



## **Policies and Procedures**

### **Americans Disabilities Act (ADA)**

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As a facility of public accommodation, the Horizon Convention Center is sensitive to those with special needs, and complies in all respects with the Americans with Disabilities Act (ADA) and regulations issued hereunder.

### **Animals/Pets**

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For the safety and comfort of all our customers, animals are not permitted in the Horizon Convention Center (HCC), except in conjunction with an approved exhibit, display or performance which absolutely requires the use of the animal. Guide, signal or service dogs (as defined by Law) are allowed in the Center. All sanitary needs of animals are the responsibility of the customer.

### **Audiovisual Services**

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The Center's in-house audio-visual supplier, AMS Audiovisual Services, offers a full range of audiovisual services, DJ services and Interactive Games/Game Show packages. A representative is also available for one-on-one consultation, recommendations and any planning assistance you may want. (See enclosed price list).

### **Banners/Signage**

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Banners, signs, pictures, notices or advertisements may only be placed in locations, and by methods, approved in advance by the Horizon Convention Center. Hanging of aisle banners, booth banners, outside banners or any other signage will be billed at a \$25 flat rate (extra large or an abnormal size may incur an additional fee). All banner or sign hanging must be done by HCC personnel and items must be brought to the Center two (2) days prior to event date or an additional penalty will be assessed. All signs should be assembled ready for hanging with properly constructed frames and grommets or I-bolts. Banners must have grommets or a top and bottom pocket to receive pipe.

No posters, playbills or any other signage can be taped, stapled or affixed to any surface in the Horizon Convention Center. Posters should be mounted on easels and/or individual holders. All signage must be in a printed nature and meet with the approval of the Horizon Convention Center management. At move-out, all posted signage must be removed and must leave with the client. Banners will need to be removed by HCC personnel. As a courtesy to those holding the next event, each customer is responsible for arranging removal of all banners and signs at the end of the leased period. If any materials are left behind the Center will not be responsible for loss, damage or theft and the Center may exercise the option to discard all items.

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## **Billing**

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For your convenience and clarification, an Event Settlement summarizing rent, additional charges and any credits is prepared after each event. Final payment is due upon receipt of invoice. Deposit and/or payment in full may be required prior to the event at the discretion of the Horizon Convention Center management. If the customer requires an invoice prior to the close of the event, please notify the Center 24 business hours in advance for invoice preparation.

## **Bulk Trash**

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When bulk trash is accumulated as part of an event, the customer may be charged for the cost of appropriate dumpster(s).

## **Cancellation**

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Cancellations by Licensee of an event covered by the License Agreement will be subject to a Cancellation Fee as liquidated damages, as set forth in the License Agreement.

## **Capacities**

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All meeting rooms and exhibition halls have a maximum occupancy as set by the City of Muncie Fire Code. The Horizon Convention Center reserves the right to deny further entry into these spaces in order to protect public safety.

## **Damages**

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There will be a damage deposit of \$250 for all social events. This deposit is non-refundable if there is damage or we find outside alcohol.

The customer is responsible for all damages, except normal wear and tear. For accuracy in billing, Horizon Convention Center representatives and show management should inspect all lease space prior to move-in and during move-out to determine existing conditions. A final walk-through will take place at the conclusion of your event. You will be informed of any damages after your event with written reports and photographs as soon as they are documented.

## **Decorations**

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The method and location of special installations must be approved in advance by the Horizon Convention Center management. Approval will be determined after consideration of other building guests occupying the space at the same time.

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Decoration guidelines include the following:

- No one may tape, nail, tack or otherwise fasten to ceilings, painted surfaces, columns, doors, walls or windows, decorations of any kind.
- Decorations may not block doors, fire extinguishers, sprinklers, emergency equipment signage, emergency exits or lighting systems.
- No one may use adhesive-backed tape, decals or stickers anywhere on the premises. Only professional contractor's or gaffer's tape may be used on Center floor and carpeting. Duct tape, clear "cellophane" or packing tape is specifically prohibited.
- Glitter and confetti may not be used in the building.
- Only Horizon Convention Center personnel may move plants, lobby furniture and other Horizon Convention Center equipment in the public areas.
- All pools, decorative foundations, etc. must be waterproofed and may be tested by Horizon Convention Center Facility Manager prior to installation.
- Absolutely no painting will be permitted inside the facility.

As a courtesy to those holding the next event, each customer is responsible of ensuring the removal of its property, equipment, props, and other decorations from the building at the end of the leased period. If not, the Horizon Convention Center may exercise the option to discard all items.

## **Equipment Inventory**

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The Horizon Convention Center equipment such as tables, chairs, stage, dance floor, etc. is available on a first-call basis in current inventory. If it is necessary for the HCC to supplement its own equipment inventory, rental charges will be passed on to the customer.

## **Exhibitor Information**

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A list of exhibitor names and special requests should be supplied to your assigned Event Manager a minimum of 14 days prior to your event. All exhibitor's charges will be displayed on the final invoice and are the financial responsibility of the contracted event.



## **Facility Access**

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The space granted to the Customer in any License Agreement may be accessed by the customer between the hours of 7:00am and 12:00 midnight. Customers wishing to occupy the space outside of the designated time frame may do so; however, hourly fees will be billed to the Customer. Also, hourly fees and additional room rental fees will be assessed for events held on Federal or State Holidays.

## **Facility Hours**

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The hours that the Center is open are determined by the events taking place in the building. Normal business hours for the office staff are 8:00am – 5:00pm and closed for lunch noon to 1pm Monday through Friday. In addition, the Center’s staff members will be on duty in accordance with the operational demands of your event.

## **Firearms**

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Firearms are strictly prohibited. The only exception is for law enforcement officials or as part of a related firearms show or exhibit. All exceptions must have the authorization of the General Manager. Firearms used in conjunction with an exhibit or show must be unloaded and in a safe mode.

## **Fog/Smoke Machines**

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For public safety, fog/smoke machine usage is prohibited.

## **Food and Beverage Service**

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Horizon Convention Center has our own Food & Beverage Department which is the sole caterer for our facility. Our Event Managers are available to provide all your food and beverage needs. No food or beverages (including alcoholic beverages) may be brought into the facility at any time. The client must give our Food & Beverage Department a guarantee by noon, four (4) business days (Monday-Friday) prior to event date.

Food and beverage samples distributed in conjunction with an event must be pre-approved by the Horizon Convention Center and its exclusive caterer. Beverage samples are not to exceed four (4) ounces and food samples are not to exceed two (2) ounces in size. A health permit needs to be obtained by the Licensee to cover any exhibitors who have received prior written permission for the Center to distribute food samples or other consumables.

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Concession food is available through our Catering Department. All concession rights for the sale or distribution of food are reserved to the Center. A variety of options are available to enhance your event. Minimum sales amount guarantees are required.

Vending machines are located off lobby area (adjacent to Delaware Hall 2) at end of hallway where restrooms are located.

### **Hazardous Materials Labeling**

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Exhibitors displaying or using hazardous chemicals must submit Material Safety Data Sheets and manifest to the Horizon Convention Center no less than fourteen (14) days prior to move-in.

### **Helium Balloons**

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If helium balloons are used as part of a display and become detached, the labor cost to retrieve the balloons will be charged to the customer and/or vendor. If balloons are handed out to the public there will be a flat \$50 fee charged. Helium tanks must be properly secured in a tank cart provided by the HCC. A deposit of \$150 will be required for use of the cart and will be returned in full upon return of cart.

### **Insurance**

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The Horizon Convention Center requires the following types of events to provide a Certificate of Insurance naming Delaware Advancement Corporation/Horizon Convention Center as an additional insured in the amount of \$1,000,000:

- All tradeshow
- Any events open to the public with an attendance of 250 or more
- Events with alcoholic beverages
- All proms, sorority and fraternity events
- Events with valuable contents

The customer must supply this Certificate of Insurance to the Center no later than 30 days prior to arrival as outlined in the License Agreement.



## **Loading Docks/Freight Elevators**

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The Horizon Convention Center has a freight elevator (located behind the building near Dock #2) for transporting of freight, materials and equipment. Public elevators are for passengers only and may not be used to transport freight, hand trucks or equipment dollies that may cause damage. No freight may be loaded into or out of the public entrances to the Center. Exhibitors must use the loading dock in the rear of the building.

## **Motor Vehicles for Display**

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Any gas powered vehicles inside the facility for display must get prior approval from HCC Facility Manager and will be assessed a \$50 fee per vehicle. Protective material must be placed on the carpeted areas for protection of floor surface. Motor vehicles must be turned off when parked inside. Motor vehicles that are used as part of a display should have very little gas in the tank, battery cables disconnected and the ends taped, and the gas cap taped or locked shut. Tanks cannot be refueled or emptied inside the Center. During non-show hours, vehicles must be locked. The Licensee is responsible for all damages and for restoration of the damaged areas to the original condition.

## **Motorized Vehicles for Operation**

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All forklifts or other heavy loading devices must be operated by HCC personnel only.

## **Parking**

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The Horizon Convention Center has access to free on service parking spaces in our parking lot adjacent to the facility. Additional parking, with a small fee, is available at a nearby parking garage. Parking for trailers, box trucks and RV's requires special plans made at least 30 days in advance of your event.

## **Payment**

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As a service to our customers, cash, check, money orders, VISA, MasterCard, Discover, and American Express are accepted payments for up to \$13,000 per event. All clients must pay their rental deposit according to the Horizon Convention Center License Agreement. The Center reserves the right to require payment in advance for rent and services.

## **Pyrotechnics**

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The use of pyrotechnics is at the sole discretion of the Horizon Convention Center and Muncie Fire Department.



## **Rigging**

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For public safety reasons, Horizon Convention Center management must approve all rigging. Nothing may be attached to any Horizon Convention Center electrical or mechanical system. This includes ducts, electrical conduit or raceways, plumbing or sprinkler parts. Rigging may only be attached to structural members. All rigging at the Horizon Convention Center shall be in accordance with all national, state and local safety codes.

## **Room Changeover**

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Ballrooms, meeting rooms and convention halls (used for meetings and/or banquets) shall be arranged in theater, classroom, conference, banquet or reception style one (1) time. Changes to the original set will be charged an additional day rental or a labor charge at prevailing wage rate. Room conversion fees may apply if using different sets on the same day.

## **Sales Tax**

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The customer is required to adhere to all Indiana State Laws regarding sales tax issues. If your organization is Indiana State Tax Exempt, an Indiana State Sales Tax Exemption Certificate (Form ST-105) must be provided prior to the event.

## **Security**

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The Horizon Convention Center reserves the right to require security for any event. All security costs will be billed to the client. Security personnel are \$35.00 per person per hour for a minimum of 4 hours. Security must be provided by HCC contracted personnel who have been thoroughly trained in our facility and on our systems. Specific events requiring security include, but are not limited to; events open to the public, events with alcoholic beverages, large attendance events, and events with valuable contents. Security requirements will be confirmed with the client two (2) weeks prior to the event.

## **Shipping to/from the Horizon Convention Center**

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For the security of your freight and materials, we ask for a timely delivery of your products and equipment to our facility. The Horizon Convention Center will not accept any deliveries or freight shipments prior to your event move-in without prior notification and arrangements. All products and equipment should be properly labeled with Horizon Convention Center address, event name, event date, vendor name and booth number, when applicable. Customer/vendor is responsible for return shipping of all materials.

## **Smoking**

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The Horizon Convention Center is a non-smoking facility.



## **Sound Levels**

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It is the customer's responsibility not to disturb nor interrupt other events. Horizon Convention Center management reserves the right to require sound levels to be lowered.

## **Telecommunications**

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Telecommunication services are available through the Horizon Convention Center Facility Manager. These services include telephone, LAN, wired and wireless high-speed Internet access and are arranged through your Event Manager.

## **Utilities**

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For safety reasons, installation of all utility services involving electrical or Internet/telephone connections must be performed by the Horizon Convention Center. All electrical equipment must meet the approved rating of UL (Underwriters Laboratory). The Horizon Convention Center reserves the right to inspect and reject all electrical connections, equipment and facilities any customer uses while in the Center. The Horizon Convention Center electrical equipment, such as extension cords, electrical panels, spotlights and fixtures are not to be removed by exhibitors, show managers, service contractors or any other unauthorized persons. Violators will be assessed an appropriate charge for any removals.