bell persons from surrounding hotels, as well as couriers, are not allowed in the building, nor are they allowed on the show floor. Deliveries must arrive at the loading dock area to be moved by union laborers or received by union laborers at the doors. Bell persons and couriers are expected to honor our no-tipping policy, while on BCEC property. Please do not offer any service provider a tip while at the BCEC.

### **Bone Yards**

Bone yards are allowed in the BCEC with prior approval. The proposed location(s) must be identified on the BCEC Truck Marshalling – Loading Dock graphic and on all applicable floor plans submitted by the GSC for Public Safety review. The proposed bone yard location(s) cannot block any ingress or egress of the exhibit hall floor and cannot block/hide Automatic Defibrillators (AEDs) and Fire Extinguishers. Emergency exit signs must be visible. These areas are to be kept clean, well organized and maintained by the GSC on a daily basis.

BCEC proposed bone yard locations include the South Wall, the four corners of the Exhibit Hall, underneath the pedestrian skybridge separating Halls A/B1. All locations must have at least a 16' pipe/drape that covers the entire area and cannot be visible from Level 1.

### **Cabling**

No cables (telephone, Internet, electrical, audio, video, etc.) should be run in front of any doorways at any time. If cables must cross a doorway, cables must be flown — cable trays are not an acceptable substitute.

### **Caution Tape**

Use of 'Caution Tape' is prohibited. Yellow or red plastic tape with black stripes, or printed with 'Caution', 'Do Not Enter' or other warning messages may only be placed by the MCCA to warn individuals of a hazardous condition. The MCCA prohibits the use of yellow or red plastic tape to restrict access to an event or exhibit display. Rope and stanchion is available from the General Service Contractor or in limited quantities from MCCA Event Services.

### **Damages**

Any damage to any MCCA property or equipment should be reported immediately to the BCEC's Public Safety department, by calling the Chief of Public Safety, at (617) 954-2222. If the facility is not in the same condition as it was received, the MCCA will clean and make the necessary repairs and include the costs for such cleaning and repairs in the Licensee's settlement. All damage, except for normal facility wear and tear, is the responsibility of the Licensee. You are encouraged to schedule a mutually convenient walk-through appointment with your Event Services Manager to verify the condition of the facility prior to your event. A final walk-through will take place at the completion of the event and a damage evaluation report will be completed.

The Licensee shall not cause or permit any nails, staples, hooks, tacks, screws, or the like to be driven into any part (including but not limited to, any wall, ceiling, column, stone, window, drape, painted, carpeted or concrete surfaces) of the Premises. Licensee shall not erect any decorations or use adhesive materials, including tape that can deface the walls, ceilings, floors, facilities, and equipment contained in the premises.

The walls, floors, ceilings, or other areas of the BCEC or its furnishings or fixtures are not to be painted by the Licensee or have permanent coverings applied. Materials may be attached to the Premises by means of cords, ropes, or ribbons, or in any other manner, which will not mar, deface, or damage the Premises or its furnishings and fixtures, provided prior written consent of the Licensor for such method of attachment is obtained. General Service Contractors may not use tape to mark the carpeted areas of the building.

No hand-trucks, carts, or other devices to move equipment or freight will be allowed in the meeting

rooms or on ballroom carpet, without the use of plywood, Masonite®, or Visqueen®. Motorized vehicles, forklifts, gas or electric carts may not be operated in lobbies. Heat tape and double-face tape may not be used on carpeted or marbled floors. Any floor coverings over permanent carpet must be approved in advance.

Licensee agrees not to exceed the published load limits of any floor areas, ceiling tracks, and rigging points.

### **Distribution of Flyers**

The distribution of flyers is prohibited in all MCCA public areas.

### **Deliveries**

The BCEC does not accept any deliveries prior to the commencement of the contract term. Licensee, exhibitor shipments and any shipments to be handled by the general service contractor should be shipped to their attention with the show name and booth or room number clearly written on the label.

The MCCA does not employ labor to accept or move any items within the BCEC for exhibitors. Any deliveries that arrive before the contract date, or without the proper information regarding their show, will be refused. The shipper will be responsible for all associated costs.

The Licensee can make special arrangements by contacting your Event Services Manager.

### **Exclusive Services**

The BCEC is the exclusive provider of the following services: food & beverage, cleaning, public safety/security, medical, business center, coat check, electrical, telephone, Internet, plumbing and the supply of compressed airs and gases, the use of the house sound system, rigging, the operation of ground-supported crank-ups, and the operation and provision of lifts for theatrical purposes.

### **Exhibit Hall Services**

The BCEC does not provide equipment to exhibitors at any time. Please contact your Event Services Manager for Licensee needs. Please note that drinking water service for an exhibit hall event as well as any public spaces must be ordered through the exclusive F&B service provider.

### **Food & Beverage Services**

The BCEC prohibits any food or alcoholic beverages from being brought into the building, except by the

exclusive F&B service provider. The distribution of alcoholic beverages, regardless of type and/or quantity, is the sole responsibility of the exclusive F&B service provider.

The exclusive F&B service provider is the official caterer for all food and beverage services within the BCEC. All arrangements for the service of food and/or beverages must be made through the catering office. Food and beverage sampling in conjunction with specific exhibits may be permitted, but only to the extent approved in writing, in advance, by your Catering Sales Manager.

In order to obtain authorization from your Catering Sales Manager to distribute food and beverage items, one of the following conditions must exist:

(1) The party interested in distributing food and/or beverage must be the manufacturer of said product. The interested party must only distribute SAMPLE sizes (2 ounces of pre-packaged food items or 4 ounces of non-alcoholic beverages) of his/her product and cannot participate in cash sales of said product during the show.

--OR--

(2) The party interested in distributing food and/or beverage items must pay a fee (to be determined by your Catering Sales Manager) to the exclusive F&B service provider, in order to waive its right to exclusivity under the BCEC License Agreement.

If a party brings unauthorized food and/or beverage items into the BCEC and does not subsequently meet one of the conditions listed above, the party must immediately remove the unauthorized item(s) from their exhibit or meeting space. If this is not possible, the exclusive F&B service provider will pick up the product from the party's exhibit or meeting space and hold it in storage until after the close of the event.

Please direct any questions you may have to your Catering Sales Manager.

### **Food Court**

Due to the complexities of multiple events occurring at the BCEC, the Food Court is not for sale without the express permission of the General Manager.

### **Glitter, Confetti, Popcorn, and Other Materials**

The use of glitter, confetti, sand, or simulated snow types of material, as well as popcorn, is NOT permitted in the BCEC without prior approval from your Event

Services Manager. If your request is approved, an additional cleaning cost may apply, and/or a fire detail may be required at a cost to the Licensee.

Additionally, adhesive-backed decals may not be given away or utilized. Any costs incurred by the BCEC for the removal of these items will be charged to the Licensee.

### **Gratuities Policy**

It is against MCCA policy for any employee, agent, contractor or subcontractor, while working for the MCCA, to accept gratuities or gifts from the Licensee and/or any exhibitors. Offering of tips and gratuities to any MCCA employee, agent, contractor or subcontractor is not necessary and strictly prohibited. In the event the Licensee is approached or solicited by any MCCA or affiliated employee, please report this violation to the Public Safety Manager on duty at (617) 954-2222.

### **Hand-Carry Policy**

The MCCA reserves the right to restrict all freight and package deliveries to the loading dock. MCCA Public Safety personnel will be on site to direct and assist exhibitors during move-in and move-out.

For the convenience and safety of exhibitors and patrons, all freight and material handling must enter and exit the facility through the loading dock. The Licensee and its exhibitors will be allowed to hand carry **one** item, one time, in or out of the facility without having to access the loading dock. (Hand-carried freight is defined as one item that can be easily carried by an individual, without the need for dollies or other mechanized equipment.)

The General Service Contractor must provide the approved Hand Carry Policy signs and post at all entrances to the exhibit halls during the exhibitor move-in, and no less than two (2) hours before the exhibit hall closes on the last exhibit hall date until move-out ends.

No parking is allowed at the entrance of the facility; and the use of passenger elevators for movement of freight is not allowed. All packages are subject to inspection by facility personnel.

This policy is strictly enforced at all facility access points including The Westin Waterfront Hotel skybridge.

### **Hazer/Fogger Equipment**

The MCCA Public Safety Department must approve the use of a hazer/fogger or similar equipment. Use is limited to event-related activities. Authorized areas are the ballroom(s), and exhibit hall(s) utilized for general sessions and special events. The use of hazer/fogger equipment by an individual within the exhibit hall display area or meeting rooms is prohibited.

The use of hazer/fogger equipment requires a permit from the Boston Fire Department, (617) 343-3443. A fire fighter detail is required for rehearsal time as well as the event wherever the hazer/fogger equipment is utilized. The number of fire fighters on detail is determined by the MCCA Public Safety Department in conjunction with the Boston Fire Department. It is the responsibility of the Licensee to obtain the necessary permits through the fire marshal's office at the Boston Fire Department.

Approved use of hazer/fogger equipment will incur a charge from the facility to turn on/off fire detection systems.

### **Identification Badges / Credentials**

All personnel are required to display identification badges/credentials on their outer most garment at all times while on MCCA property. General Service Contractors and decorators and all other affiliated contractors are responsible to see that their employees and management staff display their identification badges/credentials in compliance with facility rules from the first day of move-in until move-out is completed. Exhibitors must be supplied with badges by show management, prior to being admitted to the exhibit area. Show management will supply the facility's Public Safety Manager with a sample set of identification badges/credentials, together with a full, written description of restrictions associated with them.

Samples must be submitted to the facility's Public Safety Manager at least thirty (30) days prior to the event.

### **Lights**

Only Underwriters Laboratories (UL) approved clamp-on types of portable spotlights are allowed. All display lights must be turned off when the exhibitor leaves for the day. Only UL approved extension cords 12 gauge rated for 20 amps are allowed.

## Lottery Equipment

The MCCA is an authorized Massachusetts State Lottery Agent. The Massachusetts State Lottery equipment located in the BCEC can not be moved. With advance notice, the MCCA may approve a request to have the machines and counter covered but not removed from public locations.

## Material Handling

The Licensee is allowed to perform its own material handling, providing all of the following criteria are met:

- Personnel performing the work **must** be bona fide, full-time employees (“authorized personnel”) of said company.
- The Licensee may choose to off-load from a company-owned truck or rental vehicle, or from a car, van or truck owned by personnel of the company provided the vehicle is co-owned or rental vehicles **must** be less than 24 feet in length.
- The Licensee may use only hand-operated equipment, which they have provided; two-wheeled hand trucks and four-wheeled flat trucks are permitted as well.
- At no time can vendors (A/V, furniture design firm, etc.) unload their items. Labor through an approved General Service Contractor (GSC) or the exclusive rigging service provider must be hired by the Licensee to unload/re-load and push in all vendors.

## Media

With the permission of the Licensee, the media is welcome to cover events in the BCEC. The BCEC has designated parking for media vehicles; please contact your Event Services Manager for special arrangements.

## Meeting Room Services

The BCEC, through the Event Services Manager, will provide the initial standard set-up of the meeting rooms with available MCCA equipment. Set-ups for meeting rooms other than standard sets may be subject to additional charges. Please contact your Event Services Manager for further details. Please note that linens are only provided free of charge for the following sets: food & beverage function, registration tables and the first row of a classroom set. All equipment needed for exhibitors in meeting rooms and pre-function spaces will incur a charge.

## Noise Levels

The BCEC reserves the right to require any group whose noise levels disturb another group within the facility to reduce their sound to a reasonable level that does not disturb any other group. If you feel that your event will have high noise levels at any time (including bands, loud music for dancing, shouting, singing, or other noise), please make arrangements with your Sales Manager and Event Services Manager to ensure that no other group will be in the vicinity of your event. The BCEC is not responsible for any losses or damages associated with sound level requirements.

## Pre-Function Furniture

Pre-function furniture can not be moved.

## Pre-Function Space (North Lobby and all other public spaces)

No move-in or tear-down is permitted in public spaces while other events are in the facility. All move-in and move-out schedules must be sent to your Event Services Manager for approval.

## Pyrotechnics

The use of pyrotechnics is prohibited in the BCEC.

## Regulations of Use

Licensees may not use the premises or permit any use of the BCEC to be used for any purpose other than the event described in the Event License Agreement.

Licensees shall NOT permit the use of the premises:

- For lodging
- In conflict with any law, ordinance, rule or regulation of any governmental authority
- In any manner which would violate the provisions or insurance coverage on or related to the BCEC, or increase the rate of such insurance
- In any manner which constitutes waste or nuisance
- In any manner which causes or threatens to cause alteration or injury to the BCEC.
- In any manner that would disturb or obstruct other occupants, including the use of pre-function space, high noise levels, obstruction of signage, or any action that in any way violates the quiet enjoyment of any part of the facility for any occupant. BCEC management reserves the right to adjust any sound levels that carry beyond the immediate area of the event.

## Solicitations

No solicitations or collections in the BCEC, whether for charity or otherwise, shall be made, attempted, or allowed, without prior written consent of your Event Services Manager.

## Tape

Double-faced tape used for installation of aisle or exhibitor carpet must be approved by your Event Services Manager. Removal of tape and/or residue will be at the expense of the Licensee.

## Taxes, Licenses, Certificates and Permits

All entities conducting business with the MCCA must obtain and keep business licenses, certificates, permits and certifications as may be required by Federal, State or local laws or regulations and shall pay all taxes required including sales, excise, and use tax. In addition, all entities conducting business with the MCCA must register with the Secretary of State's Office where required by law.

## Use of Space

Licensees may not use the premises or permit any part of the BCEC to be used for any purpose other than the event described in the Event License Agreement.

- The Licensee may not occupy their contracted space anytime before or after the time stipulated in the Event License Agreement. This includes time for set-up, audio/visual set-up and breakdown, GSC move-in and move-out, or storage of materials. Please ensure that your space is contracted to allow you and your GSC/contractors/vendors sufficient time for move-in and move-out. The Licensee is responsible for ensuring that the subcontractors have sufficient move-in time and are out by the end of the contracted term. Any hours in excess of this agreement are subject to additional fees.
- Lobbies, pre-function areas, and the food facilities are considered common areas and not under Licensee control. All activities using common areas, such as registration, special exhibits or displays, etc., must be noted on the floor plans to be approved by the MCCA and the Public Safety department. By law, clear access (minimum 4 feet) must be maintained to all restaurants, cafeterias, lounges, permanent food service facilities, restrooms, telephones, escalators, elevators as well as all exit and entrance doors.

- Use of space outside of the meeting rooms directly named within the Event License Agreement is limited to the area immediately outside the space, and these areas may be used for registration purposes only. Use of this space may not in any way disturb or obstruct other occupants.
- Meeting rooms may not be used for storage. If you have any questions about space availability or use, please contact your Event Services Manager.
- Meeting rooms cannot be used for exhibits. No pipe and drape or booths are allowed. Only table top exhibits can be placed in meeting rooms. Please contact your Event Services Manager for complete details.
- Pre-function space cannot be used for exhibits, including table top exhibits.
- Temporary advertising and banner hanging may be allowed in the common areas and pre-function spaces, subject to prior written consent from the General Manager and at prevailing rates.
- Children under the age of 18 are not allowed on the exhibit hall floor or loading dock during move-in and move-out. There will be no exceptions to the above rules. If you should have any questions, please contact the BCEC at 617-954-2000.

## West Side Exhibit Hall Roll-Up Doors

The west side exhibit hall roll-up doors leading to Level One provide egress to the west side from the exhibit hall floor.

- The exhibit hall roll-up doors are required to be open at each respective exhibit hall in use during exhibit hall hours.

- Floor plan layouts are required to specify aisles to the escalators and opening in drape to allow attendees to travel to the escalators that lead to the Level One roll up doors.
- It is highly recommended that when roll-up doors are activated, that these doors are staffed for access control (badge/credential confirmation). In the event the Licensee determines that these doors will not be staffed for access control, there is potential for unauthorized access to the exhibit hall.

## MCCA SERVICES

The BCEC is the exclusive provider of the following services: food & beverage, cleaning, public safety/security, medical, business center, coat check, electrical, telephone, Internet, plumbing and the supply of compressed airs and gases, the use of the house sound system, rigging, the operation of ground-supported crank-ups, and the operation and provision of lifts for theatrical purposes. Most of these services are available directly to the Licensee and should be ordered through your Event Services Manager. These exclusive services are subject to prices and conditions on appropriate order forms. Discounts may apply to some services by meeting the advance payment deadlines and conditions noted on the forms. Please contact your Event Services Manager for details and order forms.

Exhibitors may order services through the MCCA Exhibitor Services Center (617) 954-2230 or online at [www.massconvention.com](http://www.massconvention.com).

### ATMs

Guests will find ATMs on Level One in the North Lobby, the Food Court and on Level Zero East.

### Audio / Visual Services

The BCEC offers in-house A/V services on a preferred basis with the contracted in-house A/V vendor to help provide comprehensive event support and services. All types of audio and visual display devices, screens, and computer interfaces are available, along with skilled operators. The BCEC features a digital audio system and extensive use of fiber optic cabling to distribute signals throughout the facility. The BCEC has a clear line of sight to all satellites and dedicated truck parking spaces complete with power and signal distribution. The contracted in-house A/V vendor is the exclusive provider for the use of the in-house

sound systems. All other A/V companies must bring in a stand-alone speaker system.

### Booth Packages

Our services can NOT be resold or bundled as a package without prior written approval from your Event Services Manager.

### Business Center

The contracted in-house vendor is the exclusive service provider of the Business Center. From simple documents to complex projects and on-going programs the Business Center will provide document management solutions to meet your needs. The Business Center document solutions capabilities include: copying and digital printing, document production, supplies, computer services, electronic file submission, signage, custom printing services, document distribution, notary public services, pack and ship options including express and ground service, fax service with delivery on incoming messages and desktop/word processing.

### Cleaning Services

The BCEC provides cleaning services for the Licensee and exhibitors on an exclusive basis. Cleaning services available are aisle and booth vacuuming or sweeping, cleaning attendants/porter service, and carpet shampooing.

The BCEC provides complimentary cleaning service of all restrooms and public areas. We also provide basic cleaning of the exhibit hall during setup.

Mandatory cleaning for the Licensee consists of:

- Nightly aisle cleaning pre- and all show days. (The nightly aisle cleaning staff will dump all booth wastebaskets left in the aisle by exhibitors. Liners are not provided).
- Cleaning attendants during event hours for all exhibit hall events with a minimum of two (2) cleaning attendants per exhibit hall.

### Engineering

#### Electrical Service

The BCEC offers 120v, 208v, and 480v, single- and three-phase electrical service of various amperages (ranging from 15 to 400 amps), throughout the exhibit halls. Overhead and utility floor port service is available for Halls A, B, and C. Twenty-four hour power is available in all locations for an additional charge.

The BCEC staff will drop power at available locations within exhibitors' booths. If you would like power distributed to specific areas of a booth or under carpet, the GSC or preferred set-up personnel can provide this service.

When designing your exhibit floor plan please take into consideration that not all areas of the exhibit hall have access to overhead and high amperage electrical service.

#### **HVAC**

During move-in and move-out the BCEC will keep the building temperature in the contracted space between 50F – 85F degrees at no cost to the Licensee. If a temperature change outside of this range is requested by the Licensee, an hourly cooling/heating charge will be incurred.

The BCEC will maintain contracted and public space at a constant temperature range of 71F – 73F during show hours. Adjustments can be made to the Global Temperature of the facility at the Licensee's request. Requests for HVAC outside show hours may incur a charge. Please see your Event Services Manager regarding any special requests.

#### **Plumbing Service/Compressed Air**

The BCEC can provide water lines with up to 1" (approximately 60 GPM) fill and drain water and supply drain lines (up to 3") to many areas of the exhibit halls.

The BCEC can supply air to most areas of the exhibit halls (approximately 110 PSI). A variety of compressed gases are also available. The Licensee can bring helium balloons into the Grand Ballroom and meeting rooms. At no time are exhibitors allowed to bring helium balloons into the facility. Helium tanks cannot be brought into the facility. All air and gasses must be ordered through your Event Services Manager.

#### **First Aid / Medical**

##### **Mandatory Medical Staff Coverage**

The health and safety of your attendees, exhibitors and staff is as important to us as it is to you. The BCEC First Aid Office is staffed with a Registered Nurse, who is certified as an Emergency Medical Technician (EMT). The Public Safety Officers may respond, along with the Nurse, to all medical calls.

Medical coverage is mandatory for all events with 1,000 or more persons attending. Coverage is required one hour before the event opens and ending one hour

after the event closes. Medical coverage is recommended during move-in/out hours.

All requests for medical coverage from the Licensee must be submitted to the Event Services Manager at least thirty (30) days prior to the event, in order to guarantee sufficient coverage. The First Aid Office telephone number is 617-954-2221.

#### **Guest Service Associates**

The MCCA provides Guest Service Associates at each event when possible to help welcome attendees to the BCEC and assist with questions about the facility, as well as, the city of Boston. This is a complimentary service provided by the MCCA. Our staff of Guest Services Associates can be easily distinguished by their red blazers or vests and are stationed throughout the facility. Please contact your Event Services Manager with questions.

#### **Lost and Found**

During event operating hours, lost and found is located at the Public Safety desk on Level 1 (North Lobby) at the Summer Street entrance. After event hours, lost and found items are stored in the PSCC. To inquire about a lost item or report a found item, contact 617-954-2222, or go to the following Internet link [www.massconvention.com/publicsafety](http://www.massconvention.com/publicsafety).

#### **Medical Shows / Waste**

Any hazardous wastes disposal and cleanup must be approved prior to move-in. The Nurse and your Event Services Manager can assist you with these arrangements. Standard rates will apply. Sharps need to be in red containers and clearly labeled as such, to avoid being disposed of in our regular trash pickup. Please DO NOT leave needles and sharps boxes unattended.

#### **Trash Removal**

The BCEC has a robust trash removal and recycling program. See [www.massconvention.com](http://www.massconvention.com) for additional information. We strongly encourage all events to help divert from landfill as much trash generated during an event and to maximize the amount of recycling and composting from their show. The MCCA charges a minimal trash removal and recycling administrative fee to assist in off-setting the cost of these programs. The fee for exhibit hall events is \$100.00 and the fee for any other contracted space is \$50.00. For the disposal of hazardous waste please contact your Event Services Manager.

## PUBLIC SAFETY

*(Gate shows, please refer to Gate Show section in this Guide for additional requirements)*

The BCEC is equipped with a state-of-the-art security and fire/life safety system.

Security and Fire/Life Safety Systems Features:

- A computerized Fire/Alarm Life Safety System
- A sophisticated, intelligent digital Closed Circuit Television (CCTV) camera system
- A Comprehensive Perimeter/Intrusion Alarm System integrated with the CCTV system
- Proxy Card Access with Full Audit Trail capabilities
- Intellikey® system with Full Audit Trail capabilities
- Motorola SmartNet® Two-Way Radio System
- Bi-Directional Antenna System which boosts signal strengths for all emergency responders
- Full-service First Aid Station

### Public Safety Administration Contact Information

The BCEC provides public safety/security services on an exclusive basis. The BCEC Public Safety Office, which is located on Level o Northeast, administers and manages all public safety/security systems and procedures. A review of the BCEC public safety/security requirements is initiated with each event so that all safety and security issues are addressed and appropriate security and medical coverage is provided. The BCEC Public Safety Manager can be reached at 617-954-2222. The Public Safety Manager will contact you to provide emergency procedures and important contact information, review your fire safety requirements, move-in/-out schedules, exhibitor access plan and arrange for mandatory security coverage.

### Communications and the Command Center

Public Safety personnel communicate via a multi-channel radio network directly with the BCEC's state-of-the-art Public Safety Command Center (PSCC). Response to all Public Safety related calls for service (Security, Police, Fire and Medical) is coordinated through the PSCC. In addition, the PSCC has the ability to communicate with all other departments within the MCCA, including Event Services, Facility Maintenance, and Exhibitor Services.

In the event of a major emergency, the PSCC becomes the Incident Command Center and communicates directly with the Boston Police Department, the Boston Fire Department, the Boston Emergency Medical Service and the Massachusetts State Police, who will dispatch the appropriate assistance.

### Alarm Response

All BCEC Public Safety personnel, along with the Building Maintenance System (BMS) Department, are trained to respond and take action regarding any facility alarm activation.

The Boston Fire Department is automatically notified by the fire alarm system, and responds in a timely fashion due to the proximity of the local Fire Station, which is two blocks from the BCEC. If you should have any questions or need further information, please contact the Public Safety Manager at 617-954-2222.

### Fire and Life Safety Equipment

The MCCA provides fire and life safety equipment to assist in emergencies. Anyone found responsible for moving, removing, or blocking fire safety equipment is subject to a fine. An inventory of fire extinguishers and Automated External Defibrillators (AEDs) is conducted prior to event move-in, and upon completion of event move-out.

### Non-Emergency Situations

During your event, you will be in direct contact with your Event Services Manager for all facility services. The Event Services Manager will be your primary point-of-contact in non-emergency situations. The Event Services Manager will be able to access all service providers within the facility immediately by two-way radio, including Public Safety services. Should you have a non-emergency related need or request, please contact your Event Services Manager.

### Required Announcements for Assembly Occupants

City of Boston Fire Code requires individuals leading room seminars, general sessions and ball room events make an audible announcement prior to the start of **each** program or performance that notifies occupants of the locations of the exits to be used in case of a fire or other emergency. The MCCA Public Safety Department provides an information sheet to assist clients and presenters in complying with this regulation.

## Emergency Contact Information

To report an emergency, please call extension 2222 via a house phone or (617) 954-2222 from outside the BCEC. This telephone number is a direct line to the BCEC Public Safety Command Center (PSCC), which is staffed twenty-four hours a day, seven days per week and is the emergency communications hub for the BCEC. All house phones located inside all meeting rooms, on outside walls of meeting rooms and outside walls of exhibit halls are labeled with this number.

**When reporting an emergency, please give the following information:**

- **The location**
- **The nature of the emergency**
- **Number of persons involved**
- **Nature and extent of injuries, if any**
- **Any other pertinent information that may be helpful for responding emergency crews**

**PLEASE DO NOT** contact Emergency Service providers by dialing 911 from cellular telephones. This action could significantly delay the response network within the BCEC and is a significant detriment to the safe and efficient response of emergency service providers. Please **ALWAYS** call the PSCC at (617) 954-2222 to report all emergency situations while inside the BCEC.

## Public Safety Coverage Requirements

The following is a list of required and/or recommended public safety staff coverage that will be needed to effectively address safety and security requirements for your event. Please be reminded that during the course of normal business and when the BCEC does not have an event, the perimeter and any access points into the facility remain secured. If access is needed to any of these secured areas, a Public Safety Officer will be required to provide access control at event/show expense.

## Overcrowding/Crowd Control

At the sole discretion of the MCCA Public Safety Department additional officers may be required for events that anticipate large crowd flow through the building. These officers are responsible for assisting in the movement of the crowd through the facility in a safe manner to prevent accident or injury. The number of attendees and particular events within the overall event will determine these requirements.

## Mandatory Public Safety Coverage Requirements

The following is a list of mandatory public safety staff coverage for events: (see Floor Plan at the end of this section)

- **Officer Coverage Period**  
Officer coverage begins from the first contracted move-in day and remains in effect until the last hour of the last day of move-out. Any last-minute extended coverage or late night move-out involving the loading docks is billable to show management at the premium rate.
- **Officer Coverage Rules**  
Public Safety Officer coverage includes a required 1/2 hour briefing period and a 1/2 hour posting period.  
  
South Loading Dock Gate Entrance: During move-in, move-out, and show periods, one additional officer is required to control loading dock access for motor vehicles, trucks, deliveries etc. This gate is dedicated to show/event move-in and move-out activity.  
  
In compliance with the law, public safety officers must be provided with meal and break periods. The schedule requires a ratio of one (1) relief officer for every five (5) posted officers.
- **Event Supervisors**  
A single event Supervisor is required for any event under 500 hours. Any event over 500 hours requires additional supervisory coverage based on either the numbers of attendees and/or the geographic locations of events within the facility.
- **Exterior Loading Dock Platform Officers**  
During move-in and move-out, officers are required for the loading dock platforms that are directly related to the exhibit halls being used. One officer for each of the large industrial doors is required.
- **Southwest Badging Station Officer**  
All personnel coming onto the loading docks from the South Lot, including exhibitors and GSC employees, must be credentialed. The Southwest Badging Station Officer is required to issue facility credentials and /or verify show-issued credentials.
- **Exhibit Hall Entrance Officers**  
To ensure effective access control and badging . credentialing confirmation, at least one officer at

each of the exhibit hall doors that provides access to the show floor is required.

- **Exhibit Hall Floor Officers**  
After-show hour periods, officers are required in the exhibit halls as long as freight or show product remains on the show floor. One officer for each Hall (A, B1, B2, and C) is required to protect exhibitor property.
  - **VIP Processing Officers**  
Any VIP movements that require escort services and /or elevator operations are billable back to show management.
- **Anticipated Unrest**  
Any anticipated unrest, such as labor actions, controversial issues, or guest speakers that may cause protest or demonstration activity will require additional Public Safety Officers for crowd control. The number of required officers will be at the sole discretion of the MCCA Public Safety Department, in collaboration with show management.
- **Boston Fire Department Details**  
Whenever all or part of the facility's Fire Detection and/or Suppression system is turned off to facilitate show/event related activity (i.e., haze, smoke, confetti cannons, etc.), Boston Fire Department personnel in numbers deemed sufficient by the Boston Fire Department must be hired at show/event expense to provide fire watch services.
- **Police Details**  
The MCCA, through its Public Safety Department, reserves the right to mandate the hiring of police details in sufficient numbers to maintain public safety and to control crowds in the event that the consumption of alcohol at events and/or shows may become a public safety hazard. This decision will be made in the sole opinion of the MCCA and will be at a cost to the Licensee.
- **Public Safety Command Center Officer**  
A command center officer is required to view security cameras, respond to alarms, and coordinate dispatched service calls relative to show floor and exhibit area activities.

- **Ballroom/Social Events**  
One (1) officer is required for every 500 attendees. This officer assists with crowd flow and acts in emergency situations to assist patrons.

#### **Recommended Coverage**

- The number of officers at doors can vary. Most often there is one (1) officer per four (4) continuous doors. The number of officers can also be based on entrance opening size and pedestrian volume.
- An officer should be posted at each elevator in service that travels to/from the exhibit hall floor.
- Due to the mandatory requirement of the west side roll-up door(s) being open, an officer should be posted at the top of each escalator that services the exhibit hall floor to the west side Level One. If the Licensee determines that these doors will not be staffed for access control, there is the potential for unauthorized access to the exhibit hall floor.
- It is recommended that each access point into the exhibit hall be staffed with a Public Safety Officer.
- It is strongly suggested that registration areas are staffed with a Public Safety Officer after hours.
- VIP or celebrity appearances such as booth appearances, book signings, etc. may need an assigned Public Safety Officer to provide escort/dignitary protection duties.

#### **Event Security Coverage**

The Public Safety Department shall assist the Licensee in determining and designing adequate security coverage for specific show needs. Criteria such as number of patrons, entrances/exits used, traffic and pedestrian flow, transportation access control procedures, volume and product display are used to develop the staffing plan.

The BCEC offers uniformed public safety officers to cover shows and events. Officers are scheduled at a four-hour minimum and are available from move-in to move-out, around the clock. Please contact the Public Safety Manager at (617) 954-2222 for assistance.

The security staffing requirement shall be one (1) officer for every 500 attendees. The purpose of this staff officer is to assist with crowd flow and to act as an evacuation captain specific to the event in case of emergency. An officer will also be recommended (not required) for events that may have silent auctions,

memorabilia and valuables on display for the purpose of asset protection.

### Meeting Room Security

Meeting room locks are state-of-the-art and provide total access accountability through the use of smart chips in the keys. The keys are provided at no charge to clients; however the keys must be returned or a key fee will be assessed. The BCEC offers the flexibility to control (restrict) access to one or more rooms. Upon request, we will provide keys to a limited number of meeting rooms; up to five (5) rooms with restricted access and up to fifteen (15) additional keys for limited access rooms. The Public Safety Department must receive requests for restricted and limited access room keys no less than two (2) weeks before move in. Contact the Public Safety Manager at 617-954-2222 for additional information or to order this service.

### Recommendations for the Use of Safes

If you believe that you have valuables that require a safe on-site at the BCEC, we make the following recommendations:

- Inform the Public Safety Manager and your Event Services Manager that a safe will be on site and for what purpose(s).
- Notify the Event Services Manager of the date and time that the safe will be arriving and departing the site location.
- Do not store cash overnight on site. It is recommended that arrangements be made with a local bank for periodic cash pickups or with the hotel provider for overnight cash storage.
- If a large sum of cash is going to be stored on site, it is recommended that you hire a Boston Police Detail, through the Event Services Manager, to monitor the room.
- It is recommended that a dual action safe be used; both key and combination access, and that separate personnel operate each function.
- It is recommended that a rental safe be re-keyed or the combination changed on site. Do not leave the combination to the safe unattended or compromised at any time.

### Requests for Armed Security Services

Armed security is utilized for—but not limited to—cash escorts in registration areas, and may be mandatory during public events within the facility. All arrangements and recommendations for armed security services must be coordinated through the BCEC Public Safety Office at 617-954-2222.

## TECHNOLOGY

### A/V Storage

The BCEC offers A/V vendors secure storage areas for equipment and cases. Vendors may also store equipment and cases in a closed trailer on the loading dock with written permission from your Event Services Manager. No meeting rooms, exhibit halls, or service corridors are to be used for storage without written permission from your Event Services Manager.

Four (4) storage areas are available on Level Two, two on each side of the facility. They are accessible through service corridors and freight elevators only.

Storage areas are assigned for shows using the following Exhibit Halls:

- A/V Storage Closet #1  
located behind rooms 255 and 256  
Hall A
- A/V Storage Closet #2  
located behind rooms 260 and 261  
Hall B1
- A/V Storage Closet #3  
located behind rooms 207 and 208  
Hall B2
- A/V Storage Closet #4  
located behind rooms 221 and 213  
Hall C

### Storage area dimensions: 30 feet wide x 10 feet deep

A/V storage areas should be reserved through your Event Services Manager. In the event that no exhibit hall space is being used and A/V storage is required, please contact your Event Services Manager.

### A/V Storage Guidelines

- A minimum 30 day notice is required.
- Meeting rooms may be used as an office area, but may not be used to store equipment or cases.

- A/V equipment may only be moved via freight elevators and service corridors. Under no circumstances should A/V equipment be moved via passenger elevators or pre-function areas.

### **Guest Network Operations Center (GNOC)**

The BCEC offers a Guest Network Operating Center (GNOC) that is designed to help the event technical staff manage an event from one central location. Conveniently located adjacent to Hall A, this area provides secure storage and office space for technical staff.

48 Cat6 copper pairs, 72 multimode fiber pairs, and 12 single mode fiber pairs connect the GNOC to the facility's main distribution center. Equipment racks with power, shelves, and cooling fans are available for use. Two Extreme Networks 48si switches are also available.

30 day advance notice is required for use of the GNOC. Availability is on a first-come, first-served basis. Please contact your Event Services Manager if you would like to utilize this space.

#### **GNOC Guidelines**

A minimum 30 day notice is required.

Cases, crates, shipping containers may not be stored in the hallway outside of the GNOC. If additional storage space is needed, the Event Services Manager or Technical Coordinator should be alerted and every effort will be made to find alternative arrangements.

#### **Internet / Network Services**

The BCEC offers state-of-the-art networking capabilities and high-speed Internet access. 100 Mb switches collapse to a Gigabit Ethernet fiber optic backbone that provides fault tolerant distribution throughout the facility. Exhibitors and Licensee staff are provided with unique VLANs and IP subnets, as part of the basic service offering. The facility is provisioned with three (3) T-3 (45 Mb) connections to the Internet from separate ISPs. Each meeting room, pre-function space, and exhibit hall utility floor port or column has Category 5 twisted pair and multi-mode fiber optic connections.

When network service is ordered, our technicians will deliver a single Category 5 cable with a male RJ45 connector to the exhibitor's booth or meeting room (other connection types are available on request). BCEC staff will provide end-to-end testing for in-house connections; and in the case of Internet services, the

staff will confirm that routing and DNS is correctly functioning to external sites.

One IP address is provided with each cable drop. A printed copy of the complete TCP/IP address information will be provided at the beginning of the show. To connect additional computers to the network, additional IP addresses must be ordered. For a large number of computers, the BCEC can provide DHCP services to simplify configuration and setup. The Licensee may bring their own switches and cables or rent them through their Event Services Manager. In order for computers to correctly access the network, they must have a 10/100 Ethernet interface card and a standard TCP/IP stack installed.

An IP address must be ordered for each device connected to the BCEC network, regardless of any local proxy server, router, wireless access point, or any means of masking provided by others.

Network Services staff are available for technical assistance during all event activity hours. Standard rates may apply for physical wiring and set up of computers.

#### **Paging**

Paging is available throughout the facility. This service is free of charge during show hours and move-in/-out periods that occur between 7:00 AM and 5:00 PM, Monday – Friday. Overtime charges may apply during other periods.

#### **Recording**

A central recording room is available for use. All meeting rooms, including the ballrooms, and exhibit halls, can be recorded from this location. Outputs are line-level on 1/4 inch jacks.

#### **Satellite Services**

Two downlink dishes are located on the roof of the BCEC. Signals may be distributed to any location in the facility. Both C and Ku bands are available.

The BCEC has a clear line of sight to all satellites and convenient parking spots for uplink and downlink trucks. Power and signal distribution is available at all truck locations. Please contact your Event Services Manager for more details and pricing.

#### **Telephone Service**

The BCEC offers telephone services with an analog single-line dial tone or a digital multi-line service. Complimentary handsets are provided for each single-

line service ordered; multi-line units must be returned at the close of the show/event. Special services, such as call waiting and voice mail are available, at additional charges.

An Avaya S-8700 switch services the telephone system with a capability of supplying over 2000 separate numbers, 300 digital and 800 analog handsets. Connectivity is over CAT3 cable, for all telephone service. The S-8700 can also provide Internet IP phones through the network system over Cat 5 wiring.

Teleconferencing service is available through a Polycom View Station MP. A single line is required for use.

Videoconferencing is available using ISDN lines. ISDN lines are offered through an AT&T 5ESS switch and are available for voice, data, and video. Please note: MCCA now offers these services.

### Wireless Connectivity

The BCEC offers free wireless connectivity within the facility, using 802.11 A, B and G protocols. Coverage in the facility is complete, including exhibition halls, meeting rooms and all back of house areas. No additional equipment is required beyond the wireless access equipment installed in the client device.

It is important to note that this is an unmanaged service. Should an exhibitor or presenter require a higher level of connectivity, he or she should consider a wired service.

Questions regarding the wireless system, its capacity or infrastructure should be directed to a Technical Coordinator.

## TRANSPORTATION SERVICES

We know that transportation is a top concern for event organizers and attendees, as well as residents and businesses in the surrounding area. For these reasons, the MCCA has a full-time, on-staff Transportation Manager dedicated to helping you plan transportation for your event, and we have developed guidelines and supports for efficient management of events at the BCEC. The guidelines establish rules and safeguards to facilitate the safe and efficient movement of vehicular and pedestrian traffic, and to inform our clients of the established policies and procedure for transportation-related issues.

The Transportation Manager will contact you well in advance of your event to begin the transportation planning process, and will work closely with you and your Event Services Manager throughout the event planning and implementation process. We recommend that transportation planning for your event begin at least six (6) months in advance of your event date(s) to ensure a cohesive and successful plan.

For your convenience in helping to plan transportation for your event, the MCCA has developed a BCEC Transportation webpage dedicated to transportation information for the BCEC:

[http://www.massconvention.com/maps\\_dir.html](http://www.massconvention.com/maps_dir.html).

This webpage includes a number of documents and maps that can be downloaded and used as needed for your event planning and in the materials you distribute to your exhibitors and attendees. We will be continuously adding information to this page, so check back frequently to see if there is additional information that may be useful to you. The page will include information such as maps, directions, public transportation information, parking information, approved vendors, and more.

### Shuttle Buses

Shuttle bus operations will be managed by our in-house Boston Convention Transportation Services (BCTS) or a private transportation service provider that is hired by the Licensee. *Prior to being permitted on BCEC property, the transportation service provider must become an Approved Vendor with the MCCA.* In order to become an Approved Vendor, the operator is required to coordinate with MCCA staff to prepare a plan that will include the following information:

- Locations to be served by the bus routes (i.e. hotels, airport, parking lots, etc.);
- Bus routing to be used;
- The number of buses estimated by route;
- Estimated frequency/schedule of service;
- Plans for conducting passenger counts;
- Traffic details required;
- BCEC drop-off and pick-up locations by designated route;
- Bus marshalling location;
- Staging times for event breaks if required for larger events;

- On-site bus staff and hours of coverage;
- Shuttle bus operator key contact information; and
- Method of clearly identifying buses for event attendees.

A complete list of approved vendors is available on the BCEC transportation website.

### Shuttle Bus Marshalling

Please contact your Transportation Manager for costs and availability.

### Routes

Each bus accessing the BCEC will clearly display the color-coded or numbered route to facilitate on-site bus management operations. The MCCA has developed a number of model bus routes that may be used by the Licensee and transportation operators for bus route planning purposes. Maps of these bus routes may be found on the BCEC transportation webpage.

### Charter Bus Services

To the extent possible, the Licensee must inform the MCCA Transportation Manager of additional charter bus services expected for the event that may not be part of the regular shuttle operation. Examples of such services are buses hired by exhibitors or groups that have chartered buses for attendees. Due to security concerns, these buses may not be permitted onto the facility if they have not been pre-announced by the Licensee. Additionally, the curbside at 415 Summer Street will be aggressively managed by Transportation Agents, and charter buses will not be permitted to drop-off or pick-up at this location.

### Drop-off / Pick-up Requirements

Shuttle buses are not permitted to drop-off or pick-up at the Summer Street entrance to the facility. They are permitted to use only the Northeast, Southeast, Northwest, and Southwest entrance vestibules on Level One, or the Northeast or Southeast entrance vestibules on Level Zero. There is capacity to handle a maximum of 24 buses on Level One of the BCEC (12 on either side) and 12 buses on Level Zero.

Additionally, shuttle bus activity may need to be coordinated with other events occurring in the facility at any given time. The MCCA Transportation Manager will be responsible for coordinating shuttle bus service activities to and from the BCEC and ensuring that the operator complies with pre-approved routing and

assigned drop-off, pick-up, berthing, and marshalling at designated areas.

### Truck Operations

The BCEC benefits from convenient truck access from the interstate highway system via the South Boston Bypass Road. For additional information on truck operations, please see the section of the Event Planning Guide titled "Loading Dock Policies." Maps and directions to the Loading Dock are available on the BCEC transportation webpage. No overnight parking is allowed on BCEC property.

### Public Transportation

We strongly encourage you to promote public transportation as an efficient transportation option for your attendees and exhibitors. Public transportation in the Boston area is provided by the Massachusetts Bay Transportation Authority (MBTA). A number of excellent public transportation options are available for service to and from the BCEC. South Station, the premier regional transportation center, is a ten minute walk from the front door of the BCEC. Services available at South Station include the MBTA's Red and Silver lines, Amtrak regional service, bus service, and commuter rail.

Additional information about public transportation in Boston can be found on the MBTA's website: <http://www.mbta.com>.

Information about water taxi service can be found at <http://www.citywatertaxi.com>.

### Taxi Information

MCCA staff will coordinate with the individual taxi cab companies and the Boston Hackney Division for the needs of each event. Assigned staff will manage taxi service logistics. *Level One, North Entrance at 415 Summer Street is the required location for taxi cab drop-off and pick-up.* This taxi stand location will be separate from the other transportation operations for the event.

Taxis will arrive at the designated taxi stand and wait in a short queue for customers as long as necessary for a passenger to board. The only limitation is that the taxis at the end of the queue do not block open lane traffic. Taxis unable to enter the designated curb lane will be required to proceed to the designated taxi pool area and will be called as service requires. The BCEC may create a temporary taxi pool on Northwest Level One. Curbside managers at the designated taxi stand

will be in radio contact with monitors at the pool site to dispatch taxis when a steady flow of taxis is required, such as during an event break.

For a complete list of taxi companies and their contact information, please visit the BCEC transportation website.

### **Active Passenger Drop-off and Pick-Up**

The MCCA Transportation Manager will coordinate with the Licensee to designate an active passenger drop-off and pick-up area. This area will be designated so as to maximize the level of coordination with other transportation elements of the event. The preferred location for active passenger drop-off and pick-up is at 415 Summer Street to the east of the taxi stand.

### **Limousine Services**

MCCA staff will coordinate with the New England Livery Association for limousine service in conjunction with events. Similar to shuttle bus service preparations, the Licensee will work directly with the limousine provider and coordinate transportation planning logistics with MCCA staff. All contact information must be obtained by the Licensee and submitted to MCCA staff for inclusion in the Transportation Plan. The Transportation Plan will describe the location of limousine drop-off/pick-up areas and the need for a temporary limousine pool.

The Licensee in coordination with MCCA staff will issue specific maps, including BCEC access and designated service locations. For larger events, a separate limousine pool will be designated and each vehicle will be required to display its permit authorization to access the BCEC designated drop-off/pick-up area. Permit authorization placards will be distributed through the Licensee and coordinated with MCCA staff. On-site staff will check for permit verification.

### **Parking**

The BCEC currently maintains 1,345 parking spaces in the South Parking Lot. There are also 200 parking spaces that are utilized for valet parking. Credit cards and cash are accepted for South Lot parking. Please keep in mind that there is no 24-hour parking, or overnight parking at the BCEC. For larger events there are nearly 10,000 parking spaces at nearby parking facilities that could be used to create “blocks” of parking for BCEC events. The parking element of the Transportation Plan will describe the use of these parking resources. The Plan will seek to minimize

displacement of parkers from existing facilities and parking-related impacts in the South Boston residential neighborhood

### **ADA Parking**

If valet service is available for the event, those attendees that are driving themselves can park with valet. Those wishing to park their own vehicles will be directed to park in the ADA area in the South Parking Lot, in the rear of the facility. From there, they can take a handicap-accessible sidewalk to Level Zero, where they can enter the BCEC through the Southeast lobby.

### **Valet Parking**

The MCCA may have valet parking services available at the BCEC. Please inquire with your Transportation Manager if this is a service you are interested in. The permanent location of valet parking is on the east side of the North Plaza. Additionally, the Licensee should note that the valet parking lot capacity is limited, and the service will be closed once this lot has filled.

The MCCA Transportation Manager will coordinate directly with the valet service provider regarding hours of operation and staffing for the valet service. The valet provider accepts only cash or credit cards. Valet parking services are offered at no additional cost to the Licensee. However, if the Licensee would like to fully sponsor parking for attendees or exhibitors, this may be worked out directly with the Transportation Manager. Please contact the Transportation Manager for rates and availability.