



OPERATIONS GUIDELINES

This section provides guidelines on the Center's general building operations which may be important to consider for your event.

Coat Check

A personalized coat check service is available through the Center and provides your attendees with a convenient service at a very nominal charge. Please contact your Event Coordinator/Manager for details.

Damages

Prior to your event, your Event Coordinator/Manager will schedule a mutually convenient inspection appointment to verify the condition of the Authorized Areas. All damage, except for normal facility wear and tear, is the responsibility of the Licensee. A final walk-through will take place at the completion of the event and a damage evaluation report will be completed. If the facility is not returned in the same condition as received, the Licensee is responsible for the costs necessary to clean, repair, and/or replace any damage that occurred throughout the course of the event. All cleaning, replacements and/or repairs are done strictly by the Center.

Any damage to the Center property or equipment is to be reported immediately to the Event Coordinator/Manager.

Fire Protection and Smoke Removal

The Center is fully protected by an automatic fire sprinkler system. In addition, fire extinguisher cabinets with fire extinguishers are installed throughout the building. A fire pump provides water for the sprinklers and fire fighting services. The ACC a state of the art fire management and life safety alarm system.

Floor Plan Approval

The Center's exhibit and registration floor plan approval process is closely involved with the City of Albuquerque's Fire Marshal Office. Your Event Coordinator/Manager will work with you on securing the required approvals from the Fire Department.

Your Event Coordinator/Manager can provide guidelines for floor plan layout and you must provide a copy of your proposed floor plan drawn to scale to your Event Manager. The Center will then submit a copy of the proposed exhibit floor plan to the Fire Department for approval. Non-approved floor plans will be returned to the Licensee with explanations. Licensee must submit a copy of amended and final floor plans for approval no later than thirty (30) days prior to move-in day. All decisions of the City of Albuquerque will be considered final.

Freight Deliveries

The Center will not accept any freight or materials including overnight freight services, prior to your contracted move-in date. All freight must be shipped to your service contractor/decorator who will deliver it to the Center during the designated move-in period. Any freight scheduled for delivery to the Center during move-in periods must be to the attention of the service contractor/decorator. The Center will not accept freight deliveries on behalf of Licensee, service contractors, decorators, exhibitors, etc. The Center will not accept C.O.D. shipments under any circumstances nor will it accept responsibility for the costs associated with freight delivery/pick-up. The Center will not be liable for the security of freight left in the facility following the conclusion of your move-out

date(s), nor can we assume responsibility for the shipping of such freight. Freight left in the Center will be disposed of at the Licensee's expense.

Loading In & Out

Loading in and loading out must be done through the designated loading docks assigned to the space contracted (Authorized Areas). Loading in and loading out through the Center lobbies is strictly limited to hand-carried items. Materials, which require the use of a two-wheeled (or more) apparatus must go through the designated loading dock area. Based on availability, dollies and/or flatbeds can be arranged through your Event Coordinator/Manager. Passenger elevators and escalators are designed for passenger use and not intended to carry the heavy weights.

Hours of Operation

The standard hours of operation for administrative staff are 8:00AM to 5:00PM, Monday – Friday. Our standard operating hours for client leased space is 7:00 AM to 11:59PM daily. Event hours cannot be scheduled prior to or after this period without the Center's approval. Overtime fees may apply.

Keys & Room Security

The Center is able to re-key meeting room locks to maintain security of the various rooms you use. We will also work with you to coordinate other security needs. It is important to remember that the Center must always have access to any area of the facility, and reserves the right to access any area if necessary. For this reason, it is important to note that no doors may be locked or otherwise secured without prior written approval from the Center.

Please designate a single member of your staff to receive all keys needed for your event and coordinate their distribution to your designees. This person will be responsible for the return of all keys. Rental of the ACC includes up to a total of five (5) keys on a complimentary basis, and additional keys are available at \$7.50 each. Keys can be issued upon arrival and while there is no deposit, an automatic charge of \$25.00 per key for any keys not returned on move-out day will be imposed. The Center has the capability to change door locks to designated rooms. The charge to re-core a lock is \$30.00 per core.

Parking

Your Event Coordinator/Manager will provide up to three (3) complimentary parking passes which will allow access to the Yellow Parking Lot at the south end of First Street. You may distribute these passes to your staff, vendors or VIP's. Parking is limited to the Yellow Parking Lot and is on a space availability basis only. Non-permitted vehicles parked in this area will be towed at the vehicle owner's expense.

For attendees, vendors, exhibitors and guests, parking is available in one of the two parking structures which flank the ACC. Please use the Convention Center Garage located at Martin Luther King Blvd. and Broadway for events in the East Complex and the Civic Plaza Garage located at Marquette Ave. and 3rd Street for events in the West Complex. Event parking in these structures is \$6.00 per vehicles. There are no in/out privileges.

There are numerous other public parking garages and lots available throughout downtown close to the Center. Parking fees vary. Please refer to the posted parking fees at each garage or lot.

Please refer to the parking map included in this Event Planning Guide or contact the City of Albuquerque's Parking Department at 505-768-4697 for further assistance.

Permits – Health, Business

Permits are the responsibility of the Licensee, and while the Center will assist you with information necessary for submission, the Center cannot secure such permits on your behalf. Please refer to Item #1 of the Center's Rules & Regulations.

Smoking Policy

The ACC is a non-smoking facility as per the Albuquerque City Ordinance No. 14-2003 and 0-51. Licensee will be held responsible for notifying its Exhibitors, attendees and Invitees of this policy.

Telephones

There are no public telephones in the Convention Center. Courtesy (beige) house phones are located throughout the facility and can be used to contact the ACC in-house staff

Trash Removal

A trash bin container and a trash compactor are provided for your use in designated loading dock areas. The first trash pull, which can be included in the Center's weekly scheduled pick-up, is complimentary. Additional bulk trash removal is charged the prevailing rate. Please contact your Event Coordinator/Manager for current rates.

Ventilation & Overhead Lighting

The ACC will supply adequate levels of ventilation and overhead lighting necessary for set up and tear down. Full lighting, heat, and/or air conditioning will be provided during show hours and will be initiated one hour prior to each scheduled event and cease one hour after each scheduled closing. Requests for full lighting, heat and air conditioning during set up and tear down will result in additional charges.

Water Stations

The Center offers complimentary water service for head tables and refrigerated water stations in hallways throughout the Facility. Should you desire a more formal form of water service, such as glasses and pitchers, we can provide that service for an additional charge. Glassware service is available upon request; otherwise, disposable ware is provided. Please contact our Catering Department at 505-768-3885 to order additional water service.