



**CLIENT GUIDELINES, INFORMATION AND REGULATIONS**



## INFORMATION TIMELINE: IMPORTANT DATES AND DEADLINES

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

18 -24 Months prior to Event	Sign and return two copies of your Event License Agreement (ELA). (One executed copy will be returned for your records.)
15-18 Months prior to Event	Your Event Services Manager (ESM) and Catering Sales Manager will contact you to discuss details of your Event.
12 Months prior to Event	Place your ESM and your Catering Sales Manager on your mailing list. Effective September 1, 2009, General Service Contractors are required to utilize the base plan provided by the MCCA.  General Service Contractors to forward six (6) full-scale copies of working floor plans for exhibit hall(s) and ballroom(s) to your ESM for Public Safety Floorplan Review for approval.
6 Months prior to Event	Provide the following preliminary plans:  <ol style="list-style-type: none"> <li>1. Transportation Plan</li> <li>2. Event Security Plan</li> <li>3. Send an exhibitor kit for approval to your ESM before printing.</li> <li>4. Rigging requirements</li> </ol>
3 Months prior to Event	Provide the following:  <ol style="list-style-type: none"> <li>1. Submit final event security requirements</li> <li>2. Loading Dock and Marshalling Plan</li> </ol>
2 Months prior to Event	Provide the following:  <ol style="list-style-type: none"> <li>1. Certificate of Insurance</li> <li>2. Final floor plans for exhibit hall(s) and ballroom(s) – six (6) copies</li> <li>3. Registration floor plans — six (6) copies</li> <li>4. All public space floor plans — six (6) copies</li> <li>5. Signage and sponsorship plans (45 days)</li> <li>6. Production plans</li> </ol>
1 Month prior to Event	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.
2 Weeks prior to Event	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
Public Safety	Mandatory posts based on show details
Medical	Mandatory 1,000+ attendees Beginning one (1) hour before event opens and ending one hour after event closes
Aisle Cleaning	Each event day
Cleaning Attendants	(2) cleaners per hall mandatory during show hours
Trash Removal/Recycling Administration	Fee will cover all trash removal and recycling administration

## 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/Sponsorship 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 Hynes, please contact the Sales Department. Approvals or rejections will be made in writing to the Licensee. Before being distributed, all advertising must be approved, in writing, by the MCCA.

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's, 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 MCCA. Please inform your Event Services Manager of any events that you wish to take place such as this.

The MCCA policies relative to signage and/or decorations may change from time to time at the MCCA 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 Hynes 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 Hynes, unless proper precautions have been made to control and restrain such animal, reptile, fish, or bird, and for which prior written permission has been provided. Guide dogs may accompany a disabled or physically challenged person within the Hynes. 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 Hynes 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 Hynes 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

Only the Licensee can bring helium balloons into the facility and only with approval from your Event Services Manager. Helium balloons are only allowed in the ballroom and meeting rooms and cannot be brought into the exhibit halls. Helium tanks cannot be brought into the Hynes. All air and gases 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 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 Hynes property. Please do not offer any service provider a tip while at the Hynes.

#### 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.

#### Damages

Any damage to any Hynes property or equipment is to be reported immediately to the Public Safety Department, at (617) 954-2111. If the facility is not returned 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 Hynes 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.

#### Deliveries

The Hynes 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 Hynes 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.

No deliveries will be accepted prior to the commencement of the contract date. Shipments delivered prior to the contract date will be returned to sender. Any shipments to be handled by the decorator should be shipped to their attention, with the show name and booth number/room number/facility location clearly written on the label.

Articles, exhibits, fixtures, displays, and property of any kind and description shall be brought into and take out of the Hynes only at and through approved loading areas. The Boylston Street and Prudential entrances are not approved loading areas. Exhibitors using loading docks must unload their materials onto booth areas using designated elevators and entrances ONLY.

#### Distribution of Flyers

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

#### Elevators/Escalators and Freight Handling

Under no circumstances are the passenger elevators or escalators to be used for the transportation of exhibitor materials, freight, boxes or other large items. Passenger elevators may not be blocked at any time. All freight should be brought in through approved loading areas. All equipment, freight and deliveries must be transported on service elevators (#4, 5, 6, 15, 16) situated in the loading area. It is the responsibility of the Licensee and its agents to observe load capacities on all elevators. The Hynes reserves the right to operate and/or require an operator for freight elevators. Damages to elevators/escalators will be charged to the Licensee.

#### Exclusive Services

The Hynes 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 (some exclusions apply), the operation of ground-supported crank-ups, and the operation and provision of lifts for theatrical purposes.

#### Exhibit Hall Services

The Hynes does not provide equipment to exhibitors at any time. Please contact your Event Services Manager for show management 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 Hynes 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 Hynes. 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 to waive its right to exclusivity under the Hynes License Agreement.

If a party brings unauthorized food and/or beverage items into the Hynes 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.

### 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 Hynes 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 Hynes for the removal of these items will be charged to the Licensee.

### Gratuities Policy

It is against the Hynes's policy for any employee or service contractor to accept gratuities or gifts from the Licensee and/or any exhibitors. Offering of tips and gratuities to personnel employed by the MCCA, or its contractors, agents, or suppliers, is not necessary and is strictly prohibited. If you are approached or solicited by any MCCA or service contractor personnel please report this violation to the Chief of Public Safety, at (617) 954-2131.

### 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 (1) item, one (1) time, in or out of the facility without having access to the loading dock. Neither parking nor staging are allowed at the entrances of the facility; and the use of passenger elevators for movement of freight is not permitted. All packages are subject to inspection by Hynes personnel.

Hand-carried freight is defined as one (1) 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 the Prudential Mall entrance as well.

### Hanging Devices

Rigging of cable and other hanging devices on or near ceiling electrical buss ducts and conduits, on sprinkler pipes, or on ventilation equipment is strictly prohibited.

### Hazer/Fogger Equipment

The MCCA Public Safety Department must approve the use of hazer/fogger or similar equipment. Use is limited to event-related activities. Authorized areas are the ballroom(s), exhibit hall(s), and Auditorium utilized for general sessions or other 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 State Fire Marshal 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 Hynes 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.

#### 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.

#### Meeting Room Services

The Hynes, through your 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, head 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 Hynes 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 Hynes 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 (Main Lobby Plaza Level & 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 Hynes.

#### Regulations of Use

Licensees may not use the premises or permit any part of the Hynes 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 Hynes, 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 Hynes
- In any 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. Hynes management reserves the right to adjust any sound levels that carry beyond the immediate area of the event.

### Shuttle Bus Drop-Off Location

The Boylston Street entrance is protected from the elements with a covered glass canopy. This canopy makes bus drop-offs quick and easy. Here, you're able to unload several buses at one time. The pre-arranged use of the bus drop-off area can be made, by contacting your Event Services Manager. Please note that a Transportation Agent and/or Public Safety detail is mandatory for vehicular traffic.

### Smoking

The Hynes is a non-smoking facility. Smoking is NOT allowed in the facility at any time, including move-in and move-out times. Smoking areas are located outside the facility.

Anyone found removing, damaging or tampering with any smoke detectors will be immediately banned from the facility. The Licensee is responsible for any damages caused by attendees or contractors who smoke or use tobacco products in the facility.

### Solicitations

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

### Tape

Doubled-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 Caution Tape

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.

### Use of Space

Licensees may not use the premises or permit any part of the Hynes 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 Public Safety Floorplan Review. 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 or move-out. There will be no exceptions to the above rules. If you should have any questions, please contact the Hynes at 617-954-2000.

## MCCA SERVICES

The Hynes 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, motorized rigging, all rigging in the ballroom, the operation of ground-supported crank-ups, 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 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 an ATM on the lower level inside the Boylston Street Entrance and inside the Prudential Center.

### Audio Visual Services

The Hynes 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 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.

A central recording room is available for use. All meeting areas, including the ballrooms, auditorium,

and exhibit areas, can be recorded from this location. Outputs are line-level on 1/4" jacks.

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

The Hynes 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 waste baskets 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 Hynes 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 service is available in Halls A, B and C.

Twenty-four-hour power is available in all locations for an additional charge.

The Hynes 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 MCCA 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. Please contact your Event Services Manager for these rates.

The Hynes will maintain contracted & 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 Hynes 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 Hynes can supply air to most areas of the exhibit halls (approximately 110 PSI). A variety of compressed gases are also available. All compressed gases must be ordered and stored through the Hynes.

The Licensee can bring helium balloons into the ballroom(s) 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.

Exhibitors may order services through the Exhibitor Services Center.

#### 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 Hynes 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 medical calls.

Medical coverage is mandatory for all events with 1,000 or more persons attending. Coverage is required one (1) hour before the event opens and ending one (1) 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 your Event Services Manager at least thirty (30) days prior to the event, in order to guarantee sufficient coverage. The Hynes First Aid Office telephone number is (617) 954-2240.

#### Guest Services Associates

The MCCA provides Guest Service Associates at each event when possible to help welcome attendees to the Hynes 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 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 Office on Level 1 in the Main Lobby. To inquire about a lost item or report a found item, please contact the Public Safety Department at 617-954-2111 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 sharp boxes unattended.

### Trash Removal

The Hynes 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. Please contact your Event Services Manager for these fees. For the disposal of hazardous waste please contact the Event Services Manager.

### Wheelchairs

The Hynes has a limited number of wheelchairs available for attendees, free of charge. A form of ID is required to sign out a wheelchair. Please contact the First Aid Office at 617-954-2240 if you would like to request a wheelchair.

## PUBLIC SAFETY

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

The Hynes 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
- 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 Hynes provides public safety/security services on an exclusive basis. The Hynes Public Safety Office, which is located in the Main Lobby on Level 1, administers and manages all public safety/security systems and procedures. A review of the Hynes 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 Hynes Public Safety Manager can be reached at 617-954-2111. 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 and medical coverage. A full description of these procedures and coverage is listed below.

### Communications and the Command Center

Public Safety personnel communicate via a multi-channel radio network directly with the Hynes 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, the Boston Fire Department, the Boston Emergency Medical Services and the Massachusetts State Police, who will dispatch the appropriate assistance.

### Fire Alarm Response

All Hynes Public Safety personnel, along with the Building Maintenance System (BMS) Department, are trained to respond and take action regarding any facility fire 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 one block from the Hynes. If you should have any questions or need further information, please contact the Hynes Public Safety Manager at 617-954-2111.

### Fire & 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 the event move-in, and upon completion of event move-out.

## Non-Emergency Situations

During your event, you will be in direct contact with an 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

The City of Boston Fire Code requires individuals leading room seminars, general sessions and Ballroom events make an audible announcement prior to the start of each program or performance that notifies occupants of the locations and 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 2111 via a house phone or 617-954-2111 from outside the Hynes. This telephone number is a direct line to the Hynes Public Safety Department's Command Center, which is staffed twenty-four hours a day, seven days per week and is the emergency communications hub for the Hynes. All house phones located within all meeting rooms and entrances to the 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 Hynes and is a significant detriment to the safe and efficient response of emergency service providers. Please ALWAYS call the Public Safety Command Center at (617) 954-2111**

## to report all emergency situations while inside the Hynes.

## Event or Show Security Coverage

The Public Safety Department shall assist the show manager 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 Hynes offers uniformed public safety officers to cover shows and events. Officers are scheduled at a four-hour minimum and are available from move-in through move-out, around the clock. Please contact the Hynes Public Safety Manager, at (617) 954-2111 for assistance.

## Public Safety Coverage Requirements

The following is 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 Hynes 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 the 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 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 the Licensee 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.

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 (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 number of attendees and/or the geographic locations of events within the facility.

### Exhibit Hall Entrance Officers

To ensure effective access control and badging/credentialing confirmation a minimum of one (1) officer is required to be present at each exhibit hall entrance, beginning with decorator move-in and remaining until all freight is removed from the show floor.

During show/event hours, one (1) officer shall be present per entrance door to each exhibit hall.

### Exhibit Hall Floor Officers

After-show/event hour periods, officers are required in the exhibit halls as long as freight or show product remains on the show floor.

### VIP Processing Officers

Any VIP movements that require escort services and/or elevator operations are billable back to the Licensee.

### 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 determined at the sole discretion of the Hynes Public Safety Department.

### 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 the Licensee's expense to provide fire watch/safety services.

### Boston Police Department 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 Hynes and will be 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(s) A, B, C

During show/event hours, one (1) Officer is required per front entrance. During move-in/move-out hours or after hours, if equipment (exhibit materials or audio visual equipment) is present, one (1) Officer is required. After-show/event hour periods are required to have Public Safety staff in the ballroom area as long as freight or product is on the floor.

### Sheraton Hotel / Hynes Access Doors (Halls C and D)

When the Sheraton Hotel access door(s) is opened at any time and for any duration specified by the show/event, one (1) Officer per access way shall be required.

### Auditorium/Balcony

When the Auditorium is used as a general session meeting area, one (1) Officer per entrance / exit (second level) is required. If the Balcony is utilized for seating, one (1) Officer per entrance /exit door will be required.

### Loading Dock at Cambria Street

For the period specified by the Licensee for moving in and out materials, one (1) Officer shall be present at the receiving door of the loading area located on Cambria Street.

### Loading Dock at Belvedere Street

If licensee elects to utilize the hand carry area for materials into the Hynes, one (1) Officer shall be present during specified hours at the Belvedere Street service entrance of the loading area.

### Dalton Street Loading Zone

This loading zone, located in Exhibit Hall B may be utilized with authorization from your Event Services Manager. This zone allows direct access at street level for movement of vehicles within the exhibit area. When in use, it is mandatory that one (1) Officer be scheduled to monitor access and one (1) Boston Police Detail Officer be present due to city street traffic. All arrangements for scheduling Boston Police must be handled through the Hynes Public Safety Manager.

### Boylston Street Pick Up/Drop Off Lane

The Boylston Street pick up/drop off lane is restricted for the use of emergency vehicles or shuttle bus services. When shuttle bus service is used for an event, it is mandatory that one (1) Transportation Agent, be scheduled to monitor access. At times of heavy traffic volume, additionally one (1) Public Safety Officer will be added to assist with traffic control. The Hynes Public Safety Manager retains the discretion of adding a Boston Police Detail when he/she deems it necessary, at the Licensee's cost.

### Recommended Coverage

#### Registration

Beginning with the delivery and set-up of sensitive equipment, it is strongly recommended that one (1) Officer be present during non-activity periods in the registration areas.

#### Meeting Rooms

Public Safety Officer coverage for meeting rooms is optional but recommended when meeting rooms contain valuable equipment or sensitive materials.

Meeting room locks are available. The keys are provided at no charge to clients; however the keys must be returned or a fee will be assessed per unreturned key. The Hynes offers you the flexibility to control (restrict) access to one or more rooms with a single key or multiple keys. Upon request, we will provide keys to a limited number of meeting rooms; up to five (5) rooms restricted access and up to (15) additional keys for limited access rooms. The Public Safety Department must receive your request no less than (2) weeks before move in. Please contact the Public Safety Department at 617-954-2111 for additional information or to order this service.

### Public Areas

When hallways or public areas of the Hynes are utilized as an exhibit area, Public Safety coverage will be required. If not used as stated, coverage is optional.

#### Recommendations for the Use of Safes

If you believe that you have valuables that require a safe on-site at the Hynes, 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 Public Safety 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 Public Safety 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 have 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 Hynes Public Safety Manager at 617-954-2111.

#### Weapons Policy

Weapons of any type, functional or non-functional, such as firearms, swords, knives, throwing knives, crossbows, stars, bows, boomerangs, darts, tazers, etc. are strictly prohibited within the Hynes. Replica weapons are allowed but require express written authorization for the use and/or possession by the Chief of Public Safety. Replica weapons must only be used as props or display, and will be allowed if the replica weapon is inspected, approved and peace

bonded by the Chief of Public Safety prior to entry into the Hynes. The MCCA reserves the right in its sole discretion to revoke the use of replica weapons within MCCA facilities at anytime, without advance warning.

## TECHNOLOGY

### A/V Storage

The Hynes offers A/V vendors a secure storage area for equipment and cases. No meeting rooms, exhibit halls, or service corridors are to be used for storage without written permission from you Event Services Manager.

A storage room is available on the Loading Dock and is available on a first-come first-served basis.

Storage area dimensions: 15' 6" x 37' 10"

Ceiling Height ..... 8'

Office Cube Inside..... 7'x10'

A/V storage areas may be reserved through your Event Services Manager or Technical Coordinator. 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.
- 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 of pre-function areas

### Internet/Network Services

The Hynes 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 two T-3 (45 Mb) connections to the Internet from separate ISPs. Each meeting room, pre-function space, and exhibit hall column has Category 5 twisted pair and multi-mode fiber optic connections.

When network service is ordered, 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).

Hynes 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 Hynes 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 Manger. 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 Hynes 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 setup of computers.

### Recording

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

### Satellite Services

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

### Telephone Service

The Hynes telephone system provides analog, digital and IP dial tone supporting single and multi-line set configurations. Complimentary handsets are provided for each analog single-line service ordered; multi-line units must be returned at the close of the show/event. Special services, such as call waiting, voice mail, ACD, extension to cellular, conference bridging, as well as IP-enabled hard and soft phones, to integrate with your PC or laptop are available, at additional charges.

An Avaya MultiVantage Communications Server switch provides capacity for over 36,000 digital, analog and IP endpoints. Connectivity is over CAT5

cable, for all telephone service. The Communications Server also provides sophisticated ACD/Call Center functionality supporting a maximum of 40 agents.

Teleconferencing service is available through a variety of wired and wireless Polycom Sound Stations, as well as single line, speakerphone-equipped, analog sets. A single analog line is required for use. Individual conference bridges are available as well.

Videoconferencing is available using a Polycom VSX 7000 cart system, featuring a 32-inch Toshiba CRT on a portable cart. The video unit is capable of supporting up to four ISDN BRI lines for 512K as well as IP connectivity.

ISDN capability, there are a limited number of ISDN BRI lines to support video conferencing and Radio CODECs.

#### Wireless Connectivity

The Hynes 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 require a higher level of connectivity a wired service should be purchased.

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

## RIGGING

The in-house rigging provider is the exclusive motorized rigging provider at the Hynes and the exclusive rigging provider in the Ballroom. In addition, the in-house rigging provider provides the following exclusive services: the operation and provision of lifts for theatrical purposes, the operation of ground supported crank-up's, hiring of all union stagehand labor.

All aerial rigging within the Hynes MUST be approved by the Massachusetts Convention Center Authority (MCCA).

#### Exhibit Halls

All motorized aerial rigging and ground supported crank-ups within the exhibit halls will be the sole responsibility of the MCCA's exclusive in-house rigging provider. This includes, but is not limited to, any and all physical attachments to the facility structure; inspection and approvals of equipment, providing all labor to safely and efficiently rig within the exhibit hall. The exclusive in-house rigging provider will provide and operate all aerial lifts for the purpose of providing this service.

Show management and exhibitors have a choice regarding non-motorized aerial rigging in the exhibit hall. Both General Service Contractors and the exclusive in-house rigging provider can provide rigging in the exhibit halls.

#### Ballroom

All aerial rigging within the ballroom will be the sole responsibility of the MCCA's exclusive in-house rigging provider. This includes, but is not limited to, any and all physical attachments to the facility structure; inspection and approval of equipment, providing all labor to safely and efficiently rig within the ballroom. The exclusive in-house rigging provider will provide and operate all aerial lifts for the purpose of providing this service. Exhibitors, production companies and decorating companies may bring in their own trusses, motors and equipment; but all equipment is subject to the approval of the exclusive in-house rigging provider. The exclusive in-house rigging provider may also provide equipment if the licensee chooses to utilize this service. If any equipment is deemed unsafe, then such equipment will not be rigged until the safety issue is corrected. Production companies and/or decorating companies may attach company-owned equipment to company-owned trusses under the direction of the exclusive in-house rigging provider. Under no circumstances will anyone other than the exclusive in-house rigging provider be allowed to attach trusses and/or motors to any rigging point or any part of the facility structure.

#### Lobbies and Pre-Function Areas

Under the direction of the MCCA, General Service Contractors may hang banners and signs only at specified facility rigging points within lobbies and pre-function space. The MCCA exclusive in-house rigging provider may also provide this service if the Licensee chooses to use them. If trusses and/or motors are

required, then the exclusive in-house rigging provider must provide this service to hang any and all items. The MCCA and/or the exclusive in-house rigging provider will inspect and approve all banners/signs/trusses before and after they are hung; any safety concerns must be corrected immediately. Banners/signs incorrectly hung will be removed immediately at the owner's expense.

#### Meeting Rooms

Aerial rigging is prohibited in the meeting rooms.

#### Exterior Rigging Policy

The MCCA has developed the following information for banner installation on the exterior of Hynes. Exterior banners will be permitted for event/show identification ONLY.

Banner locations must be approved by the MCCA. Any banner that is deemed unsafe by the MCCA must be removed immediately at the cost of the client. The approved locations are the Boylston Street entrance and Prudential Center entrance only. These locations may be subject to a fee for use and may be used during full building rentals only. Please provide your Event Services Manager with your banner plan for approval at least 45 days prior to the first scheduled move-in date.

#### Hynes exterior banner locations:

Boylston St. Banner: 91' L x 23' W

Prudential Entrance Triangle: Base: 15' x Mid Point of Sides 17'

## TRANSPORTATION SERVICES

We know that transportation is a top concern for event organizers and attendees. 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 Hynes. 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.

#### 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 Hynes 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;
- Hynes 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.

#### Shuttle Bus Drop-Off Location

The Boylston Street entrance is protected from the elements with a covered glass canopy. This canopy makes bus drop-offs quick and easy. Here, you're able to unload several buses at one time. The pre-arranged use of the bus drop-off area can be made, by contacting your Event Services Manager. Please note that a Transportation Agent and/or Public Safety detail is mandatory for vehicular traffic.

#### 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.

#### Drop-off / Pick-up Requirements

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 Hynes.

#### 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 Hynes

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

#### Taxi Information

Taxi's can be found outside the Boylston Street entrance of the Hynes.

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

This location is the Boylston Street drop off lane.

#### Parking

Please refer to Section H of this Guide for specific information regarding area parking options.