

Welcome to the



**POLICIES & PROCEDURES
CLIENT GUIDE**

September, 2015

Our goal at the Tinley Park Convention Center is to provide the best event services and facilities for a center of our size in the country.

This guide is designed to inform you of our policies and procedures and to assist you in the planning and execution of your event at the Tinley Park Convention Center. Please read the policies & procedures very carefully as adherence to this document is part of your contractual obligations. For functions with contractors and/or vendors the Tinley Park Convention Center Exhibitor Guide will become part of your contractual obligations as well.

We look forward to your successful event at the Tinley Park Convention Center.

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Section 1 / Communication

Once you have signed and returned your event contract and first deposit, the account will be turned over to a Convention Services Manager (CSM) who will work with you on the planning of your event including food and beverage, audio visual and other logistics.

Although you will continue to have dialogue with your Sales Manager for any contractual items and payments, the Convention Services Manager (CSM) will be your primary point of contact with the facility until your event begins. At that point our Event Managers will serve as your liaison for all facility related services while on property.

Your facility contacts may request specific meetings such as a site inspection, pre and post conference meetings or other communication in order to facilitate the planning and execution of your events.

While on property you may request a two-way radio to facilitate communication with the operations team. Each of our function rooms is equipped with a house phone for easy access to our team members.

Section 2 / Contract Documents and Event Orders

Event Contract

The Event Contract is your contract with the Tinley Park Hotel and Convention Center LLC., doing business as the Tinley Park Convention Center (TPCC) to provide specified facilities and services on the dates of your event.

Policies and Procedures

This "Policies and Procedures" document is incorporated into your contract.

Banquet Event Orders

A Banquet Event Order (BEO) specifies the details of your event. It is imperative that all BEOs are reviewed very carefully and any needed changes are communicated to the CSM as soon as possible. All BEOs must be signed and are due back to the CSM within the time frame designated.

Section 3 / Planning Schedule

Following is a schedule outlining some key steps and dates. Depending on when we receive your signed contract this schedule may be condensed to accommodate for the shortened time frame.

6-12 Months Out

- Review the "Policies and Procedures"
- Request any information for inclusion in your attendee or exhibitor/vendor communication
- Provide information on any potential outside service suppliers to your CSM

3-6 Months Out

- Schedule a site visit and planning meeting with your CSM
- Review food and beverage needs with your CSM

2 Months Out

- Submit your schedule of events, food and beverage and set-up requirements to your CSM for review
- Discuss your transportation plan (buses, shuttles, parking, etc.) with your CSM
- Submit your utility services requests
- Submit your audio visual requests to our AV department
- Apply for any applicable licenses and permits and submit copies of all applications
- Supply your preliminary floor plans
- Submit your exhibitor, vendor and contractor list if applicable

21 Days Out

- Submit your estimated number of attendees for all your functions
- Provide copies of all permits and licenses and insurance certificates as applicable
- Submit final event schedule and/or agenda
- Schedule pre-convention and post-convention meetings with your CSM
- Submit final floor plans and set-up requirements in accordance with Section 6 of this document
- Submit final menu selection

7-3 Days Prior to Move In

- Attend pre-convention meeting to finalize any outstanding points and meet the Event Manager and the operations team

3 Days Prior to Move In

- Guarantee guest count for all functions with your CSM

Post Event

- Final walk-thru
- Post-convention meeting if applicable

Section 4 / General

Exclusive Services

It is understood that TPCC retains the right to operate all food and beverage operations as well as operating an exclusive service contract on all electrical, utilities, telecommunications, and rigging services.

Weapons and Firearms

The possession of guns, explosives or weapons of any kind is prohibited. Fighting, physical violence, creating a disturbance, horseplay, disorderly conduct or use of abusive language is a violation of our policies and will result in immediate removal of the individual from the premises and possible legal action.

Toy Weapons

The possession, sale, give-away or handling of any and all toy weapons is prohibited.

Animals

With the exception of ADA service animals, animals are not permitted in the facility without written authorization from the TPCC. The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.

Section 5 / Laws, Permits, Insurance and Taxes

Americans with Disabilities Act

The Tinley Park Convention Center makes every effort to accommodate patrons with disabilities and adhere to all requirements of the Americans with Disabilities Act of 1990. Our staff will happily work with you to assist patrons and address any questions or issues that arise.

Gambling

Gambling is not permitted within the facility unless approved in writing by the TPCC Director of Operations.

Insurance

Events at the TPCC which are open to the public or that involve exposition, athletic competitions, production companies and/or contractors will require insurance including, but not limited to the following requirements. If you have any questions as to whether insurance is required for your event or activity, please notify your CSM for a determination.

- **Certificate Holder**
 - Designate the Certificate Holder as:
Tinley Park Hotel and Convention Center, LLC, Mid-Con Hospitality Group, LLC and the Village of Tinley Park, 18501 Convention Center Drive, Suite 100, Tinley Park, IL 60477
- **Dates of Coverage**
 - Required insurance should be in effect during all dates specified in contract (move-in, operations, move-outs) as well as any extensions that may occur.
- **Required Insurance Coverage**
 - Comprehensive general liability insurance including contractual liability, with limits not less than:
 - \$1 million in respect to injuries to any one person in any one occurrence and aggregate;
 - \$2 million in respect to injuries to more than one person in any one occurrence and aggregate;
 - \$1 million in respect to damage of property
 - Such commercial general liability policy shall be primary and not contributory with any insurance coverage or self-insured program of the licensor.
 - Workers Compensation and Occupational Disease insurance in full compliance with all federal and state law and covering all licensee's employees including any borrowed, leased or other persons to whom such

- compensation may be payable by licensee.
- Employers liability insurance with minimum limits of \$500,000 per accident covering injury or death to any employee outside the scope of Worker's Compensation and Occupational Disease coverage.
- Comprehensive automobile insurance covering any owned, not owned and hired self-propelled vehicles of the type for use on and off the TPCC complex, including coverage of loading and unloading hazards with limits of liability of \$1 million in respect to injuries and property damage in any one occurrence.
- **Additional Insured**
 - Coverage should specifically designate the Tinley Park Hotel & Convention Center, LLC, Mid-Con Hospitality Group, LLC, the Village of Tinley Park and each of the respective subsidiaries, affiliates, officers, directors, employees and agents named as an additional insured.

Hold Harmless

In addition to the insurance certificate, you will be required to provide a "Hold Harmless" agreement absolving the Tinley Park Convention Center, LLC from any claim or damages resulting from equipment used or labor provided by the contractor, show management or production company.

Permits and Licenses

It will be the sole responsibility of the client and the client's contractor to obtain necessary permits and licenses from the Village of Tinley Park as follows:

- Tents, canopies or temporary exterior structures of over 400 SF.
- Business license for selling merchandise or food
- Food Service Sanitation Certificate
- Raffle License for raffles, prizes or giveaways.
- Class D; One-day Liquor License, for selling alcoholic beverages
- Temporary sign permit for posting signs in non-right of away locations in the Village of Tinley Park

Please call the Village of Tinley Park at 708-444-5000 for information and forms.

Smoking

For the benefit of our patrons, guests, exhibitors, and employees, and in compliance with state and local laws, the TPCC is a non-smoking facility. Smoking is not permitted anywhere in the TPCC. We do not restrict smoking in outdoor areas of our premises, and are grateful for everyone's cooperation in preventing litter and inconvenience to others. Please note that smoking outdoors must be at least 15 ft from any entrance.

Taxes

It will be the client's sole responsibility to collect and pay all applicable sales and amusement taxes to the Village of Tinley Park, the State of Illinois and Cook County. This includes items or tickets sold during the client's event held at the TPCC. For additional information and for tax forms, call the Village of Tinley Park Office of the Treasurer at 708-444-5000.

Section 6 / Meeting Space

Room Rental

Meeting room rental includes the initial set-up and tear down of the room set. Additional set-up costs for change-overs and alterations to the approved original room set-up will apply.

Event Room Capacity

Room capacity is determined by federal, state, and municipal fire and safety regulations and enforced by the TPCC personnel. No one shall allow admittance into the leased space of a larger number of persons that can freely and safely move therein. No overcrowding of any area of the TPCC will be allowed. Persons shall not be in excess of posted occupant loads, nor can persons overflow meeting rooms causing them to stand in aisles and hallways or block exits. Check with your CSM for room capacities. We strongly suggest you lease all the space you may need at the time the contract is executed. If at any time you will need more space for your event. You need to verify with your CSM if the required space is available. If no space is available you must limit event attendance to comply.

Lighting

Minimum lighting levels – no less than 5 fc (foot candle) or 50 lux - must be maintained at all times in all function rooms.

Lobby Furniture

Lobby furniture in the TPCC will be permanently located in common areas for all our guests to use. If lobby furniture must be moved to accommodate an event, there will be a labor charge associated with moving the furniture from its permanent location. To prevent damage, furniture will not be removed from public areas for meeting room purposes.

Floor Plans

Final floor plans must be submitted to the CSM no less than 21 days prior to the first day of event move-in. The plans shall include the following information:

- Name of event
- Width and location of all aisles
- Booths, concession stands, seating areas, buffets etc.
- Location and identification of any special equipment

The CSM will enter your information into our floor plan design program and adapt the set-up to the exact dimensions of the function rooms. The TPCC reserves the right to adjust the set-up to accommodate fire and safety regulations. A diagram of your event set-up will be sent to you for approval and must be returned with the signed banquet event orders.

Floor Covering

All event space at the TPCC, including the exhibit halls are carpeted. Displays including, but not limited to, those utilizing soil, humus, water or other landscaping materials, those using human hair, dyes, shampoos and perm solutions, displays containing live animals as well as food and beverage displays must take appropriate steps to protect the facility surfaces and equipment. A protective coating must be used on the floor such as heavy plastic, visqueen or similar strength material. This service can be purchased from the TPCC.

Ice and Water Service

Complimentary ice and water service is available for your attendees at meeting room tables, head tables and podiums. Please arrange this service with your CSM.

Display Vehicles

Vehicles, which are part of a display are permitted within the exhibit halls. The customer is responsible for ensuring that all such vehicles meet the guidelines set forth in the Exhibitor Guide.

Water Displays

All fountains or other decorative water containers must be waterproof and of sufficient density to avoid leaks. Plastic must be placed underneath the display for additional protection.

Section 7 / Decorations and Entertainment

Decorations

Decorations may not be taped, nailed, tacked or otherwise attached to facility surfaces or fixtures (i.e. ceilings, glass, doors, columns, walls, etc.). Items such as glitter, confetti, rice, bird seed, sand, dirt, moss and mulch are not permitted on any carpeted areas. Failure to adhere to the above rules will result in additional fees.

All decorations, including but not limited to, drapes, curtains, table coverings, skirts, carpet, signs, banners, acoustic materials, hay, straw, moss, bamboo, plastic cloth fabric, linen and similar decorative materials must be rendered flame retardant. Proof of satisfactory flame retardant treatment (certificate) is required, and must be maintained within the specific exhibit area for inspection. If proof of satisfactory flame retardant treatment is not present, the decorative materials will be removed from the facility. Items that cannot be treated to meet requirements, such as, but not limited to, oilcloth, tar paper, nylon, plastic cloth, and certain other plastic materials, are prohibited.

Candles

Candles may be used only on tables when securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials. The candle flame shall be protected.

Helium Balloons

Helium balloons are allowed in the meeting spaces with a \$100 deposit. If any balloons become loose and require retrieval by the TPCC staff, a \$25 removal fee will be charged for the first balloon and \$5 for each balloon thereafter.

Fog Machines

Water, chemical or dry ice fog/haze machines are not permitted inside the TPCC without prior written permission from the TPCC Director of Operations. Requests to utilize fog or haze machines are not guaranteed and are required to be submitted 60 days prior to the first day of the event. Fog / haze machines will require additional fire watch services. The client accepts responsibility for any costs assessed to inspect or replace sprinkler heads or smoke sensors that have been discharged in the course of an event and the resultant damage.

Musical Entertainment

If your event includes live or recorded musical performances open to the public, you must have your music providers provide copies of their current License Agreements with SESAC, ASCAP and BMI.

Section 8 / Signage

Signs and Posters

Signage may not be taped, nailed, tacked or otherwise attached to facility surfaces or fixtures (i.e. ceilings, glass, doors, columns, walls, etc.). Handwritten signs are not permitted in the TPCC.

Free standing signs, easels, banners, decorations and similar materials may be used and should be placed so they do not cause a traffic or fire hazard. Painting is not permitted within the building or outside of the building or in the parking lot.

Easels

Easels may be rented from our Audio Visual department.

Banners / Oversized Signs

Custom banners may be ordered through the TPCC for a fee. Please see your CSM for details. Only rigging labor scheduled by the TPCC may affix signage and banners to the convention center premises. Please consult your CSM for more detailed information about sign and banner hanging labor and equipment costs.

Promotional Materials / Fliers

The distribution of adhesive labels, decals, fliers and similar promotional items is only allowed within your assigned meeting space. Any distribution of said items is strictly prohibited in the TPCC's public spaces including the parking lot.

Exterior Signage

The TPCC operates two (2) electronic message signs. Please contact your CSM for information on advertising your event on the signs. If you are interested in posting temporary signs in the village, a temporary sign permit will be required from the Village of Tinley Park.

Section 9 / Damages to Facility

Sometimes, bad things happen to good facilities. We hope they don't, but when they do, the customer is responsible for all damages resulting from your event. You will be informed of all damages which occur during your event and the damages will be documented with written reports and photographs.

Fasteners

Drilling, nailing or stapling into any facility surfaces or equipment is strictly prohibited.

Holes may not be drilled, cored, or punched, and fasteners may not be attached to the floor, walls or parking lot surface without prior written approval of the TPCC. All work must be done by Tinley Park Convention Center personnel or under their direction.

Tape

The use of high residue tape is prohibited on any carpeted, tiled, concrete or hardwood surface floors. Only low residue carpet tape (e.g., Polyken 105C or Renfrew #174) and low residue safety tape (e.g., Asiachem SST-736) or approved equivalent. Tape or residue left on any surface by the customer will be removed by the TPCC and the cost of removal will be billed at prevailing rates to the client.

Inspection

An inspection of the meeting and convention space is to be made prior to installation and upon completion of load-out by the client. This inspection will be done with TPCC management.

All claims for damages will be submitted to the client in writing within ten (10) business days following the final walk through.

Section 10 / Shipping, Receiving and Storage

Please see the TPCC's "Services, Fees and Rental Price List" for applicable rates. Rates are subject to change without notice.

Receiving and Shipping

All incoming and outgoing shipments are subject to a service fee. The moving of boxes under 50 lbs within the TPCC is complimentary. Additional fees may apply for packages and pallets of 50 lbs and over.

The TPCC assumes no responsibility for items shipped to or from the facility. Any damage must be addressed with the individual carrier.

For tracking purposes the TPCC requires that all incoming boxes are labeled in the following manner:

Attention:
“Your Name” & “Program Name”
“Name of your CS Manager”
Tinley Park Convention Center
18451 Convention Center Drive
Tinley Park, IL 60477

“Program Name and Date”
Box # of #

Storage

Boxes received no more than three (3) business days prior to the event are stored at no charge. Shipments received between seven (7) and four (4) business days prior to the program start are subject to a per day storage fee. Shipments will not be accepted more than seven days prior to the program start unless special arrangements have been made with the TPCC. Advanced inbound and outbound shipping and off-site storage may be arranged through Xpo Solutions at 866-371-0007.

Section 11 / Loading

Loading Locations

Loading and unloading through the facility's main entrance doors is strictly prohibited. Clients must only use designated loading bays and overhead doors at docks and at grade located on the east and south side of the facility. For security reasons, other exterior doors may not be propped open for any reason. Event room entry doors are to remain closed while loading is occurring in order to prevent noise, fumes and climate change in the public space. All equipment delivered to meeting rooms must be transported through service corridors.

Section 12 / Food and Beverage Services

Catering

The TPCC will, at a cost, provide in-house catering for all events. Please contact your CSM for further information and menus.

Outside Food and Beverage

All Food and beverage must be purchased through the TPCC. Food and beverages may not be brought onto the premises to be sold, used, consumed, or given away without the written consent of the TPCC.

Alcohol

All staff members will enforce proper alcohol management. The TPCC reserves the right to refuse service of alcoholic beverages to anyone. No alcoholic beverages may be consumed in any of the TPCC parking lots unless served by TPCC staff.

Food Waiver

In the event that the TPCC does allow outside food or beverages to be brought in, the client will be required to provide additional paperwork such as permits and the facility's Food Waiver Form.

Section 13 / Audio Visual and Internet

Audio Visual

The TPCC offers a wide range of equipment, services and support. AV and computer equipment is provided by the TPCC's in-house audio visual partner, Audio Visual Productions, who are available to aid in the selection and operation of AV equipment. No outside AV providers will be allowed without the written permission of the TPCC. Approved outside AV providers are subject to additional supervision fees.

Some AV equipment may require a dedicated operator provided by the TPCC. For details and pricing on all AV related services please consult our AV menu or contact Audio Visual Productions at: (708) 342-5499.

Internet

Basic Wi-Fi internet access at the TPCC is complimentary. Special needs such as hardwired internet lines and static IP-Addresses and other data networking services must be arranged with the CSM.

Section 14 / Labor

Required Labor

For some tasks or in some situations, TPCC labor must be used as follows:

- Electricians:** Exclusively responsible for supplying all electrical service connections and the installation and dismantling of anything that uses electricity as a power source, and distribution of power to multiple sources. TPCC will provide the power source but the customer can make final connections (plug-in) of their equipment.
- Engineers:** Exclusively responsible for the installation of all utility connections, for climate control within the facility, and for maintaining HVAC, plumbing, and other mechanical systems.
- Set-Up:** Exclusively responsible for the set-up and tear down of TPCC equipment such as tables, chairs, and risers. Additional set-up labor charges apply to turnovers, special cleaning, and more frequent or extensive housekeeping services or re-sets as requested by the client.
- Security:** Exclusively responsible for all security including but not limited to: dock, building, parking lot, and all event security.

Section 15 / Housekeeping

Cleaning and Custodial Services

Daily meeting room, common area and restroom cleaning and trash removal is included with the rental price. Additional cleaning services are available upon request and for a fee. Please consult your convention services manager for more details.

Section 16 / Security and Safety

Security

Basic security at the TPCC is provided by our in-house security officers. Additional security services are provided through a contracted outside security partner. The TPCC staff reserves the right to deny access of any persons to any facility space. Other outside security providers will only be allowed with the written permission of the TPCC.

No one other than an on-duty Village of Tinley Park, State of Illinois or Cook County law enforcement officer may possess a weapon on TPCC property.

Events held in the Convention Center are required to provide ample Security to ensure the safety of all guests and employees of the TPCC. The need for Security personnel is determined on an individual basis at the discretion of the TPCC in accordance with the attendance and/or noise level of the event taking place.

When the TPCC determines that security is required the following guidelines apply:

1. Security officers must be present at all times during the event.
2. The officers must be identified by means of a badge or the word Security on their uniform.
3. For events with attendance from 2,500 – 3,000, a total of four Security officers should be present. For events from 1,000 - 2,500, three officers should be provided. It will be decided on a discretionary basis if groups of a lesser size will need security coverage.
4. Charges incurred for Security management are the responsibility of the client.

Lost and Found

Found items should be turned into the Holiday Inn Hotel's Front Desk. Lost items may be picked up at the Hotel's Front Desk. Lost items will be stored for 30 days and then disposed of. The TPCC is not responsible for any items or equipment left behind.

Emergency Situations

In the event of a serious medical emergency, call 911 to report it immediately, and then dial "0" on any house phone to notify staff. For all other emergency situations and concerns, dial "0" on any house phone to notify staff. The operator answering your call will follow up with the appropriate emergency services agency. There are two AEDs (Automated External Defibrillator) stations in the facility.

Exit Access

Exit signs must be visible at all times. No exit doors shall be locked, bolted or otherwise fastened or obstructed at any time the TPCC is open to the public. Moreover, it shall be unlawful to obstruct or reduce passageway or other means of egress. Additionally, all required exits shall be so located as to be discernible and accessible with unobstructed access thereto. Access to restrooms, concession stands, and janitorial closets shall be maintained at all times. The TPCC shall check egress of the facilities before it is occupied for any use. If such inspection reveals that any element of the required means of egress is obstructed, inaccessible, locked, fastened, or otherwise unsuited for immediate use, admittance to the building shall not be permitted until necessary corrective action has been completed.

There shall be no obstruction blocking exit doors from the outside of the TPCC, such as vehicles parked in front of doorways or barricades across sidewalks, etc.

Locks and Keys

The Tinley Park Convention Center's Security Department provides all locks for securing contracted space. Secure space accessible by the client only may be available for a fee.

Medical Personnel

Should it be determined by the TPCC that your event will require the attendance of an EMT, you will provide the EMT at your expense and the EMT will provide a certificate of insurance as per the insurance requirements of the TPCC.

Police

The Tinley Park Police Department will be notified whenever an event is scheduled that may require additional police protection, traffic control or other services and information will be given to the client to contact the police department to arrange for services. Cost for any of the above mentioned services will be included in contractual agreements. Contracts are contingent upon the client accepting these conditions.

Fire Safety

No unauthorized persons are to alter, remove, deface or tamper with any required fire safety equipment contained within the TPCC. These items include the fire sprinkler system, fire alarm system, emergency lights or exit signs, portable fire extinguishers, exit doors or other related safety equipment.

All hydrants, standpipe and fire hose cabinets and fire department connections shall be unobstructed at all times.

All decorations must be constructed of flameproof material, or treated with an approved flame proofing solution.

No vehicles shall be parked in fire lanes outside the TPCC.

No person shall interfere with the Village Fire Rescue Department when performing emergency and non-emergency functions at the TPCC. All orders issued by a member of the fire rescue department shall be obeyed immediately. The client will be held responsible for any costs or fines assessed by the fire department for a false alarm caused by the client.

Section 17 / Traffic Management and Parking

Parking

The TPCC operates a parking lot on the premises with 1,200 parking spaces. Portions of the lot are available for rental by facility clients at the discretion of the TPCC. A remote parking lot with 200 spaces can be used if scheduled prior to the event. Shuttles can be provided for an appropriate cost.

The TPCC parking lot is not to be used for storage of any oversized vehicles, to include but not limited to trailers and semi-trucks longer than 32 feet without the written authorization of the Director of Operations. Your sales manager can provide you with additional information if you are interested in renting a portion of the parking lot adjacent to the TPCC.

Valet Service

Valet service is available for appropriate events from the TPCC only. Please consult your CSM for further information.

Traffic Management

For contractual events, where attendance may impede flow of traffic entering and exiting the parking lot, traffic management is required.

- ⤴ For events with attendance of 1,000 or more, parking signs are placed in the parking lot to direct all attendees.
- ⤴ Additionally, staff may be scheduled in the parking lots to assist in directing traffic and to make sure the outer drive is not blocked.
- ⤴ For these large events, the assistance of the Tinley Park Police Department may be requested. Charges incurred for traffic management are the responsibility of the client.

Section 18 / Utilities

House Lighting, Ventilation, or Air Conditioning

House lighting, ventilation, heating and/or air conditioning of all rented spaces are provided by the TPCC for one hour prior to and during actual hours the event is open.

Electrical Services

All service connections and overload protection equipment must be installed and removed by the TPCC. All equipment and material furnished shall remain the property of the TPCC and shall be removed only by the TPCC at the close of the show. Written requests should be made to your CSM for installation of special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation without TPCC electricians. Such arrangements require the written permission of the TPCC.

The TPCC reserves the right to refuse any connection or equipment that its electricians deem unsafe.