



GENERAL SERVICE CONTRACTOR GUIDE



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Welcome!

All General Service Contractors (GSC) are required to register with the facility before work can be performed on site. Registration materials include a certificate of insurance listing the Minneapolis Convention Center (MCC) as additional insured and other supporting documents, if necessary. Registered GSCs are required to abide by all rules of the Minneapolis Convention Center.

Call MCC Sales at 612-335-6326 or email at GSCinsurance@minneapolismn.gov to submit all supporting documents.

GENERAL INFORMATION

- **DAMAGE** - The GSC is encouraged to inspect the premises with your Event Coordinator to note any pre-existing damage. The Permittee will be held liable for any damage caused by the GSC, unless the GSC requests direct billing.
- **EXCLUSIVE SERVICES** - The MCC holds exclusive services to cleaning and all utilities including electrical, plumbing, gas and air.
- **FOOD & BEVERAGE** – Ordering outside food and beverages is not permitted in the facility at any time.
- **ID** - GSC employees must be identifiable by uniform, name tag or badge.
- **LIGHTING** - Adequate light levels will be provided during GSC set-up and GSC move-out days.
- **MAIN MCC CONTACT** - The MCC Event Coordinator is the GSC’s main contact for all aspects of the event. GSCs are expected to comply with the Event Coordinator’s requests and direction, particularly as to safety and security matters.
- **PARKING** - Parking for GSC employees is not provided.
- **SCHEDULE** - A detailed and accurate operations schedule is required 30 days prior to the first move-in day.
- **SMOKING** - By state law, the MCC is designated a non-smoking facility. Smoking is not permitted inside the building or within 25 feet of any entrance or outside air vent. Smoking is permitted in designated areas only.

ADHESIVES

The use of tape on any facility surface is prohibited except as noted:

- If taping is necessary, care and consideration must be given to protecting and preserving the floors of the MCC.
- Carpeted areas: The MCC requires the use of a quality gaffer's tape on carpet.
- Exhibit Hall Floors: Only professional, low-residue double-sided carpet tape may be used on Exhibit Hall floors. Vinyl tape or chalk can be used to mark the floors.
- Terrazzo Floors: The MCC has, for sale, the only approved tape as a protective covering for use on the terrazzo surfaces. Approved tape is available for purchase in the MCC Exhibitor Services office. Tape purchased outside the MCC is prohibited.
- Prohibited Tapes: High-residue tape, duct tape, clear "cellophane" or packing tape is specifically prohibited.
- The Permittee and GSC are responsible for removal of any tape, floor clings or residue. Any tape, floor clings or residue left on any surface after the GSC has left the building will be removed by the MCC and prevailing labor rates and material costs will be billed to Permittee.
- Any type of carpet protection film or surface shield is no longer allowed to be applied to any part of our concrete exhibit hall floor. Adhesive approval and a conversation should be obtained by the Manager of Event Operations at 612-335-6226.

AIR CONDITIONING & HEATING

In-house ventilation, heating or air conditioning will be provided during event open times, i.e. the period when the facility is used by delegates and invited guests. Generally, full house ventilation, heating or air conditioning is maintained from one hour prior to the opening of an event until close of event. Energy conservation is of prime concern and minimal levels of ventilation and heat will be maintained during move-in/out periods. 🌿🌿

ELEVATORS & ESCALATORS

Passenger elevators and escalators are provided for use by the public and may not be blocked or used to transport equipment or freight. Freight elevators are not available for the public, but arrangements may be made to use freight elevators for Permittee, GSC and/or exhibitor move-in/out. Permittee may be required to pay for the services of a freight elevator operator when it is required for more than incidental use. In an effort to reduce and minimize power usage, escalator operating hours will be based on the schedule of events in the building. 🌿🌿

EVENT DAYS

- Exit signs must be visible at all times.
- Roll-up doors must remain closed during event hours.
- The GSC will respond to the MCC's reasonable requests for consolidation/cleanup of storage areas during the event. Pallets or other GSC/exhibitor packing material left on property will be subject to a disposal fee.

EXHIBITS

- **SPRINKLER SYSTEMS** - All booths that are covered and have multiple levels, and whose ceilings exceed 300 sq. ft., must install an overhead sprinkler system and tie into the fire suppression system that we have in place. Additionally, they must comply with the current fire code regulations. Contact MCC Guest Services for review and approval. Contact [MCC Guest Services](#) for approval.
- **LANDSCAPE DISPLAYS** - Any events that have landscaping/soil displays **need prior approval** from the MCC. Displays containing soil, sand, mulch or similar materials must use a minimum of 1/2" plywood or similar type of approved sheathing and a protective coating of plastic or Visqueen to protect the floor and utility boxes. Additional floor box protection may be required during winter months.
- **CARPET** - Show carpet will be properly stretched to eliminate uneven walking surfaces and secured at edges and seams with double-sided carpet tape as approved by the MCC.



EXHIBITOR FLOOR PLAN REQUIREMENTS

- All floor plans must be submitted to **MCC Guest Services** for approval.
- Submit the approved “to scale” exhibit floor plan including booth assignments to the Guest Services Coordinator no less than 30 days prior to move-in.
- **COVERED, MULTI-LEVEL, OR ROOFED DISPLAYS INSIDE THE MCC**
 - » Please identify and clearly mark on the floorplan any covered exhibit booths—this includes single-level, multi-level, enclosed structures, or trailers.
 - » Exhibit booths and portable structures must be protected by an automatic sprinkler system if they meet any of the following criteria:
 - **Single-level booths** exceeding 300 square feet in area.
 - **Multi-level booths**, regardless of size. All levels, including the top level if it has a ceiling, must be protected.
 - Any **structure, house, cabin, manufactured home, or industrialized modular home** with a roof area greater than 300 square feet.
 - Any **trailer**, including semi-trailers, that are open for display and walkthrough purposes and have a roof or covered area greater than 300 square feet.
 - » If a sprinkler connection is required, booth drawings and permit applications must be submitted to Fire Inspection Services before installation. A Fire Inspector must also be notified to perform inspection and testing prior to the event opening. MCC Guest Services will recommend a preferred fire protection installer.
- Displays are to be kept at least 15 feet from any exit and concession stands.
- All aisles must be at least 10 feet in width and be kept clear, clean and free of obstructions.

FORKLIFTS & AERIAL LIFTS

- Propane forklifts are permitted in the Exhibit Halls and dock areas only. Electrical forklifts are permitted in the Ballroom and on the Lower Level. Forklifts are not permitted on the Second Level, Ground Floor or Mezzanine Level lobbies and/or meeting rooms. Forklifts may not be stored inside overnight.
- GSCs are responsible for securing all scissor and aerial lifts and for use during an event. All lift operators must be certified for use of the appropriate lift. The MCC has a limited quantity of scissor lifts for rent in emergency situations. Lift operators must have current lift certification on file with MCC Security.
- The storage of forklifts or aerial lifts in the Marshaling Yard before moving in must be approved by **MCC Guest Services** and are subject to the availability of space in the Marshaling Yard.
 - » LP cylinder tanks must be stored outside and 50 feet from the building.

LOADING DOCK ACCESS

- The MCC has an “open dock” policy. This policy allows individual exhibitors the right to handle their own freight, if they desire to do so. All full-time employees of any exhibiting firm shall be allowed to unload, install and dismantle the exhibits of the exhibiting company.
- Certain times and restrictions may apply based on Permittee and building needs. The MCC does not relinquish control of the loading dock during any event.
- Dock plates, dollies and carts are not provided; exhibitors and GSCs must supply their own.



MOVE-IN

- Dock spaces are assigned by the Event Coordinator.
- All freight must be handled through the GSC who will deliver it to the facility during the approved move-in period. The MCC does not accept or ship freight for the client, GSC or exhibitors. Any freight scheduled for delivery to the facility during the move-in periods must be sent to the attention of the GSC.
- Requests for access to event space prior to move-in day must be approved by the Event Coordinator. A fee of 1/8 the standard rental schedule will be charged to the Permittee or GSC per day for building access to cover miscellaneous overhead and ancillary costs. Heating and cooling of the event space will be treated as a typical move-in day.
- Automobiles are not allowed in the facility without approval by the Event Coordinator.
- Motorized vehicles are not permitted in permanent lobbies or carpeted areas without approval by the Event Coordinator.
- The loading docks are hazardous areas. GSCs will ensure employee attention to safety, trip and fall hazards, etc. Where possible, equipment such as forklift attachments, carpet rolls, etc., should be stored in trailers and not on the dock.
- All move-in of exhibits must be through designated loading docks and freight doors. Hand carry items are allowed through the front of the building.

MOVE-OUT

- The MCC expects the facility to be returned to the condition in which it was received, with the exception of normal wear and tear. Excessive cleanup required by the MCC will be invoiced to the permittee.
- Any item or supplies used to fasten material (tape, nails, screws, etc.) must be removed.
- Any tape or residue left on any surface after the GSC has left the building will be removed by the MCC and the cost will be invoiced to the permittee.
- The GSC is responsible for all damages resulting from their activities.
- Any property not removed by the end of the contract, and that has not been claimed, is considered abandoned by the permittee, its contractors, GSCs or exhibitors. The MCC may take possession of and dispose of such property without liability. The permittee will be invoiced the cost of such disposal.
- The GSC's equipment may not remain in the building or Marshaling Yard past the contracted time, without prior approval by the Event Coordinator
- All move-out of exhibits must be through designated loading docks and freight doors. Hand carry items are allowed through the front of the building.

PARKING

- For events renting exhibit hall spaces, decorator companies can buy up to five annual marshaling yard park passes for their onsite account managers. To order passes and process payment, please send an email to MCCGuestServicesUPV@minneapolismn.gov.
- It is mandatory to display the purchased pass or MCC dock well pass on the dashboard of your vehicle.
- GSC staff can park in the marshaling yard only if the show provides them with MCC dock well passes.
- Please note that vehicles without a valid pass displayed on the dashboard are subject to being towed.
- Overnight parking is not allowed unless special arrangements have been made in advance and approved by MCC management.

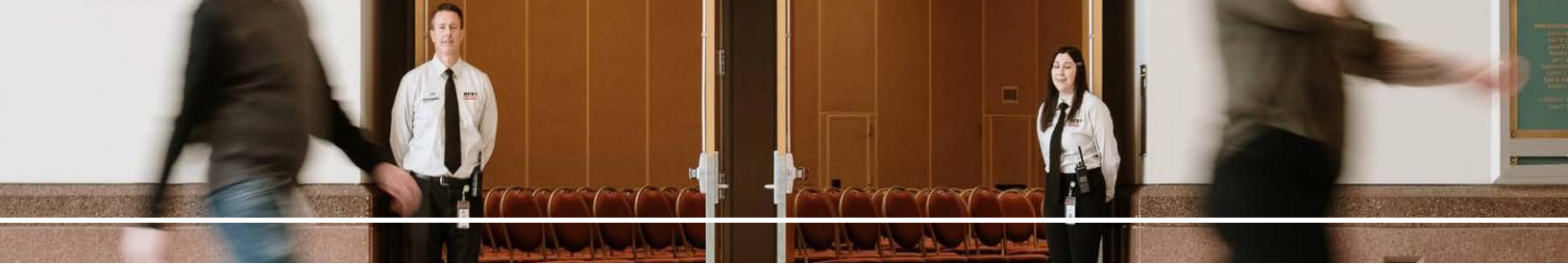


REGISTRATION AREAS

- A “to scale” diagram of the registration area(s), if separate from the exhibit hall floor, is required no less than 30 days prior to the event. The **MCC Guest Services** must approve placement of the registration area.
- Registration areas, entrance units and other show-specific displays may be installed during times that do not conflict with the activity of events already in progress.
- MCC digital signage may not be blocked or obstructed at any time.
- Protective floor plates must cover all utility boxes when lifts are used in lobby spaces. Contact your Event Coordinator for details.

RIGGING, BANNERS & SIGNAGE

- **RIGGING DEFINED** - The term “rigging,” as used in this document, refers to the overhead suspension of objects from any portion of the physical building.
- Plans for installation of show banners and signs, directional signs, decorations and any rigging must be submitted to **Technology Services** for approval 21 days in advance of the show dates.
- Signs, banners and decorations may not be affixed to the facility or suspended from any surfaces without prior approval. All items that are freestanding may not obstruct video surveillance cameras, sprinkler heads, exit doors, exit lights, fire alarm smoke detection beams, fire hose cabinets, fire extinguishers or facility signage.
- No signs or banners may be placed on the exterior of the facility without prior approval from **Technology Services**.
- Rigging and hanging from the hang points is subject to approval by MCC management and is expected to meet generally accepted industry standards.
- All rigging must comply with the rigging rules and regulations of the MCC including:
 - » Qualified riggers shall complete any technical, decorative and or theatrical rigging. MCC personnel, stagehands or approved GSC personnel must install any items suspended from approved rigging areas. Any item to be hung in any area of the MCC weighing over 50 pounds shall be installed by qualified rigging personnel designated by the facility.
 - » All rigging hardware must be rated with a capacity at least equal to the steel or chain in use.
 - » All rigging points must be protected against damage with the use of carpet or burlap.
 - » All rigging and hanging is subject to inspection by the MCC for compliance with rules and regulations.
- At the conclusion of the event, all beam clamps, wires, clips, etc. used for hanging and/or rigging must be removed, and the MCC restored to original condition.
- The MCC may oversee any rigging installation it deems necessary with a certified rigger at the expense of the permittee.
- GSCs are expected to bring all aerial lifts and scissor lifts to be utilized during an event.
- All rigging requires advanced approval by MCC Technology Services. Events involving production or exhibit booth rigging may be required to submit a rig plot for approval within 21 days of an event. There is a fee for the approval process. Please contact **Technology Services at 612-335-6059** for further information.
- Banners and signage should be reusable or made from recyclable material. Foam core should not be used.



SAFETY

- All work at the MCC must be in accordance with national, state and local safety codes. These include, but are not limited to, OSHA, WSHA and facility policies.
- Please contact the **MCC Command Center at 612-335-6040** for the following items:
 - » Hot work permits must be completed with the Facilities Engineer for any welding, cutting, brazing or similar flame/spark producing operations.
 - » In case of any damage caused by GSCs and their employees to the MCC building, structures, furniture, or equipment, it is mandatory to report the damages to the MCC Command Center for documentation and investigation purposes. The costs associated with repairing and fixing the damages, including labor and supplies, will be charged to the GSC's master invoice.
 - » In case of any emergency or medical treatment that goes beyond basic first aid, please notify the MCC Command Center immediately. They will provide you with security and emergency responder assistance.
 - » GSCs can access our useful **Know Before You Go Attendee Safety**.
- Minneapolis Fire Department rules and regulations must be adhered to; please contact **MCC Guest Services** for any rules and regulation questions.
- All personnel operating equipment must have a valid operator's license (license must be available for review). GSCs will comply with MCC safety regulations, including proper use of harnesses and other safety equipment and operator certification.
- Signs and traffic marking in the loading area must be obeyed at all times.
- Overnight parking is not permitted unless special arrangements have been made in advance and approved by MCC management.
- Floor load capacities must be observed; any variation must have prior written approval from the facility.
- Crate storage locations must be approved by **MCC Guest Services**. Storage areas may not block access to any door, fire hose/extinguisher cabinet or pull-station.

At the MCC our top priority is fostering a secure, collaborative, and employee-centric environment that prioritizes professionalism and client satisfaction. Together, we are dedicated to delivering exceptional service to our clients and contributing to the growth of the hospitality industry in Minneapolis.

To ensure a safe and positive workplace, we have established a Building Code of Conduct (Code) that all team members are encouraged to follow. We believe that maintaining a professional and respectful environment is a shared responsibility, and any unprofessional or inappropriate behavior will be addressed as a community issue.

We are committed to a harassment-free workplace and expect everyone to practice safe work habits. To support this, we have a zero-tolerance policy against firearms and dangerous weapons. We trust that your companies also uphold a similar policy.

If someone violates the Code, we will issue a trespass notice. Additionally, we ask that general service contractor management have a clear reporting procedure in place to ensure accountability and transparency.

Thank you for being part of our team and for your commitment to maintaining a safe and welcoming workplace.



SURFACE PROTECTION

- GSCs must use the utmost care to protect all surfaces in the facility from damage. No pin, tacks or adhesives of any sort are permitted.
- GSCs are responsible for scraping and removing all tape and stickers they have placed from our exhibit hall floors at the end of an event. The MCC does not provide tape scrapers. Scrapers can be purchased from Exhibitor Services.

SUSTAINABILITY INITIATIVES

The MCC strives to be the best facility possible for our clients, our staff and the entire community. Part of that mission includes integrating a no-waste mentality. This mindset has become the cornerstone of our sustainability program.

We are a proud industry leader in sustainability. Our business practices are recognized for going above and beyond when it comes to environmental responsibility in operating and managing our venue, which has received LEED v4 Certification for Existing Building Operations and Maintenance by the U.S. Green Building Council. The MCC also achieved Level One Certification to the ASTM Standard for the Evaluation and Selection of Venues for Environmentally Sustainable Meetings, Events, Trade Shows and Conferences.

As part of its ongoing commitment to operating in a sustainable and responsible manner, the Minneapolis Convention Center recycles poly sheeting and shrink wrap. Poly sheeting that is reinforced with strings or fibers is not recyclable and will go in the waste stream. Use of reinforced poly sheeting will incur a charge for disposal. 🌿

Please note that sustainability initiatives listed in this document are highlighted with a green leaf symbol. 🌿

RESOURCES

For more information on our initiatives, please visit sustainability.minneapolisconventioncenter.com

For suggestions on “How to Host a Green Event,” please visit pca.state.mn.us/living-green/green-meetings



WASTE & RECYCLING

Under guidance from the Minnesota Pollution Control Agency, the MCC requests that when a trash receptacle is deemed necessary in individual exhibit booths, registration, etc. that a recycle receptacle be provided as well.



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