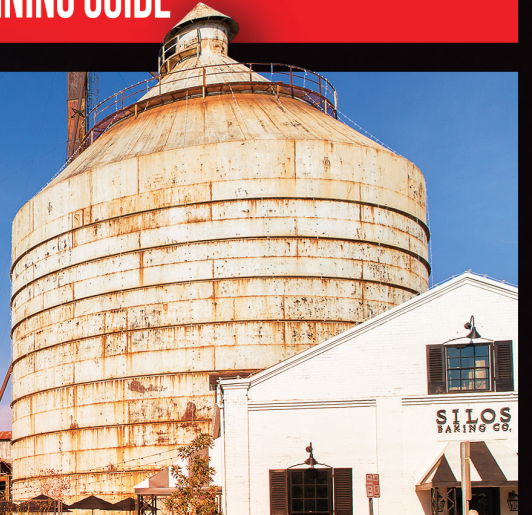
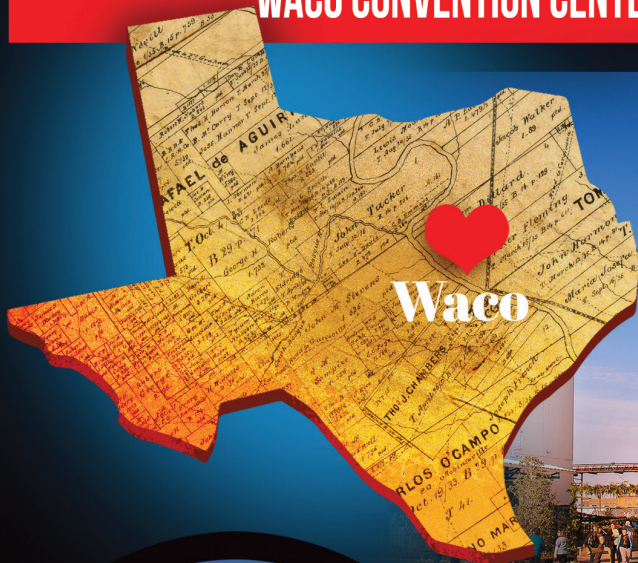


WACO

WACO CONVENTION CENTER EVENT PLANNING GUIDE



UPDATED 9-19-2023

Waco
— HEART  TEXAS —
CONVENTION & VISITORS BUREAU

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Welcome

Thank you for selecting the Waco Convention Center for your upcoming event. The Waco Convention Center staff strives to maintain the highest level of service, professionalism and performance in the event industry. This guide will provide all of the information about the facility and help to assist you through the initial planning process with most event-related issues, including, but not limited to building policies and procedures, fire safety regulations, facility specifications, and inventory.

Please stay in contact with your designated salesperson. Our dedicated sales and service staff is ready to assist you with your entire event planning needs to make your event a success from start to finish.

Administration

The Waco Convention Center's administrative office is located on the lower level of the Waco Convention Center, entrance on Washington Avenue. Office hours are Monday through Friday, 8 AM to 5 PM.

The administration office is closed on Saturdays and Sundays. Site tours of the building are available during normal business hours. Site tours are available by appointment only outside normal business hours.

Main Office Address: 100 Washington Avenue, Waco, Texas 76701

Front Desk: 254-750-5810

Email: info@wacocc.com

Fax: 254-750-5801

Convention Center Website: wacocc.com

Convention & Visitors Bureau: wacoheartoftexas.com

Operations On-Call Number

For after-hours assistance during events, clients may call the Waco Convention Center Operations Supervisor on-call number at 254-640-2565 or the Operations Manager at 254-405-5326.

Directions to the Waco Convention Center

- **From Dallas:** Traveling south on I-35, take Exit 335A, 4th/5th Street. Turn RIGHT onto University Parks Drive. You will go over one set of railroad tracks. Follow it until you arrive at Washington Avenue. Turn LEFT on Washington Avenue. The Convention Center will be on your left, facing Washington Avenue. It is across the street from the historic Suspension Bridge.
- **From Austin:** Traveling north on I-35, take Exit 335A, 4th/5th Street . Turn LEFT onto University Parks Drive. You will go over one set of railroad tracks. Follow it until you arrive at Washington Avenue. Turn LEFT on Washington Avenue. The Convention Center will be on your left, facing Washington Avenue. It is across the street from the historic Suspension Bridge.
- **From Houston:** Traveling north on Highway 6, take the Orchard Lane exit. Turn LEFT onto Orchard Lane. Follow Orchard Lane until you reach Martin Luther King Blvd. Turn RIGHT. This will be at McLane Stadium, Baylor's football stadium. Follow Martin Luther King Blvd. until you arrive at Washington Avenue. Turn LEFT on Washington Avenue and cross over the bridge across the Brazos River. The Convention Center will be on your left, at the corner of Washington Avenue and University Parks Drive.

I. General Policies and Information

ADA Accessibility

The Waco Convention Center (WCC) provides access for our guests with disabilities in the following ways:

- Wheelchair ramps and sidewalk curbs are cut to provide access for wheelchairs to both the Lower and Upper Levels.
- Event Office has accessible service window.
- Drinking fountains are accessible.
- Thresholds are level with door entrances.
- All restrooms are accessible to standard wheelchairs.
- A passenger elevator is located in the center of the facility, adjacent to the escalator and staircase. The elevator is equipped with Braille indicators, audible tones, and raised letters to provide assistance for visually impaired guests.
- Location signs are interpreted for the visually impaired.
- A wheelchair lift is available for the Chisholm Hall stage.
- Complimentary wheelchairs are available on a first-come, first-served basis for use during WCC events.
- Mobility Scooters are available for rental on a first-come, first-served basis for use during the WCC events.

Alcohol and Bar Service

The WCC has a Mixed Beverage license that is effective throughout the interior of the building. The WCC is the exclusive provider of alcoholic beverages for events. This policy outlines how to handle some of the questions and situations that arise with alcohol service.

Alcohol as a Gift or Decoration

Per TABC law, wine or alcohol cannot be given as a gift to attendees or as a decoration for a table.

Donated Alcohol

Donated alcohol is not allowed in the building, per the Texas Alcoholic Beverage Commission (TABC) regulation.

Non-Profit Temporary Event Permits

Per the Texas Alcoholic Beverage Commission (TABC), alcohol used in a Silent Auction, Audible Auction, Wine Pull, Door Prize, etc. may be brought in from the outside under the following conditions:

- The client must obtain a “Non-Profit Entity Temporary Event Auction” document from TABC and comply with all its provisions. This form can be found at tabc.texas.gov/services/tabcc-licenses-permits/temporary-event-authorizations/.
- Per Sec. 30.06 of the Alcoholic Beverage Code, “the holder of a Non-Profit Temporary Event permit may auction alcoholic beverages, for the consumption off premises, to raise money to support the stated purpose of the permit holder”. For auctions, TABC does not require applicants to obtain preapproval of their event from TABC. Additionally, applicants are not subject to paying a fee for the permit as long as the event includes an auction with no other alcohol sales or services to a consumer. To hold an auction, a completed Non-Profit Entity Temporary Event Auction form must be submitted to the appropriate TABC region. Waco is located under Region 4, per TABC mapping.
- The auctioned alcohol may not be opened in the building. One way to ensure this is to mark the wine with the winner’s name and hold it until after the event.
- A Non-Profit Temporary Event Auction Permit can coexist with the WCC’s TABC permit
- Alcohol does not need to be purchased through the WCC. It may be donated or purchased from the outside.

Pricing on Alcoholic Beverage Service

Prices of alcoholic beverage service will be those in effect at the time food & beverage catering is finalized and must be adhered to without negotiation or discount. Prices for specialty wines or custom drinks may be priced by the Catering Manager. Final invoice will be based on the guaranteed number for bar service that is requested 14 working days in advance of the event; no credit or discounts will be given for any product that is not used or returned back to inventory.

Removing Wine from the Building

Per TABC policy, wine can not be removed from the facility, whether opened or unopened, except under the following circumstances:

- The wine must be invoiced through the WCC
- The wine must be served during a meal
- The bottle must be partially consumed

Liquor and beer cannot be removed from the facility under any circumstances, whether opened or unopened. Guarantees are required for all food and beverages, and there are no refunds on unconsumed alcohol.

ATMs

There is an ATM, located in the upper lobby for client convenience. Due to the contract with the ATM provider, outside ATMs are prohibited. The ATM cannot be blocked by curtains or decorations; there must be clear access for customers to reach it.

Authorized Signature Form

A WCC sales representative will provide an authorized signature form for all meeting/event planners to fill out with their final 7 working day Confirmation Sheet. This form will provide the names of all individuals who are allowed to make monetary decisions and additions during the event, including additional equipment or printed copies to be made inside the WCC office.

Backup Dates in Case of Rain

The WCC is happy to serve as a back-up facility in case of rain for outdoor events within a 12-month timeframe.

The WCC can hold the date for a client without a contract, assuming no other clients wish to lease the space. Once the client does decide to use the room, a contract must be executed. Additionally, if the WCC has a chance to book the room to another customer, a sales staff member will contact the client and give him/her right of first refusal to lease the room. The surest way to ensure the room is available for an event is for the client to contract the space. To ensure the WCC has adequate time to set up the event, a final decision must be made at least two (2) business days prior to the event start time. Please note that for dances with over 100 attendees, concerts, or any events serving alcohol, security is required.

For those events serving alcohol, additional restrictions must be considered when using the WCC for a back-up facility. The WCC holds a mixed beverage permit covering the entire building, so alcohol must be purchased and served by WCC staff. Security is required for events serving alcohol. All catering rules apply, such as no outside food or beverage, and all food and beverage must be supplied by an approved caterer.

Blocking a City Street For An Event

In order to request that a city street be blocked for a street party, banquet or other function, please contact the City of Waco's Parks and Recreation department at 254-750-8080 and request a special event permit form. It is the client's responsibility to fill out the form and submit it with the proper fee. An application must be filed no later than forty-five (45) days before the event and no earlier than three hundred sixty-five (365) days before the event.

Charitable Donations

Some groups collect canned foods, coats, etc. to be donated to charities after the event. The event planner should make plans to have these items picked up prior to the close of the event, in order to ensure they are received by the correct agency. The WCC cannot store charitable donations and is not responsible for items after the close of an event. Please visit with a WCC sales staff member for further information.

Clean Up and Trash Removal

The WCC Operations staff takes great pride in the care of the facility. Every aspect of the facility is painstakingly maintained to provide you with a clean, attractive environment to host your event and to welcome your members, exhibitors, registrants, patrons and guests.

Clean up and trash removal service is provided during event hours and at the conclusion of events in corridors, public spaces, exhibit hall aisles (excluding exhibit booths) and areas used for meetings. Janitorial services are provided in the restrooms throughout event hours and upon request. Areas inside exhibitor booths, as well as carpeted aisles, are to be maintained by the client and/or the designated general services contractor. The client is responsible for removal of the following items in exhibit areas: bulk trash, crates, pallets, packing materials, lumber and liquids prior to show opening and following move-out.

The client and/or their designated general services contractor are responsible for removing all decorations, signs, chalk, tape and tape residue remaining on floors and walls at the conclusion of the event. Please note tape is only allowed on tiled areas, not painted surfaces. The client is responsible for breaking down and flattening all boxes. The WCC will remove and recycle these boxes as part of our commitment to sustainability practices. Any bio-hazardous waste should be disposed of properly. (Please see the Decorations section of this document.)

If the client leaves decorations or excessive trash after an event, the WCC will bill the client for bulk trash removal and/or excessive cleaning services required, including removal of tape or tape residue and removal of any decorations remaining at the end of the lease period. WCC management will determine the excessive cleaning fee. Please note that any signs, materials or decorations left after an event, including those outside the building, will not be stored and may be disposed of. Roll-off dumpsters may be required at the discretion of WCC management for certain events that generate an excessive amount of trash. When

required, the client will contract service through the City of Waco Solid Waste Department, at 254-299-2613.

Concerts

All concerts at WCC must provide attendee seating for their event. Standing-room-only, or fiesta-style concerts are not permitted. Type and quantity of seating is determined by whether alcohol is being served. If alcohol is not served chairs must be provided for at least half the expected attendance. If alcohol is served, tables and chairs must be provided for every person in attendance. Security is required for concerts when alcohol is served or large crowds are expected.

Contacts

All staff may be reached by calling 254-750-5810 during normal business hours (8 am to 5 pm, Monday through Friday). For after-hours assistance during events, clients may call the Operations Supervisor on-call number at 254-640-2565 or the Operations Manager at 254-405-5326.

Please see the staff page on the WCC website at <https://wacocc.com/team/>.

Contracted Hours of Meeting Space

Meeting space at the WCC is contracted daily from 7 AM – Midnight. An event must end between 11:00 – 11:30 PM for tear down to be completed by Midnight. If a meeting planner needs into the room before 7 AM, an early entrance fee is assessed. If a planner needs the room until 1:00 AM, an after-midnight charge is assessed. The building closes at 1:00 AM and is not available for rental past 1:00 AM. If a decorator needs more time for teardown of the event, a teardown day must be contracted for the event and is based on availability of the meeting space.

Damages to Equipment

Any damage incurred to the WCC or equipment must be reported to WCC staff immediately. Client may be held responsible for any lost, missing, or damaged equipment, or damages to the building itself. An incident report will be completed, and photographs taken, per City of Waco Risk Management policies. WCC management may require a walk-through to inspect damages or excessive cleanup after an event. Any excessive cleanup will result in an excessive cleanup fee being charged to the client. Clients may also request a walk-through inspection to determine pre-existing conditions, and conditions after the conclusion of the event.

Decorations

Any items clients bring in must be brought out. Please refer to the "Fire and Life Safety" section for detailed information on fire codes that pertain to events and decorations. All decorations, signage and banner installation methods and materials used must be approved by WCC Management prior to being installed. All decorations in common areas must be pre-approved seven (7) business days in advance and must not interfere with other events or with access to the building. This includes access to restrooms, other meeting rooms, emergency exits, concession area, stairway, escalator, etc.

All decoration materials, signage and banners must be completely removed by the client at the conclusion of the event. The WCC will dispose of any decorations or other materials left at the conclusion of the event. This may incur an excessive cleanup fee. The WCC staff offers a banner hanging service for the client's convenience; please check with your salesperson for the current fee and rate schedule.

Hanging and Attaching Decorations

- All decorations must be treated or be fire retardant.
- Decorations, signs and banners may never be nailed or stapled to ceilings, walls, windows, or any WCC equipment, including tables, chairs and staging.
- Items may not be hung or attached to light fixtures, ceiling grid, emergency signage, air conditioners, return air grills, ducts, or fire sprinkler system pipes.
- Decorations over any kind may not be hung from ceiling nor affixed to any ceiling structures in Brazos Ballroom.

- Rigging, including lighting, speakers or audio-visual equipment, may only be attached to structural members in the two exhibit halls (Chisholm Hall and McLennan Hall). Rigging cannot be attached to any WCC mechanical system or equipment such as air ducts, electrical conduits, plumbing, acoustical baffles, or sprinkler pipes. Please note that if additional time is required for rigging or other decorating/setup, client will need to arrange for and pay for the extra time.
- The WCC's decorative plants cannot be moved due to the contract with the plant vendor.
- The use of any form of Velcro, foam-backed tape, stick-on decals, badges or similar items on any surface, including painted and portable walls, must be approved in advance by WCC staff.
- Decorations and signs may be taped to tiled areas only, and all residue must be completely removed.
-

Hanging Equipment (Lighting, A/V) in Chisholm and McLennan Halls

- Chisholm
 - Beams in Chisholm Hall are spaced 10 ft. apart. There is a total of 15 beams.
 - Beam clamps MUST be used.
 - Max load per beam clamp is 500 lbs.
 - Ceiling height is 32'
 - Rental of a lift is required from an outside vendor and must reach 32'.
- McLennan Hall
 - Beams in McLennan are spaced 25', 40', and 65' from the corridor wall.
 - There is a total of three beams.
 - Beam clamps MUST be used.
 - Max load per beam clamp is 500 lbs.
 - Ceiling height is 20'
 - Rental of a lift is required from an outside vendor and must reach 20'.
- Brazos Ballroom
 - No decorations over any kind may be hung from ceiling and may not be affixed to any ceiling structures.

Marking Floors and Carpeted Areas for Shows

- Gaffer's tape, painter's masking tape and chalk are approved for marking lines in the exhibit halls (Chisholm Hall and McLennan Hall) but must be removed at the conclusion of the event.
- Shoe polish is strictly prohibited for marking floors.
- Utility grade gaffer's tape is approved to place markers or lines on the Brazos Ballroom floor, as well as carpeted areas of the facility; but it must be removed at conclusion of event.

Balloons

- Helium-filled balloons are allowed in the facility. However, if balloons float to the ceiling, the client will be charged an excessive cleanup fee.
- Mylar balloons are prohibited due to fire code.
- CO2 and helium tanks cannot be freestanding; they must be secured per Fire Department code.

Smoke/Fog Machines

- Smoke, fog, or vapor machines are not allowed due to the sensitivity of the fire protection system. Anything that produces steam, smoke, fog, or vapor, is prohibited, unless approved in advance by WCC Management

DJ/Bands

- Smoke, fog, water vapor to create "walking on clouds" effect, and/or pyrotechnics (either hot or cold) are not permitted in the WCC by DJs, band, or decorators.
- If an event has a DJ or band that needs more than two power outlets for equipment, a band box will be required for the event.
- The WCC must avoid putting too many electrical items on the same circuit in certain rooms, to avoid tripping the circuit breaker.
- Clients must check to see if staging is needed for a band or DJ before the seven (7) business day deadline. If a client does not use a stage for the band, carpet squares must be placed under the drums to avoid damaging the floors. Stages are not required for a band or DJ. Bands or DJs must

- keep their volume at a reasonable level.
- Bands/DJs may not rehearse the day prior to an event unless the space has been rented for a setup day by the customer.
- Band/DJ equipment must be torn down the night of the event unless the room has been rented for a tear down day the following day.

Date Protection

If deemed in the best interest of the facility, the Director may grant limited date protection to clients to avoid competing events from being held within an adjacent or conflicting time frame. The determination of whether or not an event is a “competing event” shall be within the discretion of the Director and shall be based on factors such as overlapping exhibitor or attendee audiences.

Defibrillators & Stop the Bleed Boxes

Automatic Electronic Defibrillators (AEDs) are available in the upper and lower lobbies. Stop the Bleed boxes are also available.

Delivery and Pickup of Items—Exhibitors

All deliveries and pickups of exhibitor materials should be arranged through the show’s General Services Contractor, (GSO). Meeting Planners may ship registration material two (2) business days before the show date. Exhibitors may not ship anything directly to the convention center. It will be turned away and sent back. See Freight Receiving/Drayage section for more detail.

Deliveries of Other Items

Deliveries of other items including UPS and FedEx shipments, and delivery of show manager’s or event planner’s materials. No freight deliveries will be allowed through the main entrances on the Washington Avenue side (under the porte-cochere) or on the hotel walkway side of the building. Deliveries must be arranged in advance by calling the WCC office or the operations on-call number. All deliveries should be made to the service entrance on the Washington Avenue side of the building.

Events with trade shows must have an outside General Services contractor for setup and receiving of vendor booth supplies. Deliveries for vendor shows must be arranged with WCC staff before delivery date to ensure supplies are delivered to correct area. It is the meeting planner’s responsibility to arrange a General Services contractor, as well as communicating the vendor show process with WCC staff.

Deposits

Deposits for small meetings, seminars, local events, all events with room nights from 0-99 will be the entire room rental for the event and is due upon execution of the contract. The remaining balance is due the day of the event. If the event takes place during the weekend, the remaining balance is due the Friday before the event. Any remaining charges incurred during the event will be billed the last day of the month.

Small convention with 100-499 room nights will be 50% of the full room rental. The remaining balance is due including any charges incurred during the event are billed the last day of the month.

Citywide Conventions with 300 peak room nights or 500+ cumulative room nights will have a deposit of \$1,000. The remaining balance is due including any charges incurred during the event are billed the last day of the month.

Electrical Services

The WCC is equipped with a limited number of standard 110 outlets in all rooms. Not all meeting rooms in the WCC have the same capacity to accommodate all electrical needs of the group. Check with the sales and service team.

Power for exhibitor booths is supplied through electrical boxes connected through floor jacks, or from wall plugs, depending on booth location. Please coordinate the placement of booths requiring power with the facility, to minimize the number of cords running under carpet. Power outlets on the walls should be utilized first. Please note that there is a charge to use power outlets on the walls when used for exhibit booths. Power must be ordered in advance using the Electrical/Internet Service form from the General Services Contractor for the show and are subject to deadlines. An exhibitor may not share electrical outlets with another exhibitor.

Each outlet contains two sockets. Exhibitors or Decorators must not “daisy chain” power strips or extension cords when needing additional outlets, per the Fire Marshal. Instead, please order additional outlets to be installed for the booth. Also, please note there are limits on the number of outlets that may be installed per booth, based on how many are needed in the vicinity. Please refer to the “Fire and Life Safety” section for detailed information on fire codes that pertain to electrical service. For higher power requirements, such as what is needed to accommodate musical groups, please check with Building Operations Staff at the time of booking to ensure the WCC can meet the electrical requirements of the event. WCC Management must approve all electrical equipment prior to the event. Charges may be assessed to the responsible client for additional labor and materials associated with special electrical needs. Decorator must supply WCC staff with the official vendor layout by 7 working days before the event. Please see the fire and life safety information in this booklet.

Elevator/Escalator

A passenger elevator is located in the center of the facility, adjacent to the escalator and staircase. The dimensions of the passenger elevator are as follows:

- Door Clearance: 7'
- Clearance Width: 43"
- Clearance Depth: 7' 6"
- Weight Load: 3,500 lbs.

Both the escalator and staircase are located in the central lobby area. Escalators and lobby elevator are for passengers, not for vendor/service personnel use. All equipment shall be transported utilizing the freight elevators only. Service elevators and service corridors are available for use only by WCC staff and select service providers, such as caterers, upon prior arrangement.

No equipment may be transported on escalators. This includes easels, chairs, tables, wheelchairs, baby carriages and other similar devices.

Emergencies

In the event of an emergency, please notify any WCC staff immediately, or call 9-1-1. All incidents must be reported on an Incident Report form prior to the close of the event. This form may be obtained from WCC Management. Automatic External Defibrillator (AED) devices are available in the Upper Lobby, Lower Lobby, and Bosque Theater. Stop the Bleed boxes are available as well.

Evacuation Plans

WCC staff members are trained in how to handle evacuation of the facility. In the event that emergency evacuation needs to be implemented, facility users must be aware of the following:

- The decision for emergency evacuation of patrons is to be made only by WCC Management.
- WCC Management will make the emergency telephone call to the fire and police department.
- WCC staff will issue evacuation instructions for all patrons.
- The Heritage Square parking lot is the designated meeting space.

Equipment and Floor Plan Approval

A signed WCC Confirmation Sheet, including all final equipment numbers, audio/visual needs and the final approved floor plan, is required at least seven (7) business days prior to the start of the contract. All floor plans must be approved by WCC Management. The WCC does not accept floor plan drawings from decorators until they are approved by WCC Management. Decorators must supply WCC staff with the

official vendor layout by 7 working days before the event.

Floor plans will be reviewed by WCC Operations staff to ensure they meet WCC facility regulations, safety and fire codes. Management reserves the right to forward layouts to the City of Waco Fire Marshal for final approval. Floor plans should not be published or disseminated to event attendees or exhibitors before receiving WCC management final approval.

Decorator Floor Plans must be approved by WCC management, and should clearly show the following:

- Client Name and Date of event
- Name of the room(s)
- Name of General Service Contractor, if applicable
- Labeled locations of all emergency exits
- Decorating and pipe & draping plans for common areas

Floor plan diagrams are available for download at wacocc.com/planners/floorplans.

Exhibitor Load-in and Load-out

Load-in/out for exhibitors must be done through the location designated for that room or hall. This is because the WCC has many meeting and exhibit halls which may be in use by multiple clients at a given time. The General Service Contractor (GSC) for that show should specify the correct loading area for each show. If there is any question as to which access point should be used, please check with the show manager or WCC prior to arrival.

- **Chisholm Hall:** A loading dock and a loading ramp are located at the end of Chisholm Hall, on 3rd Street, between Franklin Avenue and Washington Avenue.
- **McLennan Hall:** A service corridor, that is accessible from the 3rd Street side, is available for load-in and load-out. The doors and ramp can accommodate pallets that are 48" wide or less. Vehicles with a lift gate need to be used.
- **Brazos Ballroom:** A loading dock is located near the room on University-Parks Drive, between the Convention Center and the Hilton Hotel.
- **All Lower-Level Rooms:** Please use entry doors on University Parks Drive. With prior arrangement, the Service Delivery entrance facing Washington Avenue may be used.
- Vehicles are prohibited from driving on pedestrian areas around the facility.
- Vehicles should promptly be moved away from loading area to make room for others.
- Please be aware of all signed and marked Fire Lanes. Parking in a Fire Lane, even for loading or unloading, is illegal and may result in a citation or towing.

Firearms

With proper permits, both open carry and concealed carry firearms are allowed in the WCC under state law, with the following exceptions: 1) in the meeting room where Waco City Council is meeting; 2) in the meeting room while voting is taking place; and 3) other times as required or permitted by law. The required signage will be posted outside the meeting rooms where firearms are not allowed. Gun shows present a special circumstance with a special set of rules; consult with your salesperson for information.

Firearms as Silent Auction Items

For guns that are brought as part of a silent auction offering, the following precautions are required:

- Gun lock installed
- No ammunition allowed
- When the gun is brought in, please check with Security so they know where the gun is and to ensure no one handles the firearm.
- Security must escort the auction winner out of the building at the end of the evening

Please be sure to let your sales and service person know so they can relay the information internally.

Floor Load Limits

The WCC has defined specific maximum load capacities for Chisholm Hall. The client, general service contractor or exhibitor intending to exhibit any type of heavy equipment is required to comply with these maximum load capacities for the safety of patrons and to prevent any damage to the WCC. Please see your WCC salesperson for more information.

All heavy equipment must provide a completed Weight Dimension Form/equipment specification sheet at least fourteen (14) business days prior to move-in. A Certified Weight Ticket indicating the total weight of the vehicle or equipment may be required as well. Weight Dimension Forms must be approved by WCC Management before equipment will be allowed to enter the facility. WCC Management reserves the right to request a Certified Weight Ticket for any equipment that has not been pre-approved or that appears to exceed the weight limitations.

The Weight Dimensions form is available at <http://www.wacocc.com/online-forms/maximum-dimensions-form/>. A new Weight Dimensions Form is required before every event even if the equipment has been allowed into the building previously.

Food Service by Exhibitors

Exhibitors may serve small free samples of food or non-alcoholic beverages (4 oz. or less). Each exhibitor must obtain a Temporary Food Permit from the Waco-McLennan County Health Department and follow all Health Department regulations. Please contact the Health Department at 254-750-5464 with any questions or to obtain the required forms.

A hand washing station with hot and cold water must be available in the booth itself; WCC restrooms are not a substitute. No food prepared in a home kitchen is allowed unless the kitchen is approved by the Health Department. Exceptions are caterers in McLennan County who currently have a Food Permit/Health Department Certificate. WCC must have a copy of current caterer's permit prior to the event.

Within WCC guidelines, cooking may be done inside the facility. All Fire and Life Safety Guidelines must be followed. Cooking must be approved in advance by both WCC management and the Catering Manager.

Food service must also follow all catering regulations and may be subject to the 18% catering fee (effective October 1, 2022). When cooking and/or serving hot foods, the booth location must be approved by WCC staff in advance due to fire sprinkler sensitivity.

Prepackaged items are acceptable for sale in booths. Prepared food and beverages can only be sold in the facility if all Health Department regulations are followed. Food & beverages that compete with WCC's food & beverage services may be disallowed. Per TABC regulation, all alcoholic beverages must be purchased through WCC Food & Beverage department, even for sampling purposes.

Ice chests containing food for personal consumption cannot be brought into the WCC. For any questions, please contact the WCC Salesperson. Outside food or beverages prohibited in the facility.

Health Department inspectors and Fire Marshals will generally walk the exhibit floor prior to show opening and during the show itself to ensure compliance with codes.

Freight Receiving and Storage

The WCC does not have storage space to store freight. The client, or designated General Service Contractor (GSC), is responsible for all freight storage. Exhibitors must arrange for both the storage and the removal of all pallets, crates, boxes, etc. with either the client or the general service contractor. Freight is not accepted at the WCC prior to the first day of the show. The WCC does not unload freight. Freight should be sent to the show's General Service Contractor (show manager/decorator) or the client's hotel. A fee will be assessed for any freight inadvertently sent to the WCC.

General Liability Insurance

Your contract requires you to carry General Liability Insurance for your event. Please refer to your contract for specific insurance requirements including limits and additional insured requirements.

Hot Work and Limitations on Welding, Cutting, and Brazing

Hot work must not occur inside the Waco Convention Center without prior notice to and approval of the WCC. Herein, "hot work" includes but is not limited to burning, welding, cutting, brazing, soldering, grinding, using fire or spark-producing tools, or other work that produces a source of ignition. When required by City of Waco codes, a permit must be acquired by the user prior to the beginning of any "hot work". In addition, "hot work" requires: 1) Fire extinguishers be present and provided by user within ten (10) feet of the work; 2) shields and /or curtains around the "hot work" area must be present to prevent welding exposures to any person in the WCC.

Internet Access

Free wireless internet is available throughout the building, including Upper and Lower Lobbies, as well as all meeting rooms. The network is named "ccpublic." A password is required; please check with WCC staff to receive one. Hardwire internet connections are available in nearly every room for a per day fee. This service must be ordered in advance using the Electrical/ Internet Service Form, no later than two (2) days prior to the event to receive the discounted rate. Each show has a customized form with discount deadlines specified. The Electrical/Internet Service form is available in the Forms section of this document. The wireless internet connection runs at 1 Gig and is provided by Grande Communications. Please note that the WCC cannot guarantee 100% uptime on internet connections.

Key Access Cards

The WCC maintains all requests for meeting room key cards and scheduled locking and unlocking of leased spaces. Please contact an Operations Team Member at the on-call number during an event, at 254-640-2565. The main office can be contacted at 254-750-5810 to have a room locked or unlocked during normal business hours.

Key cards must be returned at close of event to avoid a lost key fee being assessed on the final bill. Please return card key to the main office at the end of the event or call the WCC Operations on-call number at 254-640-2565 to return the key to the on-duty Operations Manager. Customers who receive the card key assume the responsibility for locking and unlocking their leased space. The WCC respects customers' security and privacy but will enter the leased space in order to pick up trash, straighten the area, and turn on/off lights. WCC staff will coordinate daily servicing of the locked spaces with event planner/organizer and management.

Lobbies

The Upper and Lower Lobbies and public corridors may be decorated and utilized for events when specifically rented by the client. Permanent fixtures and equipment in public spaces, such as information kiosks, plants, and water fountains may not be blocked or moved. Only WCC staff is authorized to move permanent fixtures and equipment. The plants inside the WCC cannot be moved, removed or used as event decoration. Damages to plants will be charged to the customer.

WCC corridors are provided for outside caterers and inhouse staff. Clients are not authorized to go into the back-of-house area, such as corridors.

Lost and Found

Unclaimed articles are turned into the WCC Front Office after events. Unclaimed articles are stored at the WCC for a thirty (30) day period. Those left beyond that timeframe will be disposed of as directed by WCC Management and are generally donated to local charitable organizations. Please call 254-750-5810 to describe the lost item.

Medical Emergency

A First Aid area can be staffed with medical professionals at the client's expense. If there is not a First Aid area for a meeting, and someone falls ill and seems to need medical attention, staff may ask if the person would like an ambulance called. If the person is not able to give consent due to their condition, an ambulance will be called. Please note that the person transported is the responsible party for any expenses incurred for ambulance transportation. An Incident Report must be filled out for all such incidents. Please obtain this form from WCC Management.

Motorized Equipment in the Building

Forklifts, golf carts, and some motorized equipment, such as lathes, are allowed in the WCC; however, qualified personnel must operate and tend the equipment. All floor surfaces, carpet or non-carpeted, must be protected from the equipment. Forklift operators must be certified. These should not be operated during exhibit hours due to fumes. The operator must not leave the operating equipment unattended while inside the WCC. Any damages to the WCC caused by the operation of the equipment must be reported to the WCC Operations Manager on duty immediately. Only two (2) motorized machines may be running in the building at one time, due to air quality issues.

Motorized Vehicles in the Building

Car and equipment shows are no longer allowed in the building without passing the weight assessment. Car shows may only take place in Chisholm Hall or McLennan Hall. No vehicles are permitting in the upper lobby area of the building. A small number of promotional vehicles (such as sponsor cars) are allowed in front of the WCC with prior approval of WCC management by 14 days before the event.

Vehicles may be driven into Chisholm Hall for unloading only if allowed by WCC management. Only one (1) motorized vehicle may be running in the building at one time, due to air quality issues.

Novelty Sales

The WCC reserves the right to charge a 10% novelty commission on novelty sales to any event that sells tickets to the general public. Items subject to this commission include t-shirts sold during concerts and public events. The fee will be included as part of the WCC contract.

Ordering Additional Equipment During Event

It is preferred to have layouts correct before the event start time. Meeting planners are able to order a maximum of 5 additional pieces of equipment during their event, if needed. Operations Managers will bring a yellow Equipment Order Form to any person listed on the Master Authorization Form in order to make revisions or additions. Operations staff will not be able to provide the additional equipment without authorization from a meeting planner or signature on yellow Equipment Order Form.

Parking

The WCC has free parking around the entire Convention Center. There are over 900 parking spots located in nearby parking lots and on the street.

Prioritized Booking Policy

The following chart shows the booking window, based on the event type:

Determined Priority	Event Type	Booking Window
1	Citywide Conventions, 300 rooms on peak, 500 room nights total	18+ Months
2	Meetings with Room Nights 100 rooms on peak, 100-499 total room nights	Within 18 months
3	Small Meetings with Room Nights 10-99 total room nights	Within 12 months
4	Local Events/Municipal Events	Within 6 months
5	Community and Civic Events	Preferential access

Promoting Events

All posters, flyers, and other advertisements promoting events taking place in the WCC must be pre-approved by WCC Management. Any mention of alcohol must meet TABC rules and regulations.

The Waco Convention & Visitors Bureau (CVB) offers free promotional assistance for events open to the general public by posting events open to the general public on the Waco Convention & Visitors Bureau website at www.wacoheartoftexas.com and the Waco Convention Center calendar located on the WCC website at www.wacocc.com. Please fill out the Events Calendar Listing Form at the back of this manual to ensure the event is presented properly online.

Contracts and deposits must be received before any promotions take place. Upon request, event information may be posted by marketing staff on the WCC Facebook page as well as the WCC Twitter account.

Promotional Items

All events taking place in Waco with overnight stays may receive free visitors guides, maps and coupons. Promotional Items provided by the Waco CVB are funded by Hotel Occupancy Tax; therefore, the Waco CVB offers the following items to groups that utilize Waco and Hewitt hotels. The hotel name and number of rooms that have been blocked will need to be provided. Items may vary depending on current availability. Events with the minimum number of room nights are eligible to receive the following items at no charge:

- Name badges
- Name badge holders
- Waco pins
- Bags
- Waco Visitor Guides
- Waco Maps
- Waco Coupon Books

Recycling and Sustainability Practices

The WCC is committed to supporting and encouraging sustainable or "green" practices in our operations and in the planning, coordination and servicing of events in our facility.

Energy costs are a tremendous expense on the day-to-day operations of the WCC. Event planners can help reduce these costs in the following ways:

- Keep overhead doors closed as much as possible to reduce heat/air conditioning loss
- Don't allow exhibitors to prop open outside doors.
- Turn off lights in unused meeting rooms.
- Monitor room temperatures based on usage.

The WCC's sustainability practices include:

- Recycling collection bins in all meeting and lobby pre-function areas. Items for collection are marked on the bins.
- Cardboard collection and recycling is handled by Staff.
- China, glassware and flatware is available for catered events through outside caterers.

Security

The WCC does not provide onsite building security. Any event classified as a concert, a dance with over 100 attendees, or any event where alcohol is being served, is required to arrange for security. Security may also be required at the discretion of the WCC Director. The number of officers required for events will be determined by the number of attendees and nature of the event. Events cannot be opened to the public until security requirements have been met. Please note that the client is responsible for the behavior and safety of the guests and children attending their event. Children should be always attended.

Requirements for Security with a Licensed Peace Officer

- The average is two hundred (200) people per one (1) security officer but will be determined by Waco Convention Center staff along with appropriate law enforcement.
- Officers must be present and in place thirty (30) minutes before a bar opens and remain in place thirty (30) minutes after the event concludes.
- Alcohol cannot be placed in a room until the officer is in place.
- All contracted officers are required to be Licensed Peace Officers in the State of Texas and commissioned by city, state, or county; and must provide the proper documentation to the WCC management in advance of the event.
- Officers are paid directly by the client, and generally expect payment at the beginning of the shift.
- Officers are required to be in uniform while on duty at the WCC.
- Officers are expected to facilitate crowd control, monitor entrances and exits to the WCC to ensure that alcohol and weapons are not brought into the WCC; ensure that no smoking takes place in the building; and prevent or stop altercations from occurring within the facility or parking lot.
- Officers are expected to inform the event manager when witnessing any potentially unsafe actions such as unattended children or unauthorized people attempting to enter events, etc. and to act immediately where appropriate. Security Officers shall notify the WCC on-duty Operations Supervisor verbally and in writing of any incidents that occur inside or outside the building, such as altercations, theft, property damage, or injury to attendees. A WCC Incident Form with the Operations Supervisor must be filled out prior to leaving the shift.

The client has the option to contract additional twenty-four (24) hour security for special events or tradeshow if desired. Approval by WCC Management will be required for overnight security inside the WCC. All cartons, packages or containers brought into or being taken out of the WCC by event personnel, vendors and attendees are subject to inspection by Security Officers and WCC Management.

To utilize the services of off-duty Police Officers or McLennan County Sheriffs, please contact the departments directly at the following numbers:

- City of Waco Police Department: 254-749-9346 (Det. Stacey Blair, contact)
- McLennan County Sheriff's Department: 254-757-5000 (Sgt. Michael Graham, contact)

Service Animals

The WCC welcomes service animals. The ADA defines a service animal as any dog (ADA approved animal) that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

With the exception of ADA service animals, nonparticipating animals are not allowed in the facility

without prior written approval. Approval is based on animals that are part of a show, exhibit or activity requiring the use of animals. Animals falling under this category must be registered and follow the show guidelines and abide by show policies. If attendees bring animals into the WCC for any of these reasons, the meeting planner is responsible for the clean-up, proper waste removal, and any damages the animals may cause.

Sound System

Each meeting room has a sound system intended for speaking purposes only. Upon request, one (1) standard wired microphone will be provided in each room rented by clients, on a complimentary basis. Additionally, a limited number of wired microphones, handheld and lapel wireless microphones are available for a per-day fee. Multiple microphones, (up to two), require the rental of a mixer. If additional A/V equipment is needed, an outside A/V company will need to be contracted. A list of experienced A/V companies is listed at www.wacocc.com/suppliers/.

The WCC does not supply Sound Technicians to monitor sound levels and quality in meeting rooms and banquet spaces. It is recommended that the customer utilize an outside Sound Technician during large banquets, large assemblies, and when numerous meeting spaces are operating simultaneously. Clients can choose to bring in a standalone sound system. However, only WCC equipment can be connected to the WCC sound system. Sound levels must not interfere with other events in the building. A public address system is available to event planners leasing the entire building.

Staging/Risers

The WCC has self-contained mobile folding staging units available for rental. Each section of stage is 6' by 8' and can be used to construct numerous sizes of stages, based on stage available. For safety reasons, stacking stages on top of each other is not permitted. The stage rental fee includes the use of the steps and skirting to mask the front and sides of the staging. Chisholm Hall is equipped with a master stage that is included with the room rental. The master stage contains 39 pieces of stage and there is a charge assessed for removal of the stage. The WCC does not have choir risers or drum risers. A wheelchair lift is available in Chisholm Hall upon request for ADA accessibility to the master stage. If a wheelchair lift is required in any other meeting room, the meeting planner must arrange for a wheelchair lift to be delivered for their event.

Telephone Service

If telephone lines are needed, the client is responsible for coordinating service with AT&T. AT&T provides analog telephone lines. Please contact AT&T directly at 800-499-7928 for line activation or installation. Please note that line activation is not available in all rooms, and AT&T will require lead time to install.

Tentative Holds on Event Dates

For events with a largely local audience, a date can be held on a tentative basis without a contract for up to ten (10) business days. After this time, the WCC reserves the right to release those dates without notice to the client. Upon issuing a contract, the client has ten (10) business days to return a signed contract with the deposit. If the contract and deposit are not received within ten (10) days, the WCC reserves the right to release those dates without notice to the client.

Tobacco

Waco City Ordinance prohibits all forms of smoking and tobacco use, including e-cigarettes and vape-cigarettes, inside city property. This includes all rooms, balconies and foyers. Smoking is prohibited in an enclosed area consisting of a roof and two walls. This applies to both patios and porches. This ordinance requires that there is a minimum of 15 feet beyond the porch of the building, not the doors, where smoking is prohibited.

Water Connections

Water connections are available for use in two (2) wall locations in Chisholm Hall.

An initial connection fee will be charged to the client. Please coordinate the placement of booths requiring

water with WCC staff. The client, general service contractor or exhibitor must provide adapters and regulators. Any damages incurred from improper installation, usage, leaks, or defective equipment will be charged directly to the client.

II. Catering, Food & Beverages

Alcohol and Bar Service

The WCC has the exclusive right to sell and serve all alcoholic beverages throughout the facility. The WCC operates all bar service under current Texas Alcoholic Beverage Commission laws, rules, and regulations, as well as policies established by the WCC and City of Waco. The entire WCC is covered under the WCC mixed beverage permit. Therefore, all alcohol, beer and wine must be purchased through the WCC Catering Department, and all events must pay the mixed beverage tax. Please check with your salesperson for more information on this.

Security is required for all events where alcohol is served; please see the Security section for more detail. The Regulations Agreement for Alcohol and Bar Service is included with the contract and must be signed when alcohol or bar service is used. Note: Bars typically close 30 minutes prior to the end of the event. Please contact the salesperson to discuss all bar service needs, availability and pricing.

Bar Service

The Waco Convention Center is the exclusive provider of alcohol. All bars may begin no earlier than 10 A.M. and at noon on Sunday. Currently there is a limit of a maximum of 6 bars in the building for all events at one time.

We have 3 bar service options:

- 1) Cash Bar
- 2) Ticket Bar
- 3) Host Bar

One Cash or Ticket Bar will service up to 200 guests and one Host Bar will service up to 300 guests. The number of bars required is based on the number of attendees. If multiple clients are in the building, it must be taken into consideration that only up to 6 bar stations are allowed to be running at the same time. Please check with sales representative on availability. The minimum length of time for bar service is 2 hours and the maximum length of time is 9 hours.

Cash Bar

Includes bartenders, basic garnishes, mixers, liquors, and 20oz water and soda bottles. One bar may service 200 people. Our bars are stocked to serve beer, wine, and mixed drinks. Standard cash bar is 2-4 hours; A cash bar may be open for an additional \$75 per ½ hour for up to 2 hours before an additional set-up fee is applicable.

Ticket Bar

Ticket drink service allows the client savings per drink, over the cash bar price. Please note there are no refunds for unused tickets. There is a 75-person minimum for this service. All tickets are numbered and are provided by the Catering Manager the morning of your event. A 15% gratuity will be added based on the number of tickets purchased. A ticket bar includes the basic cash bar service charge and pricing, and the full cash bar options are available during the entirety of the bar. All standard cash bar pricing remains the same in reference to the timeframe of the bar. Ticket Service may be switched to a cash bar once tickets run out, at no additional cost. If a customer wants to combine two different ticket packages, they must order a minimum of 201 tickets per package to receive the discounted rate. Please Note bottled soft drinks and bottled waters cannot be redeemed with a ticket.

Host Bar

Host bars are for those who wish to host a bar for their event; the host pays for the drinks rather than the attendees. Packaged bar services include mixed drinks, beer, and wine for up to 4 hours. 1 bar per 300 people is required to best serve your guests. Each bar package comes with complimentary bars that are required to service your event. Any additional bars will have a set-up fee of \$300. A 15% gratuity fee will

be applied to host bar services. Bottled soft drinks, and bottled water are only served with Well/Premium liquor options. Please note that host bar service is not available for events honoring a minor. Hosted bar packages are for either 2 hours or 4 hours.

Host Bar Package Options:

- Beer & house wine (water & soft drinks not included)
- Beer, house wine, & well liquor
- Beer, house wine & premium liquor

Bottle Service

Bottle service must be approved in advance by the Catering Manager. We offer two options for bottle service, champagne, or wine. If a client has requested champagne or wine at their event without bar service, there is a \$250 service fee per 100 guests for up to 2 hours added to the per bottle fee. If the client has bar service, then the service fee is not applicable. A 15% gratuity fee will be applied based on the number of bottles purchased. Any special wine request must be approved by the Catering Manager and submitted 15 business days prior to the event. The per-bottle cost will vary.

Table Service for VIPs

Some groups will ask to use an outside caterer to serve drinks at guests' tables. This is allowable under the following conditions:

- All alcohol must be purchased through WCC.

The caterer's waiters/waitresses must follow all TABC serving regulations, with these three key provisions:

- All patrons appearing to be under thirty-five (35) years of age will be asked to produce ID.
- Do not serve guests who appear to be intoxicated
- Promptly call security and/or management at the first sign of a disagreement between patrons

WCC bartenders will pour the beer, wine, or mixed drink into the glass, or provide a beer.

The caterer's waiters/waitresses must be seller server (TABC) certified.

The WCC must obtain a copy of each waiters/waitress' seller server certificate no later than seventy-two (72) hours before the event.

The caterer's waiters/waitresses will pick up the glasses from the bar and bring them to the guest's tables, and bus glasses from the tables and return them to the bar area.

The Kiosk at the Convention Center

The Kiosk at the Convention Center is located in the Upper Level of the WCC and it cannot be moved from its location. It is open only during larger events for cash and credit cards sales. Please inquire with a salesperson.

Outdoor Cooking

No person shall operate a stove, oven, or barbecue pit upon any lot or premises outside of a building or enclosure when such stove, oven, or barbecue pit is located less than ten feet from any adjoining building. Open flame cooking devices and charcoal burners are prohibited on patios and balconies of multiple-family dwellings or within ten feet of such buildings.

Fires used to cook food for human consumption that are not within a stove, oven, or barbecue pit, shall be located at least 50 feet from the nearest structure and shall be constantly attended by a competent person until such fire is extinguished. A garden hose connected to a water supply or other fire extinguishing equipment shall be readily available for use.

No person shall burn any cut or uncut grass, weeds, brush, or other vegetation, or any other material

upon any lot or premises within the corporate limits of the city, except after obtaining a permit from the marshal and subject to the conditions upon which said permit was issued and except for the cooking fires authorized by and in accordance with this chapter.

Food Trucks

Food trucks must be self-contained. The WCC does not run electricity or water to food trucks. They may be parked in all front-end facing parking spots around the convention center. Special permission may allow them on the Franklin side or Chisholm Hall parking lot at the WCC.

Donated Food and Beverage

Per City of Waco policy, all food and beverage donations must be requested in writing no later than seven (7) business days prior to the event. The letter must be on the donating vendor's letterhead and indicate the products and quantities to be donated, value of the items, and the date and time the product will be delivered. An email can be accepted if it contains all the information specified above and is forwarded or originates from the donating vendor's email address.

Donations of non-prepackaged food and beverage may only be provided by a vendor. All Waco-McLennan County Health District rules and regulations must be complied with. Please note that the WCC is not responsible to store or serve donated foods or beverages, nor to dispose of unused food. You may purchase certain utensils from the WCC for use of donated items. Food & beverages purchased with monetary donations or donated gift cards are not considered donated food and beverages and are not allowed.

Sampling Procedures

In recognizing the purpose and nature of some organizations associated with the food industry, the WCC will permit the sampling of food and beverage in accordance with the following guidelines. Sampling will be permitted only for the purpose of promoting the product being sampled. The sample must represent the sampled product either as a manufacturer, producer, or broker and be present the duration of the event. Samples are allowed only in sample sizes.

A guide to sample sizes is as follows:

- ½ oz. - Candies and Confections
- 1 oz. - Pastries and Cheeses
- 2 oz. - Bulk foods such as meats
- 3 oz. - Soups, stews, chowders, gumbos
- 4 oz. - Approved soft drinks & juices

There are some items to be sampled that are not listed above which can be considered individually. The intent is to fairly manage the promotion of these product samples. If food items are given out that exceed these sizes, a charge of 18% of the estimated value of the items will be added to the master bill including exhibitors and vendors at trade shows. This is to be fair to other caterers who are subject to the 18% fee.

The client is responsible for maintaining proper sanitary service conditions, hauling and disposal of bulk wet trash, the proper disposal of grease, water and other liquid refuse.

The client is responsible for adhering to all City of Waco and McLennan County Health Department requirements. It is the responsibility of the client to obtain the required permits and licenses in accordance with the city, county and state health regulations. Please contact the City of Waco and McLennan County Health Department at 254-750-5464 with any questions or to obtain the required forms.

In-House Catering

The WCC Catering Department can provide a limited range of services including breakfast, boxed lunches, trays, appetizers, desserts for up to 300 attendees, as well as break refreshments and bar service. No outside food or beverages are permitted at the Waco Convention Center. Products and pricing vary depending on event needs and number of guests. Please contact your salesperson to discuss all catering

needs, available services, and current pricing.

Outside Caterers

All caterers wanting to cater in the WCC must be listed on the Approved Caterers List. This is considered a service offering of the WCC and is greatly valued by clients. A signed copy of the Catering Agreement must be received no later than 60 days prior to the first day of services. The Caterer's 18% fee provides for the following:

- Allows the caterer to provide services inside the WCC.
- Covers the cost of the caterer's serving and prep tables and areas.
- Covers the use of servery kitchens in the Brazos Room, Texas Room, DeCordova/Cameron Room, Chisholm Hall, and prep areas in other parts of the facility. This does not include the main kitchen at the WCC.
- Covers the reasonable cost of trash removal and after-event cleaning by WCC.
- Allows the WCC to offset the cost of providing services to customers and assists in improving the WCC food service facilities.
- The Waco Convention Center provides linens for all food and beverage tables for outside caterers with black skirts and black tops. Please be sure to have the outside caterer include the 18% catering fee in the proposal they provide.

No outside food or beverages are permitted at the Waco Convention Center. The client may choose an outside caterer from one of the WCC's approved caterers. Please note that all outside catering is subject to an 18% catering fee (effective October 1, 2022) paid to the WCC by the caterer.

The Caterer's 18% fee allows the Caterer to provide catering services in the WCC; covers the cost of setup of the Caterer's serving and preparation tables, and preparation areas for functions; covers the use of the prep Servery Kitchens; covers the cost of reasonable trash removal and after-event cleaning by WCC; allows the WCC to offset the cost of providing services to customer; and assists in improving the WCC food service facilities.

Caterers may be added to the approved caterers' database if they meet the criteria. The caterer may contact the WCC offices at 254-750-5810 for information on becoming an Approved Caterer. Outside caterers will cover all banquet and serving tables as needed for each event, unless meeting planner rents covered tables from the WCC. All caterers must have a signed agreement on file with the WCC indicating their understanding of WCC rules and regulations.

Sergeries

Please note that all caterers serving customers at the WCC have access to the ware-wash in the Main Servery, with prior arrangement. However, no access to the Main Kitchen.

Catering Servery Locations

- Chisholm Hall Kitchen Servery - includes a 3-part sink, 6-burner electric range with vent-a-hood; walk-in cooler, ice machine, multiple electrical outlets, and a hand-wash sink.
- McLennan Hall Servery - includes a 2-part sink, multiple electrical outlets and a hand-wash sink.
- Brazos Ballroom Servery - includes a 2-part sink, ice machine, stainless steel prep table, multiple electrical outlets and a hand-wash sink.
- Texas Room Servery - includes a 2-part sink, multiple electrical outlets and a hand-wash sink.

Catering Servery Procedures for Outside Caterers

- You are responsible for leaving the space in the condition it is received. It is advisable that an outside caterer request a walkthrough with the WCC Catering Team.
- Clean all surfaces.
- All plates must be scraped prior to washing. Debris must be removed from sinks and sink drains.
- Remove any debris from floor and floor drains.
- Close cooler/freezer doors.
- Make sure to remove all food from the server space including coolers/freezers, shelves and tables.
- Remove ALL equipment that belongs to the outside caterer, including hotboxes, boxes, crates,

- loading equipment, tablecloths, tables and decorations.
- Mop floor and clean out mop bucket.
- Turn off lights and close all doors.
- Any infractions could result in an excessive clean up fee, which will be charged to the caterer.

These procedures are meant to protect the WCC and the Caterers who utilize the space provided. Please inform the WCC Catering staff immediately if any problems exist which would prevent compliance with these procedures.

III. Fire and Life Safety



Fire & Life Safety Regulations

The client, general service contractor, exhibitors and all event personnel must comply with all federal and municipal fire and safety codes that apply to places of public assembly. This information is courtesy of the Waco Fire Department. It has been prepared to assist you in ensuring exhibitors, meeting planners and others are aware of Fire Codes that may affect your use of the WCC.

The City of Waco Fire Marshal makes regular inspections of the WCC and events taking place. Any questions about Fire and Life Safety regulations should be directed to the Waco Fire Department, 1016 Columbus Avenue, Waco, TX, 76701. Phone number is 254-750-1740.

Exhibitors and Exhibit Managers - General Requirements

- Flame Retardant Treatment- All decorations including but not limited to drapes, signs, banners, acoustical materials, cotton, hay, paper, straw, moss, split bamboo, woodchips and foam core shall be rendered flame retardant.
- Exit signs shall be visible from any location in the room. If not, temporary signs shall be posted.
- Exit signs shall be clear of all obstructions at all times.
- Booth construction shall be substantial and fixed into position for the duration of the exhibit. Chairs, signs, and demonstration areas shall not be placed in the required width (minimum of 8 feet) of any exit.
- All exits within the building shall not be obstructed in any manner and shall remain free of any material where its presence would obstruct or render the exit hazardous.
- Compressed flammable gases are prohibited inside building. One-pound cylinders for jewelry manufacturing are acceptable. Exception: The limited use under special circumstances may be allowed when approved by the Fire Marshal or his/her representative. Stipulations shall be written for each exhibit and/ or show.
- Compressed gas cylinders shall be adequately secured to prevent falling or being knocked over (such as helium tanks).
- Fire extinguishers, hose cabinets, fire hose connections and other fire appliances shall be maintained clearly visible and accessible at all times.

Open Flame Devices

Open flame devices are prohibited with the following exceptions:

A small number of candles or decorative lighting may be used when approved by the Fire Marshal or his/her authorized representatives. Candles and other decorative lighting shall comply with the following:

- Liquid or solid-fueled devices containing more than eight (8) ounces of fuel must self-extinguish and not leak fuel or wax at a rate of more than $\frac{1}{4}$ teaspoon per minute if tipped over.
- The device or holder shall be designed so that it will return to the upright position after being tilted to an angle of 45 degrees from vertical. Exception: Devices that self-extinguish if tipped over and

do not spill fuel or wax at a rate of more than ¼ teaspoon per minute

Flame shall be enclosed, except as follows:

- Opening on sides shall not be more than 3/8 inch in diameter
- Opening on top shall be distance such that a single layer of tissue placed over opening will not ignite in 10 (ten) seconds.

Food Preparation and/or Warming Devices

Devices that produce grease-laden vapors shall be ELECTRIC. Single-well warming equipment using combustible oils or solids may be used for warming trays, e.g. "sterno". Cooking devices shall be approved by a recognized testing laboratory such as UL.

Cooking and warming devices shall comply with the following:

- Cooking, warming devices and/or heated products shall be isolated from the public by either placing the device a minimum of four (4) feet back from the front of the booth, or providing a shield between the cooking and/or warming device and the public.
- Demonstration cooking or food preparation shall not create an excessive amount of grease-laden vapors.
- Individual cooking and/or warming devices shall not exceed 288 square inches of surface area (12" x 24").
- Non-combustible lids shall be available for immediate use for each cooking or warming device.
- The surface holding the cooking and/or warming device shall be of noncombustible material.
- A minimum of two (2) feet shall be kept between devices.
- Combustible materials shall be kept a minimum of two (2) feet away from any cooking and/or warming device.
- A class "K" or 2-A:10B:C fire extinguisher shall be provided within any booth that utilizes cooking and/or warming devices.
- All heat producing food preparation equipment or warming devices shall be constantly attended.

Temporary Electrical Installations

- All appliances, cords and other devices must be manufactured as a unit at the factory and be UL listed.
- An appliance or fixture is a device or machine that is operated by electricity to perform a task or function. A table lamp is one type of appliance.
- In the event that extension cords are used, they must be an approved electrical cord and be at least 14-gauge 3-wire grounded type cord. Two wire ungrounded cords (zip cords or rip cords) are NOT ALLOWED.
- The use of multi plug adapters are prohibited, except for power taps or power strips that are UL listed and are approved multiple outlet devices that are polarized and grounded with a built in breaker or fuse.
- Power strips shall be directly connected to an approved receptacle and shall not be extended through walls, ceilings, floors, under doors or floor coverings, or be subject to environmental or physical damage. Power taps or power strips are only to be used with electronic devices.

- All spliced wires, electrical devices, appliances and other equipment which are modified or damaged and constitute an electrical shock or fire hazard shall not be used.

Extension Cords

Extension cords are permitted only with portable appliances or fixtures while in immediate use, in accordance with the following:

- Each extension cord shall be plugged directly into an approved receptacle and shall, except for multi-plug extension cords, serve only one device.
- The current capacity of the cord shall not be less than the rated capacity of the appliance or fixture and shall be plugged directly into an approved receptacle.
- Neither extension cords nor strips shall be "Daisy Chained" together or plugged into each other.
- The extension cord is maintained in good condition without splices, deterioration or damage.
- The extension cord shall be the grounded type (3- wire cord).
- Electric cords shall not be affixed to structures; extended through walls, ceilings, under doors, or run under carpet or rugs. Exception: feed cords provided by the Convention Center with no fittings under carpet or rugs.
- Cords shall not be subject to environmental or physical damage.
- Cords across aisles shall be protected by a threshold or run above floor at a minimum height of 6'8" and supported with approved electrical strain relief devices.

Vehicles, Fuel, Tanks

The Fire Marshal's Office must be notified in advance if motorized vehicles are to be displayed during an exhibit. Display vehicles shall conform to the following requirements:

- All fuel tanks shall not exceed $\frac{1}{4}$ of the tank capacity or five (5) gallons, whichever is less.
- All fuel tank openings shall be satisfactorily sealed to prevent escape of vapors.
- No vehicle shall be started or operated within building during exhibit hours.
- All battery cables shall be disconnected from the battery terminals and remain disconnected while the vehicle is inside the building. Loose cable ends shall be taped to cover all exposed metal.
- Fueling or defueling is prohibited inside the building.
- Fuel for the vehicles or equipment shall be stored in approved containers in an approved location outside the building.
- Vehicles leaking fuel or other liquids shall be removed from the building.
- LPG/CNG tanks must meet one of three requirements: 1) purge tank 2) remove tank 3) disconnect and cap tank.
- The number of vehicles being operated inside the building during set-up and tear down shall be limited to two (2) vehicles so as to limit the toxic gas inside the building.
- The location of vehicles or equipment shall not obstruct or block exit egress, exit doors, or fire extinguishing equipment.

IV. Forms

Exhibitor Equipment Dimensions Form

Waco Convention Center

Chisholm Hall, the main hall in the Waco Convention Center, is a second-story exhibit hall with an elevated floor that does not sit slab on grade. The City of Waco has defined specific maximum load capacities equipment entering Chisholm Hall. Waco Convention Center Management requires that all exhibitors intending to exhibit any type of heavy equipment, either free-standing or vehicular, to comply with these maximum load capacities to prevent potential damage to the floor system in Chisholm Hall and the Waco Convention Center. Management reserves the right to request a certified weight ticket or a specification sheet on any piece of equipment. Equipment dimensions must be provided at least two (2) weeks prior to the move-in day of the event!

Name _____

Company Name _____

Address _____

City/State/Zip _____

Phone _____ E-mail _____

Show Name/Date _____ Booth Number _____

Weight of Exhibit _____ Height of Exhibit _____

Length of Exhibit _____ Width of Exhibit _____

Please include a description of the exhibit _____

(for WCC use only)

Approved _____ Denied _____

This information will be used by management to determine which items may/may not comply with the maximum floor load capacity of Chisholm Hall.

Outside exhibit space is available in parking lots adjacent to Chisholm Hall and the Waco Convention Center for any items deemed to exceed the maximum floor load capacity of Chisholm Hall.

Please complete and the form at www.wacocc.com/online-forms/maximum-dimensions-form/. You are also welcomed to fax the form to 254-750-5801 or mail to:

Waco Convention Center
PO Box 2570
Waco, Texas 76702-2570



Website Events Calendar Listing

Waco Convention Center

Our website, wacocc.com, contains an Events Calendar, which is accessed by the public to find out what's going on at the Convention Center. Please fill out the information below so that we can ensure the event is presented properly on the Events Calendar.

Events open to the public may contain information such as ticket prices, hours open, etc. when provided.

Event Name: _____

Event Date(s): _____

Event Hours: _____

(Please include dates with times if event spans over multiple days.)

Please choose one: Open to the public _____ Private _____
Private events will be listed as "Private" with the event name and room name. Weddings and similar events will be listed as "Private Event" with the room name. If the event is open to the public, please continue below.

Admission/Ticket price: _____

How/where to purchase tickets: _____

Hosted or Presented by: _____

Whom should we list as the contact for inquiries from the public or the media?

Name: _____ Phone: _____ Email: _____

Other helpful information the public needs to know:

Please note that events may not be promoted or advertised until a contract has been signed and returned with the deposit paid.

Waco Convention Center Booth Service Order Form

SHOW NAME: Name of Event

Show Dates: Dates of Event

Company Name:	Booth #:
Your Name:	
Phone:	
Email:	
Name on Credit Card:	Last four digits of Credit Card:

Credit Cards Accepted: MasterCard, Visa, American Express, Discover

Instructions: Please call us at 254-750-5810 and tell us the name of the show. We can take your order over the phone. Or fill out this form and fax it to 254-750-5801.

To pay by credit card: Call us at 254-750-5810 with the credit card information.

To pay by check: Mail this form with check to: Waco Convention Center, PO Box 2570, Waco, TX 76702

Electrical Service

Please note: Booth electrical service may not be available if ordered the day the show starts. You are welcome to call us to check.

Service	Pre-Order Price If ordered by __pm on _____	Price After Deadline If ordered after __pm on _____	Number Needed	Total
120-volt 20 amp	\$50 per outlet, per day	\$100 per outlet, per day		
Extension Cord	\$25.00	\$25.00		
Power Strip	\$25.00	\$25.00		
Hard wired internet	\$75.00 per day	\$75.00 per day		

TOTAL DUE: \$ _____

Food & Beverages – Exhibit Booths

Thinking about serving food or beverage at your booth? CONTACT US FIRST BEFORE YOU MAKE PLANS!

Email Catering Manager, Jennifer Batey with what you would like to do:

Jenniferb@wacotx.gov

Room Capacities and Fees

Fees in Effect through 9/30/2024

These are daily rental rates for each meeting room.

Upper Level Rooms					
Room	Sq. Ft.	Theater	Banquet Rounds (10/tbl)	Classroom (4/tbl)	Rental Fee*
Chisholm Hall	32,976	2,600	1,680	1,200	\$1,750
McLennan Hall	15,000	1,200	840	520	\$900
1/3 McLennan Hall	5,000	340	280	180	\$390
2/3 McLennan Hall	10,000	800	630	300	\$600
Brazos Ballroom	13,818	1,140	730	500	\$1,100
Brazos Ballroom North	7,252	630	430	308	\$750
Brazos Ballroom South	6,566	616	380	260	\$750
Event Office	864	64	30	48	\$300
1/2 Event Office	432	32	20	24	\$150
Upper Main Foyer					\$350

Notes:

***Rental fee does not include tables, chairs, and equipment.**

Move-in/Decorator Setup Days – 1/2 of the daily room rental for respective room (2 day maximum)

Move out Day – 1/2 of the daily room rental for respective room (1 day maximum)

Additional Move-in/Move out Days – Full day room rental pricing

Lower Level Rooms					
Room	Sq. Ft.	Theater	Banquet Rounds (10/tbl)	Classroom (4/tbl)	Rental Fee*
Texas North 113-115	4,488	300	270	176	\$500
Texas North 113	1,428	100	70	48	\$250
Texas North 114	1,530	100	80	64	\$250
Texas North 115	1,632	100	80	64	\$250
Texas South 116-118	4,576	300	260	176	\$500
Texas South 116	1,404	100	70	48	\$250
Texas South 117	1,560	100	80	64	\$250
Texas South 118	1,612	100	90	64	\$250
Ranger Rooms	3,332	250	180	144	\$350
Lone Star 103	1,540	80	70	52	\$200
Lone Star 104	1,372	90	60	40	\$150
Lone Star 105	780	60	50	36	\$100
Waco Room	763	Conference table seating for up to 28			\$165
Lower Main Foyer					\$300
Combined Space Pricing					Rental Fee*
Rental of Entire Building (excludes Business Office, back-of-house areas, and Bosque Theater, DeCordova and Cameron Rooms)					\$4,400
Upper Level (excludes back-of-house areas, and Bosque Theater, DeCordova and Cameron Rooms)					\$2,750
Lower Level (excludes Business Office and back-of-house areas)					\$2,200
Chisholm Hall Parking Lot (parking lot may only be rented with rental of Chisholm Hall)					\$300

Equipment & A/V Rental

Prices in effect through September 30, 2024

Item	Fee
Move In/Decorator/Set Up Day	1/2 of daily rental
Move Out Day	1/2 of daily rental
After Midnight charge (1:00 a.m. maximum)	\$300/hour
Early Open – before 7am	\$150/hour
Reset Fees (<i>Changes to setups within 7 day deadline, cost per item</i>)	Rental Cost x 2
BASIC EQUIPMENT & SERVICES – One time setup charges	
<i>Our standard tables are silver linen-less.</i>	
6 ft (72") Round Linen-less Tables (total inventory limited to 140 tables seating 8-10 per table)	\$10
8 ft Rectangle Tables- linen-less	\$10
Skirted Table with linen top	\$30
Linens (per piece)	\$5 each
Chairs	\$1.00
Stages (per section)	\$40
Removal of Chisholm Hall stage	\$1,000
Pipe & Drape – 3' high (limited amount available)	\$5 per foot
Pipe & Drape – 8' high (limited amount available)	\$5 per foot
Pipe & Drape – 14' high (limited amount available)	\$8 per foot
ELECTRICAL SERVICES	
<i>All electrical charges are based on a per-day charge. Tradeshow vendors must use custom form for the event found under Electrical Service Order Forms. Customers needing electrical service greater than 20 amp will need to contact Waco Convention Center for specifications, availability and cost.</i>	
120 volt single – 20 amp	\$50 per day
Extension cords and power strips	\$25 each

CATERING AND BAR SERVICES	
<i>Waco Convention Center is the exclusive provider of beer, wine and liquor services.</i>	
Catering fee – all caterers must be approved	18%
Food & Beverages Services - Please check with Catering Manager	Prices vary
Bar service – Please speak with our catering sales representative.	Prices vary
AUDIO/VISUAL EQUIPMENT AND SERVICES	
Microphones	\$22
Wireless Microphone (handheld or lapel)	\$55
Mixer – 6 channel	\$39
A/V Cart	\$11
White Board – 60" (2 in stock)	\$28
Flip Chart and Easel	\$17
Easels	\$6
46" Flatscreen Televisions	\$55
LCD Projectors	\$100
6'x8' Tripod Screen (Front, for use in lower level rooms)	\$39
9x12 Screens (Front, for use in upper level rooms)	\$110
Podium	\$11
Acrylic Podium	\$33
Banner Hanging Service – cost per banner	\$27.50
Hardwired Internet Connection	\$75

Notes

- Equipment is limited. Please call your sales rep in advance to determine availability and to reserve.
- Additional charges may include security (for dances, concerts, or when alcohol is served), head tables, electrical service for bands, a/v equipment, and freight. All setup capacities are approximate and depend on the specific needs of the client.