



INDEX



Access Control and Credentialing.....E1	Drop-off/Pick-up RequirementsC18	Information Timeline C1, D1
Active Passenger Drop-off and Pick-up.....C19	Elevators and EscalatorsF4	In-House VendorsI16
ADA Compliant FacilityA1	Emergency Contact Information..... C13	Inner Roadway.....A1
ADA Parking C19, E8	Emergency Procedures.....F4	InspectionsF3
Advertising / Advertising Signage/ Promotional Events C4	Engineering C10	Insurance and Indemnification..... F9
Affixing to the Facility Structure.....C4, E1	EquipmentF6	Interior Signage Plan F8
Alarm Response C12	Equipment Layover Requests.....F4	Internet / Network ServicesC3, C6, C10, C16
Animals / Pets C4	Evacuation.....F4	Levy Restaurants.....I17-I18
Armed Security Services C15	Event Security CoverageC14	License Information C9, F9
ATMsC10, E6	Exclusive Services C3, C6, C10, D3, E2	Life Safety EquipmentC12
Audio/Visual Contractor/Vendor.... H1-14	Exclusive Service Providers I16	Lights C7, E5
Audio/Visual ServicesC10, E6	Exhibition Hall A1	Limousine Services C19
Audio/Visual Storage C15	Exhibit Hall Roll-Up Doors..... C9	Loading DockA1, F11
Audio/Visual VendorsI21	Exhibition Hall Services C6	Loading Dock CleanlinessF5
Automobiles C4	Exhibitor Product.....E2, F3	Lobbies and Pre-Function Areas C8
BadgesC7, F3	Exterior Banner Locations I11	Lost and Found C11
Back of House Service Corridors F7	Exterior Signage PlanF8	Lost or Missing CredentialsF3
BalloonsC5	Facility EquipmentF4	Lottery EquipmentC8
Ballroom A1	Facility Rules and Procedures for Public (Gate) ShowsD4	Mandatory Public Safety Coverage RequirementsC13
Bell Persons / CouriersC5	Fire Equipment..... C12	Mandatory Services C2, D2
Bone YardsC5, F5	Fire Safety E2	Material HandlingC8, E5
Booth Packages C10, E7	First Aid C11	Material Handling Equipment F6
Booth Set-Up and DismantleE1	Floor MarkingsF6	Material Handling Equipment – Lobby Areas, Meeting Rooms, Carpeted Areas.....F6
Business Center C3, C6, C10, E2, E7	Floor Plans F6, I1-4	MCCA / Boston Convention & Exhibition CenterA1
Cabbling C5, E1	Floor ProtectionF7	Media C8
Carpet Damage and Repair..... F7	Floorings F6	Medical..... C3, C6, C10, C11, E2
Caution Tape..... C5, E1	Food & Beverage Samples E4	Medical Waste C11
CertificatesC9, F9	Food & Beverage Services C6, E1, I17	Meeting Room Security C3, C6, C10, C15
Charter Bus ServicesC18	Food CourtA1, C6	Meeting Room Services C8
Check-In Procedures F2	Forklifts F8	Meeting RoomsA1
Cleaning Services C3, C6, C10, E2	Freight and Loading Dock PolicyF5	Motorized Equipment F9
Cleanliness of Loading Docks..... F5	Freight Elevators..... F4	Move-In ProceduresE5
Code of Conduct.....F1	General Service ContractorsI20	Noise Levels C8
Communications and the Command Center C12	Glitter, Confetti, Popcorn, and Other Materials C6, E4	Non-Credentialed Exhibitor Staff E6
Conduct of Contractor Employees.....F1	Gratuities PolicyC7, E4, F3	Non-Emergency SituationsC12
Contractor Employee Break AreasF4	Guardrails.....E5	Off-Site DiningI19
Cooking DemonstrationsE1	Guest Network Operations Center (GNOC)..... C16	Overcrowding/Crowd Control.....C13
DamagesC5, F3	Guest Services Associates C11	Paging C16
Deliveries C6	Hand-Carry Policy C7, E5	Pallet Removal and Carpet Pad F6
DirectionsI12	Hazardous MaterialsF5	Parking A2, C19, E7
Display Houses/ Independents F2	Hazer/Fogger Equipment..... C7	Parking on Loading Dock Limited to 30 Minutes E6
Distribution of Flyers C6	I&D Contractors.....I20	Parking Options and Directions E8
Double Decker Booths and/or with a RoofE1	Identification Badges/Credentials.....C7, F3	

Permits	C9, F9	Recommended Security Coverage ..	C14	Tape	C9
Plumbing / Compressed Air	C3, C6, C10	Recording	C16	Tax Information	C9, F9, I13
Positive Means of Identification Required	E6	Recycling	A2, F8	Taxi Information	C18, E7
Preferred Vendors	I16	Report an Emergency	F4	Team.....	B1
Pre-Function Furniture	C8	Required Announcements.....	C12	Telephone Service	C3, C6, C10, C16, E1
Pre-Function Space	A2, C8, C9	Rigging	G1-8	Temporary Waivers	F8
Propane Tank Storage	F5	Room Capacities and Dimensions ...	I5-8	Ticket Collection, Gates Shows	D4
Public Aisles	F7	Routes	C18	Transportation Services	C17, I25
Public Safety Administration Contact Information	C12	Safes	C15	Trash Removal	C11
Public Safety	C12, E2	Satellite Services	C16, E7	Truck Marshalling	F10
Public Safety Posts for Gate Shows	D4	Shuttle Bus Marshalling	C18	Truck Operations	C18
Public Safety Recommendations	E6	Shuttle Buses	C17	Turnstile/Point of Entry, Gate Shows	D4
Public Safety Coverage Requirements	C13	Signage, Gate Shows	D4	Use of Space	C8, C9
Public Transportation	C18, E7	Smoking	A1, E6	Valet Parking	C19, E8
Pyrotechnics	C8	Solicitations.....	C9, E6	Wireless Connectivity	C17
		Stairs	E5	Work in Harmony Agreement.....	F4
		Storage of Freight Containers/ Crates	F5		
		Survey	C4		

Product names, logos, brands, and other trademarks featured or referred to within the Massachusetts Convention Center Authority (MCCA) Event Planning Guide are the property of their respective trademark holders. These trademark holders are not affiliated with the MCCA. They do not sponsor or endorse our organization