

# 100% Customer-Focused, Cost-Effective

## Pennsylvania Convention Center

In 2003, the Pennsylvania Convention Center (PCC) implemented a new Customer Satisfaction Agreement that was specifically aimed at making it easier and less expensive for our Customers and Exhibitors to conduct business within our building. These rights are among the most progressive in the industry. Therefore, we strongly encourage you to take the time to review your rights, so that your experience at the PCC is handled in a cost-effective manner.

### Customers' & Exhibitors' Rights

#### Exhibitors' Booths

- ★ In exhibit booths that are no larger than 300 net square feet, an Exhibitor or a full-time company representative(s) **may erect or tear down booths** and may use non-powered hand tools. The use of power tools, battery operated tools and ladders are prohibited.
- ★ In exhibit booths that are no larger than 300 net square feet, only an Exhibitor or a full-time company representative(s) of the exhibitor's company **may hang signs or graphics**.

#### Loading and Unloading

- ★ Customers and Exhibitors **may load and unload** non-commercial automobiles, station wagons, mini-vans, SUVs, and non-commercially registered 4 wheel pick-up trucks and vans.
- ★ Customers and Exhibitors **may use equipment**, including but not limited to, carts, dollies, luggage carriers, 4 wheel flat bed carts, and 2 wheel hand trucks. The use of any motorized or hydraulic devices is prohibited.

#### Computers

- ★ All full-time regular employees of Customers and Exhibitors shall be **permitted to connect their personal computers** (desktop and laptop), computer components, and peripherals with no limitation.
- ★ All third-party vendors, including rental companies, contractors, and/or vendors must utilize union workers to install and dismantle their laptops, desktops, and computers.
- ★ The installation and dismantling of all computers (in bulk) in the Cyber Cafes and all meeting rooms shall be handled by a combined workforce of Electricians and Stagehands that is designated by the Labor Supplier (Elliott-Lewis).

#### Stage

- ★ Computers set on stage are exclusively the jurisdiction of Stagehands.

#### Exhibits

- ★ Decor and props (on stage) are installed and dismantled by Stagehands.
- ★ I & D Exhibits (not set by Exhibitor) are installed and dismantled by Carpenters.

#### Easels and/or Sign Cards

- ★ All full-time regular employees of Show Management, Meeting Planner or Show Organizers may place, move and/or remove easels or card signs or both. Signs and easels need to be delivered to a central location for organization's staff members to move to appropriate location.

#### Electrical

- ★ Exhibitors cannot run cords under carpet.
- ★ Exhibitors can run cords over carpet as long as they are concealed and do not impose a trip hazard, i.e. side curtains, or under tables with skirts.
- ★ All cords within booth must be grounded 3-wire, 12 gauge UL cords.
- ★ No household ungrounded 2-wire extension cords allowed.

#### Florists

- ★ All commercial deliveries must utilize union unload labor to deliver floral arrangements and plants to exhibits and meeting rooms.
- ★ Exhibitors and Customers using a non-commercial vehicle can load, unload, and deliver plants to their designated area.
- ★ Exhibitors and Customers and their employees at the organization can load and unload their plants or floral arrangements in non-commercial vehicles, i.e. automobile, station wagon, mini van, SUV and non-commercially registered 4-wheel pick-up truck or van. They may use their own equipment, including but not limited to carts, dollies, luggage carriers, flat bed carts, and 2-wheel hand trucks. They may not use motorized and hydraulic devices.

#### Freight

- ★ The use of motorized pallet jacks by Customers/Exhibitors is prohibited within the PCC. The Customer/Exhibitor is free to move any freight within their booth using non-motorized dolly.

These rights apply to PCC Customers and Exhibitors only. A PCC Customer is any organization that has entered into a lease agreement for the use of our facility, and a PCC Exhibitor is any entity that is exhibiting at an event held within our facility. These particular Customers' and Exhibitors' rights do not apply to contractors that are working within our facility. All contractors performing work at the PCC should contact the facility's labor supplier, Elliott-Lewis, to arrange for the procurement of the required show labor. Elliott-Lewis can be reached at (215) 418-2197.

*Be at Liberty to Meet*

RV: 11/20/06

# About the Pennsylvania Convention Center

The Pennsylvania Convention Center, the crown jewel of Philadelphia's hospitality industry, opened to national acclaim in 1993. Located in the heart of Center City Philadelphia – a short walk from the Liberty Bell and Independence Hall, more than 10,000 hotel rooms and world-class restaurants – the Center is an award-winning, technologically advanced facility that has successfully hosted some of the world's premier tradeshows, conventions, meetings, and special events.

## The Center's current statistics are impressive:

- ★ 315,000 sq. ft. of contiguous exhibit space.\*
- ★ An additional 125,000 square-foot exhibit hall, totaling 440,000 sq. ft. of exhibit space.
- ★ 44 loading docks with one direct drive-on ramp.
- ★ 32,000 square-foot ballroom.
- ★ 50 meeting rooms, offering 90,000 sq. ft. in meeting space.
- ★ 35,000 square-foot multi-purpose space in the century-old Reading Terminal Train Shed. The Grand Hall provides a one-of-a-kind setting for registration, events, or a grand entrance to any show.
- ★ 615-seat, state-of-the-art auditorium with full complement of broadcasting, teleconferencing, and multimedia capabilities.
- ★ A wireless convention center with access in all exhibit halls, meeting rooms, and concourses.
- ★ A multi- and single-mode fiber optic backbone and miles of Category 6 wire throughout the entire facility.
- ★ More than 20 ISDN lines configured for voice, data, and video conferencing.
- ★ Home to the largest permanent collection of contemporary art, crafts, and photography in a building of its kind.
- ★ Direct access to Reading Terminal Market, an historic farmers' market, and great lunch spot; an urban mall; and a regional rail station with service from Philadelphia International Airport, and Amtrak's 30th Street Station.
- ★ Connection to the 1,408-room Philadelphia Marriott Downtown hotel.
- ★ Walking distance of first-class hotels, restaurants, attractions, and shopping.

\*Expanded to 1 million sq. ft. of saleable space (700,000 sq. ft. of exhibit space, including 541,000 sq. ft. contiguous, plus a new 60,000 sq. ft. ballroom).

**To book a future meeting or convention in Philadelphia, please call 1-800-CALL-PHL or visit [www.PhiladelphiaUSA.travel](http://www.PhiladelphiaUSA.travel).**

**For more information on the Pennsylvania Convention Center, visit [www.paconvention.com](http://www.paconvention.com).**

