

# THE *EXHIBITOR* *Success Guide*



THE VENETIAN RESORT  
LAS VEGAS



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**KIRSTEN DIMOND, CEM**  
Vice President & General Manager,  
The Venetian Expo Las Vegas

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# Welcome

Dear Exhibitor,

Whether you've exhibited here in the past or this is your first time working with us, our team looks forward to welcoming you. *The Exhibitor Success Guide* outlines valuable information to help understand our facility regulations, exclusive and non-exclusive services, and special offerings to enhance your booth presentation.

This guide, the Exhibit Booth Catering Menu, and other documents are updated on a regular basis, so you are encouraged to visit [venetianlasvegas.com/meetings](https://venetianlasvegas.com/meetings) to ensure you're reviewing the most current information.

Please feel free to contact our Exhibit & Business Service Center Representatives at 702.733.5070 should you have questions or need assistance.

We look forward to partnering with you on your exciting event; together, we'll make your experience a successful one.

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# Exhibitor Checklist

The timeline suggested below may help guide you toward a successful exhibitor experience but serves as a recommendation only, as needs vary for each exhibitor. Our Exhibit Service Representatives are happy to assist and may be reached at 702.733.5070 should you have questions.

## 8 WEEKS OUT:

- [ ] Review *The Exhibitor Success Guide* to understand Facility rules and regulations.
- [ ] Identify the services and related items needed for your booth (e.g., A/V, Booth Cleaning, Electrical, Floral, F&B, Internet/Telecom, Rigging/Lighting).
- [ ] Note the deadline for receiving the early bird discount.

## 6 WEEKS OUT:

- [ ] Visit [venetianlasvegas.com/boothorders](https://venetianlasvegas.com/boothorders) to set up an online account and order booth services, hand sanitizer, PPE, etc. Please contact the Exhibit & Business Service Center at [servicecenter@venetianlasvegas.com](mailto:servicecenter@venetianlasvegas.com) or 702.733.5070 if you need assistance placing your order.

## 4 WEEKS OUT:

- [ ] Note upcoming deadline for receiving the early bird discount.
- [ ] If required, submit booth plans to the Clark County Fire Department (CCFD) for approval and review specific facility requirements beyond CCFD guidelines.
- [ ] Please contact the Exhibit & Business Service Center at 702.733.5070 if you are interested in donating your booth structure and to confirm whether it can be donated versus disposed of.

## 3 WEEKS OUT:

- [ ] Note the standard rate now applies, and the early bird discount has expired.
- [ ] If not already done, visit [venetianlasvegas.com/boothorders](https://venetianlasvegas.com/boothorders) to set up an online account and order booth services, hand sanitizer, PPE, etc. Please contact the Exhibit & Business Service Center at 702.733.5070 or [servicecenter@venetianlasvegas.com](mailto:servicecenter@venetianlasvegas.com) if you need assistance with placing your order.
- [ ] Review your order and update for any additional needs (e.g., F&B, Booth Cleaning, PPE and Disinfecting Supplies, Floral, etc.).

## 2 WEEKS OUT:

- [ ] Finalize any outstanding details for your exhibit booth (e.g., final floor plans for Electrical, Internet/Telecom locations, Booth Cleaning, Floral, etc.).
- [ ] F&B services are also available during move-in and move-out. Call 702.733.5676 for details.
- [ ] Review *The Exhibitor Success Guide* to confirm adherence to Facility rules and regulations.
- [ ] Contact [lv\\_sustainability@venetianlasvegas.com](mailto:lv_sustainability@venetianlasvegas.com) if interested in donating leftover booth inventory (e.g., samples, furniture).

## MOVE-IN/SHOW DAYS

- [ ] Note the Exhibit & Business Service Center location (The Venetian Expo at The Venetian Resort Las Vegas Level 1 Lobby) and phone number (702.733.5070) in case assistance with any technical, show cleaning, or business-support needs arise. **For all departments, service concerns must be made known to the Exhibit & Business Service Center during the event.**
- [ ] Please call 702.733.5676 for last-minute catering requests.
- [ ] Note the standard rate expires 24 hours before show opening and the show-site rate will be applied moving forward.

## MOVE-OUT:

- [ ] Please visit the Exhibit & Business Service Center or call 702.733.5070 if assistance is needed with equipment removal, booth disposal, donations, or billing.
- [ ] Review account billing/work orders. Visit the Exhibit & Business Service Center or call 702.733.5070 with any questions before departing.

## AFTER THE SHOW:

- [ ] Within one week, please look for an email invitation inviting you to take a brief survey. This will help us learn more about your time with us, and we thank you in advance for your participation.

# Helpful Hints

## CANCELLATION POLICIES

*For all departments, service concerns must be made known to the Exhibit & Business Service Center during the event.*

**For AV/Rigging/Lighting orders created through Encore Global proposals:**  
*Effective as of January 17, 2022*

- Unless otherwise agreed to in writing, if Customer cancels this Agreement more than 30 days prior to the start of the Event, or the start of load-in, whichever is earlier, Customer will not be charged any cancellation fee, except for any out-of-pocket expenses incurred by Encore.
- In the event of a full or partial cancellation received 30 to 15 days prior to the start of the event or the start of load-in, whichever is earlier, Customer shall pay Encore 50% of the charges set forth in the Agreement, plus any out-of-pocket expenses incurred by Encore.
- In the event of a full or partial cancellation received 14 to 3 days prior to the start of the event or the start of load-in, whichever is earlier, Customer shall pay Encore 75% of the charges set forth in the Agreement, plus any out-of-pocket expenses incurred by Encore.
- In the event of full or partial cancellation 3 days (72 hours) or less prior to the start of the Event or the start of load-in, or after equipment has departed from its storage facility, whichever is earlier, Customer shall pay Encore 100% of the charges set forth in the Agreement.
- All cancellations must be made in writing and received by the Encore On-site Representative before becoming effective.
- If any custom sets, gobos, or other custom materials have been ordered for an event, an additional cancellation fee will be applicable and due to Encore regardless of the date of cancellation in an amount equal to the direct and indirect costs incurred by Encore or its affiliates in securing or constructing such custom materials plus a 15% restocking fee.

For AV orders created through [venetianlasvegas.com/boothorders](https://www.venetianlasvegas.com/boothorders):

- Cancellations received 8 or more days prior to the published move-in date are fully refundable.
- Cancellations received 7 or less days prior to the published move-in date will incur a 50% charge.
- Cancellations received on the first published move-in date and after are not refundable.

## Electrical/Internet/Plumbing/Telecom:

- Cancellations received 8 or more days prior to the published move-in date are fully refundable.
- Cancellations received 7 or less days prior to the published move-in date will incur a 50% charge.
- Cancellations received on the first published move-in date and after are not refundable.

## Show Cleaning:

- Cancellations received 8 or more days prior to the published move-in date are fully refundable.
- Cancellations received 7 or less days prior to the published move-in date will incur a 50% charge.
- Cancellations received on the first published move-in date and after are not refundable.
- No credits will be issued on services ordered but not used.
- No refunds will be issued for disinfectants, hand sanitizer, or PPE
- Mezzanine-level restrooms, accessible via the Bistro stairwells, remain open from move-in through move-out. Additional exhibit hall restrooms are opened for show days but will close approximately 30 minutes after the show ends. Signage redirecting guests to the mezzanine-level restrooms will be placed at that time to ensure ongoing access throughout move-out.

## Food & Beverage:

- To avoid a cancellation fee, cancellations must be received at least 21 days prior to the show opening date.
- Cancellations received less than 21 days but greater than 10 business days prior to the show opening date will result in 50% of the total order being refunded.
- Cancellations received less than 10 business days but greater than 3 business days prior to the show opening date will result in 25% of the total order being refunded.
- Cancellations received less than 3 business days prior to the show opening date will not be refunded.

# Helpful Hints

## DISCLAIMERS

The Venetian Expo and Encore will not be held liable for any and all losses due to circumstances outside of their control, including but not limited to losses due to interruption of service from the main utility provider of the building. Wall, column, and permanent building utility outlets are not a part of booth space and are not to be used by exhibitors and/or their third parties.

## EARLY BIRD DISCOUNTS

Orders placed no later than 21 calendar days before show opening day will receive a discounted rate (rigging services are excluded). For eligibility, full payment and completed CAD drawings must also be received by this deadline. Orders received after the cutoff date but 24 hours before show opening will be invoiced at the standard rate. Orders received 24 hours before show opening and after will be invoiced at the show-site rate.

## EXCLUSIVE & NON-EXCLUSIVE SERVICES

The Venetian Expo offers a variety of services to help ensure your success. You can also obtain assistance by contacting the Exhibit & Business Service Center at 702.733.5070; details are available within this document.

## EXHIBIT & BUSINESS SERVICE CENTER

Located on Level 1 of The Venetian Expo, the Exhibit & Business Service Center is available for procuring on-site technical services assistance as well as a range of business support services. To ensure availability for any need that arises, operating hours are tailored to move-in, show days, and move-out schedules. Please remember to review your final bill and address any service concerns prior to departing.

## EXHIBIT BOOTH & BULK TRASH DISPOSAL

Exhibitors who generate additional bulk trash are required to pre-order Show Cleaning services for its removal during move-in and/or move out. Any wooden crates, exhibit materials, carpet, and/or large containers left on the show floor, in meeting rooms, or hallways are the responsibility of the exhibitor.

Exhibitors intending to discard their booth at the show site must order labor from the General Contractor for dismantling and pay the pre-ordered dumpster fee to have materials discarded. Please contact us at [servicecenter@venetianlasvegas.com](mailto:servicecenter@venetianlasvegas.com) or visit [venetianlasvegas.com/boothorders](http://venetianlasvegas.com/boothorders)

to arrange these services in advance. If you need to order on-site, please contact the Exhibit & Business Service Center on Level 1 of The Venetian Expo lobby.

### Exclusive Services:

- Catering/Food & Beverage
- Show Cleaning
- Electrical
- Internet/Telecommunications
- Plumbing
- Audio Visual (Breakouts)
- Rigging and Theatrical Lighting Labor/Truss and Motor Equipment Rental
- Satellite Services

### Non-exclusive Services

- Audio/Visual Equipment Rental
- Theatrical Lighting Equipment Rental

## FEDEX LARGE FORMAT PRINTING/INSTALLATION SERVICES

For small or mid-sized events, exhibitors may have large format printing needs not supported via show management or a general contractor. In these instances, exhibitors can contact the FedEx Office Business Center, located on Level 2 of The Venetian Convention Center at the end of the Bellini Ballroom corridor. Upon arrival, print signage will already be on-site, and installation will have been coordinated with the event organizer. Please call 702.836.4400 or 702.414.4489 or email [usa5607@fedex.com](mailto:usa5607@fedex.com) for inquiries.

## FLORAL & HORTICULTURE

A full-service Floral Department resides on property, offering everything from plant varieties to sustainable and traditional floral arrangements. Fresh, top-of-the-line plants and flowers are always used, and our expert team's personal attention can create something special to make your exhibit booth stand out. Normal delivery times occur between 5:00 am and 2:00 pm, although special arrangements may be made due to the size of an order.

Visit [shopvenetianlasvegas.com](http://shopvenetianlasvegas.com) for details.

# Helpful Hints

## FOOD & BEVERAGE EXCLUSIVITY

The Venetian Convention & Expo Center Catering Departments hold the exclusive rights to all Food and Beverage services. No food or beverage, logoed bottled water, samples, etc., are allowed to be brought into The Venetian Convention & Expo Center. All F&B equipment must be rented from The Venetian Convention & Expo Center Catering Departments. Personally brought-in items, such as water coolers, single-cup coffee makers, rice cookers, etc., are prohibited and will result in corkage fees or removal of the equipment. Supplying your own equipment may blow power fuses in your exhibit booth and require the purchase of additional amperage at the on-site rates. Any exceptions must be approved in writing, and a corkage fee will apply. Please see page 12 for additional Food & Beverage information.

## ONLINE ORDERING

Exhibit booth services and products are ordered online, where you're able to see images of offerings, review order histories, and place repeat orders for subsequent events. The system also provides prompts if additional items are required and recommends additional options such as porter service, floral, etc.

Remember to provide your requested labor/installation dates and service needs, as well as a floor plan identifying where each service is required. When placing orders for hanging applications, please include a digital CAD drawing.

In addition, 24-hour power is recommended to best accommodate computers, refrigerators, and appliances that will be operating in your booth throughout the show.

Please visit [venetianlasvegas.com/boothorders](http://venetianlasvegas.com/boothorders) to begin placing your order. Contact the Exhibit & Business Service Center at 702.733.5070 or [servicecenter@venetianlasvegas.com](mailto:servicecenter@venetianlasvegas.com) should you require assistance.

## RESORT PARKING FOR GUESTS AND VENDORS

Paid self-parking is in effect at The Venetian Resort for both hotel guests and visitors, including those going to the Grand Canal Shoppes® and The Venetian Convention & Expo Center. Venetian Rewards Sapphire members and above receive complimentary self-parking. Venetian Rewards Ruby members and above also receive complimentary valet parking. Any special pricing, parking instructions, inclusions, or restrictions of an event will be communicated to exhibitors and attendees through the event organizers.

Authorized vendors setting up or working at an event will receive complimentary parking while they are working on-site. These individuals must park on levels 10, 11, or 12 of The Venetian guest garage and enter the Heart of the House through the designated entrance for The Venetian Expo, where their parking ticket can be validated. Levels 10, 11, or 12 of The Venetian guest garage are the only authorized areas for vendor parking. If a vendor parks in The Palazzo guest garage, they will be subject to the normal daily parking rates, and their ticket will not be validated. Please contact your Catering & Conference Manager for any additional information.

## SERVICE CONCERNS

For all departments, service concerns must be made known to the Exhibit & Business Service Center during the event.

## SPHERE AT THE VENETIAN – BRIDGE ACCESS

Guests will have access to the Sphere at The Venetian bridge through The Venetian Expo foyer, subject to the Hotel's discretion.



## PARKING

Covered handicapped and overnight parking is available at the Resort for a fee, allowing access to the hotel, casino areas, and The Venetian Expo. Limited oversized vehicle parking is available on the first level of The Venetian parking garage and may be accessed from either the Las Vegas Boulevard or Koval Lane entrances. Curbside loading and unloading are prohibited.

## MOTORIZED & WHEELED TRANSPORTATION

Hoverboard and Segway use by disabled guests are permitted within The Venetian Expo upon request and under the following conditions:

1. It may not exceed the speed of walking pedestrians or pace of traffic.
2. It may not be operated in the casino or gaming areas/floor within the Resort.
3. It must yield to pedestrians.
4. It may not be operated while under the influence of alcohol/drugs or anything that would impair safe operation.
5. It may only have one (1) operator and no passengers.
6. It may not be operated on the escalators.
7. Due to safety issues with Hoverboards, one of the following off-hour options must be in place:
  - In conjunction with the General Contractor, product must be packaged up after show hours and stored off-site by exhibitor.
  - Fire watch personnel must remain in the booth during all after-show hours.
  - Booth structure must be covered with netting to remain accessible to the facility's sprinkler system.

Hoverboards, Segways, and other wheeled transportation (e.g., rollerblades, bicycles, skateboards) not being used within ADA guidelines are strictly forbidden. If motorized scooters or wheelchairs are needed, please contact the Resort's Guest Services for assistance. Desks are located near The Venetian and The Palazzo registration areas and are open 24/7. Please contact Desert Medical Equipment at 866.711.9171 (toll-free) or 702.876.9171 (local) for advance requests.

## SERVICE ANIMALS

The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA, regardless of whether they have been licensed or certified by a state or local government.

The care or supervision of a service animal is solely the responsibility of their owner. The Venetian Resort and The Venetian Expo are not required to provide care, food, or a special location for the animal.

**The Venetian Expo** may exclude any animal, including a service animal, from our property when the animal's behavior poses a direct threat to the health or safety of others. For example, any service animal that displays vicious behavior towards other guests or customers may be excluded. We may not make assumptions, however, about how a particular animal is likely to behave based on our past experience with other animals. Each situation must be considered individually. Although we may exclude any service animal that is out of control, we should give the individual with a disability who uses the service animal the option of continuing to enjoy our property and services without having the service animal on the premises.

There may be a few circumstances when we are not required to accommodate a service animal – that is, when doing so would result in a fundamental alteration to the nature of the business. Generally, this is not likely to occur on our property, but when it does (for example, when a dog barks during a performance), the animal can be excluded.

For additional guidelines and permit details on the use of service animals on property, please see **page 29**. If you have further questions about service animals or other requirements of the ADA, please contact your Catering & Conference Manager or Expo Event Manager.

# Emergency/Security

## THE VENETIAN EXPO SECURITY

The Venetian Expo has provided Show Management with minimum security staffing guidelines for move-in, move-out, and show days. These requirements cover all contracted space as well as the upper and lower lobbies.

## EMERGENCY ANNOUNCEMENT PROTOCOL

1. In the event of an alarm activation, audible and visual alarms will activate. This is not a signal to evacuate the building.
2. An announcement will be made stating the nature of the alarm is being investigated.
3. Once the nature of the alarm is determined, further instructions will be communicated.
4. In the event the alarm poses no danger, an "all clear" will be announced.
5. Should evacuation be necessary, it will be communicated via the Life Safety System.

## EMERGENCY EQUIPMENT

The Venetian Expo is equipped with a state-of-the-art Life Safety System.

- The facility is equipped with an alarm system and sprinkler system that activates by heat-sensitive devices and smoke detectors in the ventilation system.
- Fire extinguishers and other emergency equipment are strategically located in all areas of the building.
- The Resort's Fire Command Center continually monitors all building emergency systems throughout the facility.
- Automatic External Defibrillators (AED) are strategically located throughout the facility. Please notify Security if an AED is used.

## EMERGENCY STAFF - EMT SERVICES

Our Security Department is operational 24 hours a day and becomes the communications center and command post in the event of an emergency.

- The Catering & Conference Manager and Expo Event Manager are responsible for keeping show management and service contractors informed of decisions relating to emergency events in progress.
- Should the need arise, the Resort has an EMT team on duty 24 hours a day, seven days a week.

- Events with exhibit halls are required to contract EMT services for the program's duration (including move-in and move-out). The provider must be licensed and registered in the State of Nevada and/or with the Southern Nevada Health District and is responsible for disposing of any hazardous materials or sharps. These services will be available in the First Aid office, located in The Venetian Expo lower lobby, at the end of the 200 Hallway.

## FIRE EXTINGUISHERS/FIRE HOSE CABINETS

- Please remember all fire extinguishers and fire hose cabinets must be kept clear, accessible, and remain free of obstruction at all times.
- The fire hose cabinets, fire extinguishers, and permanent fixtures of the facility cannot be moved without approval from Facilities.
- Please notify Security if an extinguisher or fire hose is used.
- Please pay special attention if your booth structure is built near or around such locations.

## LOST & FOUND

During event days, please visit the Security podium located on Level 1 at the entrance to The Venetian Expo. Following the close of an event, all items are delivered to Lost and Found at the Resort. Please call 702.414.1000 and ask for Lost and Found assistance or visit the [Lost and Found website](#).

## SECURITY CONTACTS

The Resort maintains 24-hour security over the interior/exterior of the facility, including all life safety and equipment systems. In an emergency, please call the Resort emergency numbers:

- **702.607.9311**      **7.9311 (house phone)**
- **702.414.9311**      **4.9311 (house phone)**

## THERMAL SCANNING STATIONS

Show management has the ability to place thermal scanners at key locations within an event's contracted space. Resort Security offers this service (it may be exclusive at times), which utilizes the latest technology and allows for continuous scanning of a high volume of people simultaneously.

# Exhibit Booth Cleaning Services

The Venetian Expo is the exclusive provider of all booth cleaning services. No non-Expo staff may perform custodial services, vacuum, or utilize floor cleaning equipment on the show floor (this includes EACs and Interior & Design companies). Failure to comply will result in a service charge based upon the booth's total square footage. Any service concerns must be made known to the Exhibit & Business Service Center during the event.

## CANCELLATION POLICY

Please see [page 6](#) for details.

## EXHIBIT BOOTH CLEANING SERVICES

A variety of packages and services are offered to ensure your booth remains "show ready" including:

- **VIP Package** - Full-service hand vacuum or damp/dust mop, wastebasket, and periodic porter service (countertop and high touch surface wipe down with an EPA-approved disinfectant, bussing, and trash removal).
- **Platinum Package** - Full-service hand vacuum or damp/dust mop, wastebasket, and periodic porter service during show hours (countertop and high touch surface wipe down with an EPA-approved disinfectant, bussing, and trash removal).
- **Porter Service** - A porter will wipe down countertops and high-touch surfaces with an EPA-approved disinfectant, bus tables, and remove trash from exhibit booth. It also includes one wastebasket.
- **Nightly Trash Removal with Hand Vacuum or Damp/Dust Mop**

Visit [venetianlasvegas.com/boothorders](http://venetianlasvegas.com/boothorders) to order in advance or on-site.

## FREQUENTLY ASKED QUESTIONS

1. **Will my rental booth carpet be cleaned and vacuumed when I arrive at the show site?** Not unless your show has made specific arrangements. Debris and small particles such as sawdust, wood chips, and foam pieces are typically found inside the booth space from move-in, and a variety of booth cleaning services can be ordered in advance or onsite.
2. **Will my booth be debris-free if I order plastic covering?** Ordering plastic covering from the general contractor will reduce the amount of debris, but we cannot guarantee that your booth will be free of debris upon arrival. It is the general contractor's responsibility to remove the plastic covering from the booth; if done by The Venetian Expo Show Cleaning staff, you will be charged.
3. **Will vacuuming or a damp mop be included with my booth space?** This is not included unless show management or the general contractor has pre-arranged cleaning with The Venetian Expo. However, these and other services are available and can be ordered in advance or onsite.
4. **Can I have an Exhibitor Appointed Contractor (EAC) or Interior & Design (I&D) company vacuum or damp mop my booth?** The Venetian Expo is the exclusive provider of all booth cleaning services. Except for the initial wipe down, only The Venetian Expo staff may perform custodial services, vacuum, or utilize floor cleaning equipment on the show floor. Failure to comply with this policy will result in a service charge based on the booth's total square footage.
5. **Is daily trash removal (during show hours) included in the individual service options for booth cleaning?** We offer several packages that include daily porter service, wipe down, bussing, and carpet sweeping throughout show hours. These packages also include wastebasket rental, so there is no need to rent one at an additional cost.
6. **Can I schedule booth cleaning services for any time that is convenient for me?** Yes, absolutely. We will have a team ready and at your booth per your requested appointment time. In general, we perform purchased cleaning services the night before the service date. For example, if cleaning is purchased for the first show day of January 5, it will occur during the overnight shift taking place on January 4 going into the morning of January 5. If requesting a specific time, we recommend booking it closer to the first show day; the further out the service is booked, the more likely the flooring is to become dirty again, and a new charge will need to be added for re-cleaning.
7. **Can I leave my booth structure behind and have it disposed of onsite?** Yes, there's no need to worry about incurring shipping costs for booth structures. We can dispose of it for you. This can be ordered in advance or onsite, and the fee is based on your booth's total square footage. If utilizing this service, please note your structure must be disassembled and placed on pallets with clear tagging that identifies it as trash and not freight to be shipped out.
8. **What is the cancellation policy?** Cancellations received eight or more days prior to the published move-in date are fully refundable; cancellations received seven or less days prior to the published move-in date will incur a 50% charge; cancellations received on the first published move-in date and after are not refundable.

# Food & Beverage/Catering

## CANCELLATION POLICY

Please see page 6 for details.

## CORKAGE FEES

Corkage is extended when approval has been given to bring in a non-alcoholic food and beverage product. This is generally offered only to manufacturers of the product, but contractual exceptions can be made. This is charged at 50% of the current retail price + current tax + current service charge on the retail price. Please contact [catering@venetianlasvegas.com](mailto:catering@venetianlasvegas.com) for further details and exclusions.

## FOOD & BEVERAGE SERVICES

The Venetian Expo offers a variety of Food & Beverage services tailored to exhibitor needs and is the exclusive provider of all food and beverage intended for consumption within The Venetian Convention & Expo Center (all outside food is prohibited). Any service concerns must be made known to the Exhibit & Business Service Center during the event.

- **Exhibit Booth Catering Menu** - This menu features a variety of offerings that are sure to delight. Vegetarian, organic, gluten-free, nut-free, and other options are all available, and our chefs are happy to work closely with you to ensure your needs are met.
- **Banquet Menu** - Additional catering options are available for reception or meeting room functions.
- **Booth Traffic Builders** - Popular items such as gelato stations, full bars, and kegs are just some of the ways you can attract attendees while presenting your products and services.
- **In-Booth Dining** - This is the perfect solution when you're craving a bite to eat but can't step away from the exhibit booth. Items include individual pre-made salads, sandwiches, hot entrées, snacks, and hot and cold drinks. Once your order is processed, we'll deliver your meal right to your booth.
- **Distribution of Samples** - Exhibitors may distribute samples of food and/or beverages only upon written authorization by The Venetian Expo. Please see the forms section of the Exhibit Booth Catering Menu for guidelines and restrictions.

Please call 702.733.5366 or email [catering@venetianlasvegas.com](mailto:catering@venetianlasvegas.com) for further details. Visit [venetianlasvegas.com/boothorders](http://venetianlasvegas.com/boothorders) to begin placing your online order.

## UNAUTHORIZED FOOD & BEVERAGE PRODUCTS ON THE SHOW FLOOR

Unauthorized food and beverage products found on the show floor will be reviewed by the Food & Beverage Department to determine if items will be confiscated or if the Exhibitor will be charged a corkage fee.

## WATER COOLER RENTAL

Exhibitors who have ordered water coolers will receive their units and bottled water the afternoon before show opening. Units will begin being picked up approximately 2 hours before the show closes. Exhibitors are responsible for any equipment that is damaged or not returned. Please note water cooler orders do not include electrical, which must be ordered separately. Please speak with the Catering Department for details.

## FREQUENTLY ASKED QUESTIONS

1. **How do I submit and pay for my Food & Beverage order?** Orders can be placed online with a credit card payment. All orders must be paid in full before they will be delivered. A credit card must be on file for any items on consumption, additional services ordered during the show, and incidentals. A 10% discount will be applied to all orders (excluding alcohol, labor charges, and equipment rental) that are received—with full payment—by 5 p.m. PST, at least 21 calendar days prior to the show opening date. Orders placed 20 to 4 calendar days prior to the show opening date will be processed at the advertised menu rate. The online menu reflects the applicable rate at the time your order is placed. All orders received within 72 hours of the show opening will incur a 10% price increase. Email [catering@venetianlasvegas.com](mailto:catering@venetianlasvegas.com) to submit your order directly to our catering department.
2. **Can I change my food and beverage orders?** Decreases must be received 72 hours in advance of service and no credits will be issued on services installed as ordered but not used.
3. **What is the cancellation policy?** Cancellations occurring less than 21 business days but more than 10 days prior to the show opening date will result in 50% of the total order being refunded. Cancellations occurring less than 10 business days but more than three days prior to the show opening date will result in 25% of the total order being refunded. No refund will be given if a cancellation occurs within three business days or less of the show opening date.

# Food & Beverage/Catering

4. **Can I bring in my own food and beverages for move-in or show dates?**

The Venetian Resort and The Venetian Expo catering departments hold the exclusive rights to all Food & Beverage service. No food or beverages, logoed bottled water, samples, etc., are allowed to be brought into the Facility. Any exceptions must be approved in writing and a corkage fee will apply. Please contact our catering department for food and beverage assistance.

5. **Can I bring in my own food or beverages to sample to our guests on the exhibit show floor?** If you manufacture, process, or market the items, sampling will be permitted on the show floor, but approval must be obtained in advance. Sample sizes are restricted, and a hand washing station will be required. Health department fees may apply. Please contact the catering department at [catering@venetianlasvegas.com](mailto:catering@venetianlasvegas.com) to receive a copy of the Request to Distribute Samples form, which must be submitted no less than seven days prior to the show opening.

6. **Do you have kegs of beer?** Yes, a variety of keg options are available in domestic, import, and craft varieties. Each keg serves approximately 165 cups (12 oz.). Please contact the catering department at [catering@venetianlasvegas.com](mailto:catering@venetianlasvegas.com) to place the order.

7. **How many cups of coffee do you get from one gallon?** One gallon serves approximately 10 cups of coffee.

8. **Do I need a hand washing station if I am serving food or beverages in my booth?** The Southern Nevada Health District requires a hand washing station within 10 feet of any open food and beverage being served in a booth to exhibitors. This includes but is not limited to traffic builder activations, bar services, and sampling.

9. **What if I have service concerns during the event?** Please review your Service Order Confirmation/Banquet Check prior to departing the Facility. For credit consideration, all service concerns must be made known during the show.

10. **What if my order does not meet the minimum requirements?** A \$50.00 labor and preparation charge will be applied to all orders that do not meet minimum requirements.

# Technical Services

## EXCLUSIVE TECHNICAL SERVICES (FORMERLY SCOPE OF WORK)

At The Venetian Convention & Expo Center, some technical services are exclusively provided by The Venetian Expo and Encore. This exclusivity is necessary for safety concerns, consistency in standards, and efficiency. Set forth below is a description of those services to assist in the planning of your event.

- The assembly, installation, and dismantling are exclusive and may only be performed by Encore labor for the following:
  - Anything attached to rated truss or building structure (e.g., lighting, cabling, audio equipment, video equipment, special effects gear, etc.).
  - All ground-supported rated truss, lighting, and rigging systems. This includes attachment of all equipment, drapery, signs, and banners connected to ground supported truss.
  - All floor-supported items that project more than 16 feet from the floor.
  - All lighting installation, operation, and dismantling.
  - All signage installed, hung, or rigged by Encore
- Truss and Motor: All truss and motors are to be provided by Encore. The client or their production company shall be responsible for all charges.
  - All truss subject to a CAD review service.
- Once a labor crew reaches 20+ workers, a scheduling administrator will be added.
- As the exclusive provider of truss and motors, Encore utilizes XSF truss and Tyler Truss products and Columbus McKinnon motors. Encore houses certified, on-site, industry-trained professionals to assist with integration throughout your design process. Specialty equipment, if required, can be accommodated in many scenarios. Contact Encore to begin partnering on your event's rigging design.
- Each event is permitted one General Session that could be provided by another production company, excluding any policies identified within the Exclusive Technical Services document. All other meetings will be considered breakouts and fall inside this exclusivity. Events for the purpose of receptions or hospitality rooms would fall outside of this exclusivity.
- All Audio-visual equipment and operation is to be provided by Encore, except for the one General Session as noted above and for exhibitors.
- When submitting labor, a lead position will be assigned per each department.
- Upon delivery, the handling/moving of all materials included under Exclusive Technical Services is exclusive to Encore for in-state and out-of-state trucks. Unloading/loading of out-of-state trucks with materials included under Exclusive Technical Services is exclusive to Encore.
- All lift equipment required to perform Exclusive Technical Services must be operated and rented through Encore.
- Installation of the following is exclusive to The Venetian Expo and Encore labor and services:
  - Cords and cables distribution under any type of flooring (carpet, vinyl, wood, etc.) and final connection from equipment, light fixtures, power tracks, and all electrical items to outlet(s).
  - Electrical signage that comes separate from the display.
  - All antennas on or around the building, including set up and removal of interconnecting cables from outside to inside of the building and to exhibit booths.
  - Portable generators, motor generators, and converter transformers.
  - Portable cabling from main switch to all panels and distribution.
  - Fiber and communication cables, audio/visual, data and telephone cables.
- Installation of the following is exclusive to The Venetian Expo labor and services:
  - Portable plumbing service (air, water, and drains for all areas), whether in the exhibit area or not. Includes air compressors, various pumps, and sub-pumps, and hook-up of same.
  - The use of individual air compressors or pumps is prohibited. If they are an integral part of the exhibit products, please contact The Venetian Expo for advance approval.
- All work required in the catwalk structure is to be exclusively performed by The Venetian Expo and Encore labor. In addition, any equipment on or around the catwalk needs to be Encore-owned or inspected and approved.
- Events with (25+) 7.5' x 13' or larger screens, (25+) breakouts containing projection and/or monitors, or (50+) chain hoists, are subject to trucking and delivery fees.
- Specialized production requirements can be accommodated within the Encore required program; please contact the Expo Event Manager for more details.
- All work not in compliance with the Exclusive Technical Services document is subject to additional fees upon review.

# Technical Services

## AUDIO VISUAL & PRODUCTION ASSISTANCE

Encore offers an on-site, full-service production team that maintains the latest in tradeshow technology. No one knows our property better, and in addition to offering a range of creative services and production support, a variety of hardware is available for all of your production needs.

Whether planned in advance or requested upon arrival, Encore is here and looks forward to working with you. However, to ensure availability, you are encouraged to place orders as early as possible. On-site orders will be subject to additional equipment charges and will be filled based upon the order in which they are received.

Please contact us at 702.733.5655 to learn more about how we can assist.

## FREQUENTLY ASKED QUESTIONS

1. **Is there a minimum labor requirement?** Equipment rentals are subject to a two-hour minimum labor charge, which covers delivery, installation, reasonable technical assistance, dismantling, and pickup. More extensive setups, dedicated exhibit technicians, floaters, or any other form of A/V labor will be charged for actual hours worked.
2. **Does my order include electrical service?** Electrical service is not included in equipment pricing and must be ordered separately.
3. **Do I need to be present for the equipment to be delivered?** A representative must be present in your booth or meeting room to sign for equipment delivery. Please note delivery and installation begins on the last day of load-in unless otherwise specified by the client. The Venetian Expo and Encore are not responsible if equipment installation does not meet an exhibitor's timeline due to any unforeseen circumstances occurring at the show site.
4. **What is the cancellation policy, and what happens if I need to cancel all or part of my order?** All services are guaranteed, and unsatisfactory service issues must be addressed before the close of each show day. Cancellations received eight or more days prior to the published move-in date are fully refundable; cancellations received seven or less days prior to the published move-in date will incur a 50% charge; cancellations received on the first published move-in date and after are not refundable. Orders canceled after setup begins will be charged for both equipment and labor.
5. **Are there any guidelines regarding audio volume within my exhibit booth?** The Venetian Expo retains the right to regulate the volume of any sound (music, voice, special, or artificial effects, etc.) if it infringes upon others within the facility, is determined to be offensive, or otherwise violates the terms/rules/regulations or license agreement.

6. **What should I know regarding the rental of satellite dishes?** All locating of satellite dishes for outside access must be done by Encore and The Venetian Expo personnel. Please contact the Exhibit & Business Service Center at 702.733.5070 or [servicecenter@venetianlasvegas.com](mailto:servicecenter@venetianlasvegas.com) if you plan on bringing your own satellite dish or up-link vehicles. We will advise you of the area where it may be located, and consideration will be given to the direction from which the signal is relayed.
7. **What happens if my rental equipment is damaged or lost?** Those renting Encore equipment assume and bear the entire risk of equipment abuse, misuse, loss by fire, theft, misplacement, or any other cause of loss or damage that occurs while in their possession. In the event of such an occurrence, the renter shall immediately pay The Venetian Expo, in cash, all rental fees due under the rental agreement terms, plus the value of the rented equipment rented (based on fair market value at the time of rental). All rental equipment shall be considered still rented, with rental fees accruing until such payment is made in full.
8. **What if I have service concerns during the event?** Any service concerns must be made known to the Exhibit & Business Service Center during the event.

## RIGGING & LIGHTING ASSISTANCE

Imagine your booth as one among a sea of exhibitors, with thousands of attendees navigating through the aisles searching for your location. Integrating hanging signs and lighting high above your booth can be an invaluable part of your design and might make the difference between whether a potential customer reaches you or ends up stopping somewhere else.

As the exclusive provider of truss and motors, Encore utilizes XSF truss products and Columbus McKinnon motors. Encore houses certified, on-site, industry-trained professionals to assist with integration throughout your design process. Specialty equipment, if required, can be accommodated in many scenarios. Contact Encore to begin partnering on your event's rigging design. Please refer to the Exclusive Technical Services guidelines and consult with an Encore representative about exclusive and non-exclusive production services.

Please contact us at 702.733.5655 to learn more about how we can assist.



# Technical Services

## FREQUENTLY ASKED QUESTIONS

1. **How do I make sure my sign is installed in the proper location?** When placing an order, a CAD drawing and Service Location Plan must be provided. In addition, the exhibitor or representative must be present in the booth at the time of service delivery. Please note that Encore will not open any crates, cases, or boxes that are not clearly marked SIGNAGE.
2. **Since I need to be present, am I able to schedule this service for a particular time?** Exhibitors may select a will-call date for queued service delivery by the end of the day, with a minimum installation charge of two hours per worker being applied. The option of scheduling a specific time is also available for a minimum charge of five hours per worker.
3. **Are there any rules about what can and can't be hung?** Please refer to Show Management's rules and regulations (typically available in the Exhibitor Kit or via a Show Management representative). Flown rigging in Hall G is not permitted. Rigging in any hall or ballroom may require the use of additional materials to avoid overhead obstructions. Weight limitations are in effect in all areas and may require additional stamped engineering documents for approval.
4. **What happens after my event?** Encore labor will dismantle all items and equipment within the Exclusive Technical Services guidelines. The exhibitor's materials will be disassembled and left in the booth with the exhibitor's representative so they may coordinate shipping.
5. **When does my booth need to be safety-tied to the Facility?** Based upon Encore review, any floor-supported object standing 16' and those under 16' that is deemed a hazard to public safety may have additional safety requirements. Encore must provide all safety tie services and materials regardless of the object's height.
6. **Does my item qualify to be dead hung?**

Banners: Cloth or vinyl sign with pipe pocket at the top and or bottom that has minimal thickness. This is a "2D" shape of just height and width.

  - Inside Expo Halls: A banner may not exceed 50 lbs. and may not exceed 10'W x 4'H
  - Inside The Venetian Ballrooms: A banner may only be hung in the electric track or Unistrut; if hung elsewhere, a truss and motors are required. A banner may not exceed 50 lbs. and may not exceed 10'W x 4'H
  - In The Venetian Hallways: A banner may only be installed at pre-determined banner hook locations

Signs: A sign with a frame that has 3 dimensions.  
(Length, Width, Height)

- Inside The Expo Halls: Dead hanging of signs is not available, but we offer a Single Point Sign Package
  - Inside The Venetian Ballrooms: A sign may not exceed 50 lbs. or exceed 3'H. Square signs may not exceed 6'W x 6'H; circle signs may not exceed 8' in diameter
7. **What is the Single Point Sign Package?** The Single Point Sign Package is designed as a low-cost option for exhibitors wishing to hang a sign and are flexible on when the sign can be hung. To qualify for this package, your sign must:
    - Not exceed 300 lbs.
    - Not exceed 16' width (20' for circular signs)
    - Include manufacturer specs indicating it can be hung safely by bridling the pick points of the sign to a single point
    - Include manual/assembly instructions from the manufacturer and a drawing with measurements indicating where the sign will be hung within the booth spacer
  8. **What is the cancellation policy for orders created through Encore proposals?** Unless otherwise agreed to in writing, cancellations more than 30 days prior to the start of the event or the start of load-in, whichever is earlier, the customer will not be charged a cancellation fee, except for any out-of-pocket expenses incurred by Encore.

In the event of a full or partial cancellation received 30 to 15 days prior to the start of the event or the start of load-in, whichever is earlier, the customer will pay The Venetian Expo 50% of the charges set forth in the agreement plus any out-of-pocket expenses incurred by Encore.

In the event of a full or partial cancellation received 14 to three days prior to the start of the event or the start of load-in, whichever is earlier, the customer will pay The Venetian Expo 75% of the charges set forth in the agreement plus any out-of-pocket expenses incurred by Encore.

In the event of full or partial cancellation three days (72 hours) or less prior to the start of the event or the start of load-in, or after equipment has



# Technical Services

departed from its storage facility, whichever is earlier, the customer will pay The Venetian Expo 100% of the charges set forth in the agreement.

All cancellations must be made in writing and received by the Encore on-site representative before becoming effective.

If any custom sets, Gobos, or other custom materials have been ordered for an event, an additional cancellation fee will be applied and due at The Venetian Expo, regardless of the cancellation date. The fee will be an amount equal to the direct and indirect costs incurred by Encore or its affiliates in securing or construction such custom materials, plus a 15% restocking fee.

## ENCORE CANCELLATION POLICY

Please see page 6 for details.

## ELECTRICAL

Electrical services are almost always needed within one's exhibit booth. Whether it's for booth lighting, A/V or computer equipment, or simply charging your mobile phone or tablet, this service should be ordered. The best place to begin is by making a list of all the items to which you'll need to provide power. **Please note Event Service Electrical is the exclusive provider of all electrical services.**

## BLUE ELECTRICAL BOXES

These boxes ensure the exact receipt of power ordered and reduce the possibility of service interruption. If a box overloads, the fuse blows at that booth location only and will not impact the power of adjacent exhibitors on the same line/stringer. Outlets overloaded by the exhibitor will be reset one time as a courtesy. Prior to resetting the electrical circuit, you will need to purchase additional power or agree to operate within the limits of the original circuit purchase. If the circuit needs to be reset a second time, a one-hour labor charge will be incurred at the appropriate rate.

## ADDITIONAL GUIDELINES

- Labor is required on the exhibit floor for under carpet and overhead distribution of electrical wiring, motor and equipment hookups requiring hardwiring connections, installation/repair of electrical fixtures, and installation of electrical motors and electrical apparatus.
- All wiring, motors, electrical installations, etc., must be approved.

Exhibitor equipment should be ready for installation and properly tagged/wired to denote current, voltage, phase, cycle, and horsepower.

- Wall, column, and permanent building utility outlets are not part of booth space and may not be used.
- To prevent overloading of circuits, exhibitors may not add wattage except as ordered. All outlets for lighting are provided by Event Service Electrical. Column and/or wall outlets are not part of exhibitor booth space. A separate outlet must be ordered for each piece of equipment to be connected.
- Storage atop Event Service Electrical booth lines, hardware, and storage closets is not allowed.
- Unless otherwise directed, Event Service Electrical electricians are permitted to cut floor coverings for the installation of services.
- If a booth is determined to be in violation of Fire Marshal codes or basic safety guidelines, power will be shut off until all violations have been resolved.
- Event Service Electrical and The Venetian Expo will not be held liable for any and all losses due to circumstances outside of their control, including but not limited to losses due to interruption of service from the main utility provider of the building.
- All material and equipment furnished by The Venetian Expo for service requested shall remain the property of the facility and may only be removed by Event Service Electrical technicians at the close of show.
- Neither The Venetian Expo nor Event Service Electrical is responsible for voltage fluctuation or power failure due to temporary conditions or loose connections. For your protection, you should install a surge protector or over/under voltage protector on your computer or other equipment. Installations and connections to all electrical services should be made by Event Service Electrical personnel.
- Event Service Electrical will not be responsible for any damage or loss of equipment, component, computer hardware, and/or injury to any person caused by the installation or connection into any electrical outlet by persons other than Event Service Electrical personnel.
- All outlets over 15 Amps and/or with a voltage over 120 volts require electrical labor. This includes a one-hour minimum to inspect exhibits that are pre-wired to plug into our system.

# Technical Services

- Please contact the Exhibit & Business Service Center at 702.733.5070 for the following:
  - Hall G outlets over 60 Amps 208 volts, or for any 480 volt requirements
  - Assistance/pricing for special or foreign voltages, outlets exceeding what is noted within online ordering for 208 or 480 volts, etc.
- Actual labor hours will be determined when the booth work is completed after move-in. Rates vary depending upon when the work is done (overtime charges may be incurred).
- Starting time may only be guaranteed in cases where electrical labor begins at 8 a.m. move-in (requires a minimum of 48 hours notice to ensure request).
- A minimum charge per booth of one (1) hour for installation will apply to all booths requiring labor.
- You will be charged for any materials (tape, extension cords, Cat5, etc.) used to run cables in your booth.
- Labor to disconnect will be based on one-half (1/2) of the installation time and will be automatically applied to your invoice.
- Any service concerns must be made known to the Exhibit & Business Service Center during the event.

## FREQUENTLY ASKED QUESTIONS

1. **How do I know how much power to order?** Every piece of equipment or machine usually has a sticker or tag on the back that states what kind of and how much power is needed.
2. **How do I calculate the amount of power I need?** Add up the total wattage for your booth (e.g., 10 x 75-watt bulb = 750 watts), which requires a 1,000-watt outlet.
3. **What is a Blue Box?** A blue box is a piece of equipment with four outlets that you can use for plugging in your electrical devices. It comes with a fuse that provides the exact amount of power that was ordered. If you plug in a device that requires a higher voltage than the amount ordered, your fuse will blow out, and the red indicator light on the blue box will go out.
4. **What does distribution under carpet mean?** This is when cords, Cat 5, coax cable, etc., are run under your flooring/carpet to the location designated on your submitted floor plan. All floor plans must include a main drop location, clear measurements to each place where power/Cat 5 is required, and booth orientation to verify the direction the booth faces (this is very important to ensure the booth is laid in the right direction).

5. **Where does power come from?** In Halls A, B, C, and D, power comes from overhead catwalks. In Hall G, power comes from columns on the floor.
6. **Where does power go in my booth space?** For island booths, power is dropped into a single location. If more than one drop location is requested, additional drops will be charged for time and material. For in-line and peninsula booths, power is dropped at the back of the booth on the floor. Either a service location or floor plan indicating desired locations for power drop(s) must be submitted. All plans must have adjacent booth numbers for direction.
7. **When is power turned on and off?** Power is turned on 30 minutes prior to show opening and is turned off 30 minutes after show closing.
8. **What if I want 24-hour power to my booth?** Dedicated 24-hour power is available at a charge of double the listed price. Please be sure to indicate this request when placing your order. This is strongly recommended for any F&B appliances, computers, and other electronics that will remain operating in your booth throughout the show.
9. **When am I required to order Electrical labor?**
  - When ordering above 20amp/200 watts voltage of the power
  - When ordering Cat 5
  - When there are multiple locations on the floor plan
  - When an I&D Company is involved
  - For all booth work including, but not limited to, booth lighting installation and showcase lighting
  - For all floor work including, but not limited to, distribution of power within the booth and any electrical cables, tape, extension cords, Cat 5, running under any type of flooring (carpet, vinyl, tile, wood, etc.)
10. **As the exclusive provider of electrical service, what else is Event Service Electrical responsible for?**
  - All distribution of electrical wiring under any type of floor covering (carpet, tile, vinyl, wood, etc.)
  - All facility overhead distribution of electrical wiring, including coaxial cable and fiber optics, and the distribution of same from product to booth and from booth to booth
  - All motor and equipment hook-ups require hard wiring connections
  - Installation and/or repair of electrical fixtures

# Technical Services

- Installation of electrical motors and electrical apparatus to be energized
  - All booth work to include but not limited to; distribution of power within the booth, booth lighting, installation, and showcase lighting
  - All floor work to include but not limited to; distribution of power within the booth, any electrical cable, tape, extension cords, Cat 5, running under any type of flooring (carpet, vinyl, tile, wood, etc.)
  - Any materials (electrical cable, tape, extension cords, Cat 5, etc.) will be billed accordingly for all booth and floor work
11. **Will there be additional charges when ordering labor?**
- Actual labor hours will be calculated after move-in once the booth work has been completed
  - A minimum of a half-hour charge is applied after the show ends for tear-out for all booths requiring labor
  - Labor rates will vary depending on when work is done
  - Exhibitors will be charged for materials used to distribute power within the booth and for running the cables in the booth (tape, extension cords, Cat 5, etc.)
12. **Can Event Service Electrical track lighting be hung in my booth instead of on stanchion poles?** Yes. Event Service Electrical track lighting may be hung anywhere requested; however, a labor charge with a minimum of one (1) hour labor plus material will be assessed. Power is included for Event Service Electrical track lighting.
13. **On overhead lighting, what size area will a 1,000-watt quartz bulb light?** One 1,000-watt quartz bulb will light up to a 10' x 10' area. The 1,000-watt quartz bulb may be rented for Halls A, B, C, D, and G. The 200-watt quartz bulb is only available for Hall G.
14. **Is there a minimum labor charge?** Yes. There is a one (1) hour minimum labor fee for installation if more than 20 amps are ordered or if there are multiple drop locations. Labor to disconnect will be based on one-half of the installation cost.
15. **Can I have halogen lights in my booth?** No. All halogen lights are prohibited.
16. **Can you guarantee a start time for my installation?** Exhibitors may request a "morning" or "afternoon" installation block of time. Morning installations will occur any time between 8 a.m. and noon; afternoon installations will occur any time between 1 p.m. and 5 p.m. Please email us at [servicecenter@venetianlasvegas.com](mailto:servicecenter@venetianlasvegas.com) to request an installation time. No installation can be guaranteed.
17. **Can we bring our own materials?** Exhibitors may provide their own Cat 5, which should be labeled with the show name, exhibitor name, and booth number. It must be received at least seven days before move-in in order to be laid under any type of flooring (carpet, vinyl, tile, wood, etc.). Please mail it to The Venetian Expo, Attn. Event Service Electrical, 201 Sands Ave., Las Vegas, NV 89169. Electrical cables, tape, extension cords, etc., must be supplied by Event Service Electrical, and all installations must be done by an Event Service electrician.
18. **What is the cancellation policy?** Cancellations received eight or more days prior to the published move-in date are fully refundable; cancellations received seven or less days prior to the published move-in date will incur a 50% charge; cancellations received on the first published move-in date and after are not refundable. Orders canceled after setup begins will be charged for both equipment and labor.

## ELECTRICAL CANCELLATION POLICY

Please see [page 6](#) for details.

## INTERNET/TELECOM

Event Service Technology offers several hardwired Internet options available for purchase. Please contact our Internet Specialist at 702.733.5531 Monday-Friday from 8:00 a.m.-5:00 p.m. PST or contact us by email at [internetsupport@es.venetianlasvegas.com](mailto:internetsupport@es.venetianlasvegas.com) to discuss your option. Event Service Technology is the exclusive provider of all Internet services. Any service concerns must be made known to the Exhibit & Business Service Center during the event.

## FREQUENTLY ASKED QUESTIONS

1. **Is there someone who can assist with placing my internet order?**  
Email [saul.falconi@es.venetianlasvegas.com](mailto:saul.falconi@es.venetianlasvegas.com) or call 702.539.1509 to reach Saúl Falconi, our internet sales manager.
2. **How can I get assistance with my internet line during the show?**  
Contact the Exhibit & Business Service Center in person by calling 702.733.5070 or by emailing [servicecenter@venetianlasvegas.com](mailto:servicecenter@venetianlasvegas.com) to have a technician dispatched to your booth or meeting room.
3. **What types of Internet service can I purchase?**

# Technical Services

Event Service Technology sells hardwired SHARED and hardwired DEDICATED Internet service. Wireless Internet service is not available. Please also note exhibitors are responsible for connecting the installed lines to their machines.

4. **What type of Internet (shared vs. dedicated) should I choose?**

Choose SHARED for:

- Normal Internet browsing and applications over a hardwire
- Up to five hardwired devices performing normal web browsing and sending emails

Choose DEDICATED for:

- Streaming
- Large downloads or uploads
- Connecting a wireless router
- Any resource-intensive, high bandwidth-utilizing applications require a consistent Internet connection

5. **Hardwired or wireless devices or both?** Event Service Technology only provides and recommends using a hardwire for all of your devices. If choosing to connect a wireless router to your Internet connection, you will need to provide all configurations and support yourself. Shared Internet service comes with one NAT'ed DHCP IP address. If you require more IP addresses, you will need to order them. Dedicated Internet service comes with up to 25 NAT'ed DHCP IP addresses. Please email [servicecenter@venetianlasvegas.com](mailto:servicecenter@venetianlasvegas.com) if you require more IP addresses or publicly routable Static IP addresses.
6. **How will my devices be supported?** Event Service Technology does not offer support for devices or equipment that are not provided by us. If you need technical support for your booth, you will need to provide it yourself or hire a vendor to provide it for you. Event Service Technology will ensure that the service you purchased is functioning as it should, but we cannot troubleshoot or repair issues with client-provided equipment. Please contact [internetsupport@es.venetianlasvegas.com](mailto:internetsupport@es.venetianlasvegas.com) if you need a support vendor.
7. **What if I need under-carpet network cabling?** If a booth or meeting room requires network cabling under any type of flooring (carpet, vinyl, tile, wood, etc.), 1.5 hours of electrical labor must be ordered. You must also submit a floor plan with your cabling diagram to [servicecenter@venetianlasvegas.com](mailto:servicecenter@venetianlasvegas.com) no later than seven business days before the event move-in date. The

diagram should include your main drop location and specific measurements for each network placement. Unless otherwise requested, all cables will have 5' of length at the end and will be terminated with a T-568B standard RJ45 connector. Event Service Technology will only terminate the cables they supply. You will need to provide a hub/switch or router to connect any additional lines to your main uplink. Hubs can be purchased from the Exhibit & Business Service Center if needed.

8. **What is the difference between a private and public IP address?** Most customers order DHCP IP addresses, which allow for performing most basic Internet functions. Public IPs are needed when a device outside The Venetian Expo network needs to talk to a device in the facility. A public IP is a publicly routable static IP address that can open your computer to Internet attacks. Do not request a public IP address unless you know you need it. No refunds are given for public IP addresses.
9. **How do I know how much bandwidth I am using and receiving?** Event Service Technology sets your connection to the level of bandwidth ordered. We offer SHARED bandwidth options of up to 3Mbps and up to 10Mbps. If you order a DEDICATED connection, you can purchase 10Mbps, 20Mbps, 30Mbps, 50Mbps, 100Mbps, 150Mbps, 200Mbps, or 1Gbps. If you require a speed between 200Mbps and 10Gbps, please email us at [internetsupport@es.venetianlasvegas.com](mailto:internetsupport@es.venetianlasvegas.com) to request a quote. In order to verify that your connection is receiving the requested bandwidth, you can try a speed test application or website. Speed test websites and applications are not 100% accurate but can provide a close representation of line speed. Typically, this will be + or - 15% of your actual bandwidth, depending on the site. Event Service Technology recommends visiting [speedtest.att.com/speedtest](http://speedtest.att.com/speedtest) for the AT&T speed test site. You can also try an FTP file transfer or other method, but these are dependent upon the bandwidth and connection speed at the server site and may not give an accurate reading. There are other factors that can affect the speed test results, such as only performing a speed test from the main uplink to get the most accurate test. Do not connect through a switch or router; plug the uplink directly into your computer. If you have multiple devices connected, they are sharing your main bandwidth amount.
10. **What is Bandwidth Measuring?** This is an aggregate of both uploads and downloads by all devices connected to your uplink. Because Internet connections are full-duplex and transmit/receive at the same time, your connection represents both. When considering how much bandwidth to order, you should take both uploads and downloads of all devices into account.

# Technical Services

11. **What does Event Service Technology Support?** Event Service Technology is responsible for the connection coming from the main Internet uplink from the house and can only control the bandwidth to our Internet Service Provider, Hyper Networks LLC. Issues beyond our ISP on the Internet can affect the speed of your connection to servers on the World Wide Web, which Event Service Technology cannot be held accountable and cannot fix. For example, a network issue at a service provider hub in Chicago can affect the speed users receive for connections from Las Vegas to Atlanta. This would not be something Event Service Technology could fix, as we do not have service-level agreements with the Internet service providers in Chicago or Atlanta.
12. **When placing my order, what about additional connections?** One IP address is needed per hardwired device. If you are connecting more than one device, please indicate how many additional IP addresses are needed. Shared Internet service comes with one IP address as part of the main drop. The additional private IP address is delivered automatically via DHCP once you plug a Cat5 cable into your device (Cat5 and electrical labor for all floor cabling are not included and must be ordered).
13. **How do I know if I need a hub/switch device?** Multiple hardwired connections require a hub/switch device. If connecting more than one device, you may bring your own equipment or purchase one on-site at the Exhibit & Business Service Center.
14. **What are the guidelines for having a phone line in my booth?** Phones must be picked up at and returned to the Exhibit & Business Service Center, located in The Venetian Expo lower lobby. When placing your order, please include a Service Location Plan. If needed, voicemail is available for any phone line. When ordering your phone line(s), please indicate if a line, device, or both are required. Damaged or unreturned equipment will incur a charge.
15. **What is the difference between single-line and multi-line phones?** A single-line (analog) can be used for a desk phone, fax machine, or credit card machine. A multi-line phone (digital) features multiple phone numbers and has the ability to transfer calls and put a line on hold. A conference speakerphone, often called by the brand name POLYCOM, is recommended for meetings of one to thirty people.
16. **What is the cancellation policy?** Cancellations received eight or more days prior to the published move-in date are fully refundable; cancellations received seven or less days prior to the published move-in date will incur a 50% charge; cancellations received on the first published move-in date and after are not refundable. Orders canceled after setup begins will be

charged for both equipment and labor.

## INTERNET/TELECOM CANCELLATION POLICY

Please see page 6 for details.

## PLUMBING & COMPRESSED AIR

The experienced team of engineers at The Venetian Expo has supported countless events within our facility and can assist in determining which services should be ordered for your exhibit booth. Please note this service is only available in the exhibit halls. A wide range of offerings are available:

- Continuous hot and cold water service
- Drain service for exhibitor equipment and displays
- Compressed air services
- Water filling and drain services
- 1, 2, and 3 compartment sinks
- Special hookups for exhibitor equipment
- Various sized drain tanks and pumps

Natural gas tanks, helium tanks, fire sprinkler systems, or fire suppression systems are not provided. Standard labor rates apply for setup and removal services. **Please note The Venetian Expo is the exclusive provider of all plumbing services.**

## FREQUENTLY ASKED QUESTIONS

1. **What must I do to ensure plumbing is properly located within my exhibit booth?** A Service Location Plan must be submitted to ensure proper installation in accordance with your booth design. Standard placement for compressed air, water, and drain outlets is at the back wall of the line (in-line) and peninsula booths. For island booths, outlets will be placed in the center of the booth (or at our discretion) unless we receive a floor plan indicating the main location where you require your services. Equipment using water must have an inlet and outlet properly marked and identified.
2. **What type of water service should I order?** If you need a continuous source of water pumped into and drained out of your booth, please order Continuous Water & Drain Service. If you only need a water tank filled up, you should order Water Tank Fill & Drain Service.

# Technical Services

3. **What if my booth requires special supplies?** Special supplies such as regulators, strainers, traps, etc., should be requested in writing at least 30 days in advance, and every effort will be made to meet such requests. Special equipment requiring company engineering or technicians for assembly, servicing, preparatory work, and operation may be executed without facility personnel. However, if The Venetian Expo Plumbing labor is requested, the appropriate hourly labor charge will apply. Approval from The Venetian Expo Risk Management may also be required. Please contact [facilities@venetianlasvegas.com](mailto:facilities@venetianlasvegas.com) for additional information.
4. **What type of connectors are on the water hose mainline?** A 3/8" water hose and a 3/4" garden hose fitting with a shut-off valve are included in the Continuous Water & Drain Service. Please see "Plumbing Helpful Hints" for water hose and fitting diagrams.
5. **What type of connectors are on the provided drain hose?** Drain Service includes a 1/2" drain hose, a 3/4" connector, a water holding tank, and a drain pump. A dedicated 20-amp electrical line for running the pump is included with Continuous Water & Drain Service and is already part of the fee. Please see "Plumbing Helpful Hints" for water hose and fitting diagrams.
6. **What type of connectors are on the Compressed Air mainline?** The 3/8" compressed air service includes a 3/8" air hose and a 3/8" automotive quick connect fitting. The 1/2" compressed air service includes a 1/2" air hose and a 3/4" automotive quick connect fitting. Please see "Plumbing Helpful Hints" for air hose and fitting diagrams.
7. **Can I have my Water Tank Fill Service refilled during show hours?** Additional refills during show days must be ordered separately and will only be completed before or after show hours.
8. **What type of booth floor plan is needed?** Floor plans must show the locations for all requested services within the booth, as well as the front and back of the booth. If known, please also provide the booth numbers on either side of your booth.
9. **Do I need to order separate electrical power?** A 20-amp electrical power line must be ordered separately if you wish to have hot water, as a water heater will be needed. A dedicated 20-amp electrical line must be ordered for each device if multiple pumps and/or water heaters are needed.
10. **What is included in the Labor?** The Venetian Expo labor is used for dropping the main water and/or airline and for running hoses to locations identified on the floor plan. The Venetian Expo labor is not used to connect the dropped lines to the Exhibitor's equipment; it is the Exhibitor's responsibility to connect their equipment to the dropped lines.
11. **When will my order be installed?** Orders are installed based on the freight movement through the hall and then by the date the order was received. Freight movement during move-in typically occurs from the north end to the south end of the hall.
12. **What if my booth requires an Automatic Fire Sprinkler System (AFSS)?**  
Automatic Fire Safety System (AFSS) Requirements/ Sprinkler Coverage for Large Displays.  
Single level covered and multi-story displays do not require sprinkler coverage as long as the following fire prevention safety measures are in place:
  - Duration of the event where the exhibit booth is displayed must be fewer than seven show days (move-in and move-out days are not included).
  - Maximum of two levels. If the two-story display has an enclosed rooftop, the roof must be a 70% open-grid/FM meltaway/FM debris barrier.
  - At least one fire extinguisher must be within reach at all times. If a space is divided into separate rooms, there must be one fire extinguisher per room.
  - Exhibit booths must be constructed of noncombustible material.
  - Booth-specific fire watch security must remain present at all times outside of active show hours.
  - A non-sprinklered covered booth measuring more than 1,000 sq. ft. must maintain a 20 ft. distance from vehicles and any other non-sprinklered covered booths of that size.
  - Open flames and hot work are prohibited within 35 ft. of a covered, non-sprinklered booth measuring more than 1,000 total sq. ft.
  - **Any covered booth larger than 1,000 sq. ft. that is on the show floor as a completed structure for more than seven days must be sprinkled.** Please contact The Venetian Expo Facilities Department at 702.733.5151 or [facilities@venetianlasvegas.com](mailto:facilities@venetianlasvegas.com) for more information.



## ADDITIONAL GUIDELINES

- Exhibitors are responsible for connecting the installed lines to their machine(s).
- All material and equipment furnished by The Venetian Expo remain facility property and shall be removed only by The Venetian Expo personnel at the close of the show.
- All equipment must comply with state and local safety codes.
- Compressed air service includes a 3/8" air hose and a 3/8" automotive quick-connect fitting. Water service includes a 3/8" water hose with a 3/4" garden hose fitting and a shutoff valve. No modifications to the facility system or equipment are allowed. Exhibitors found in violation will be charged at the appropriate labor rate to repair the system or equipment.
- The Venetian Expo engineering personnel may be required to cut floor coverings to permit installation of service unless otherwise directed in writing.
- Standard labor rates apply for bringing water service from the main line to the booth. Due to the portable nature of airlines, please supply a filter or other equipment to limit moisture or water in the lines. The Venetian Expo is not responsible for moisture or water in airlines.
- Utility outlets include up to 50' of dropped line. Use of additional footage or equipment will be charged at the appropriate labor/material rates.
- Compressed air is available in Exhibit Halls A, B, C, D, and G. It is not available on any level of The Convention Center.
- Water services are available in Halls A, B, C, and D. They are not available in Hall G or on any level of The Convention Center.
- Any service concerns must be made known to the Exhibit & Business Service Center during the event.

13. **When will my plumbing order be removed?** Equipment tear-out is determined by freight movement throughout the hall. Freight movement during move-out typically occurs from the south end to the north end of the hall.
14. **What is the cancellation policy?** Cancellations received eight or more days prior to the published move-in date are fully refundable; cancellations received seven or less days prior to the published move-in date will incur a 50% charge; cancellations received on the first published move-in date and after are not refundable. Orders canceled after setup begins will be charged for both equipment and labor.

## PLUMBING CANCELLATION POLICY

Please see page 6 for details.

# Exhibit & Business Service Center

The Exhibit & Business Service Center is an on-site location for ordering all technical and Show Cleaning services. Located in The Venetian Expo lower lobby, a variety of convenient business support services are also available. Operating hours are tailored to move-in, show days, and move-out schedules; and our expert staff is prepared to assist with any business needs that arise during your event. Please note that for all departments, any service concerns must be made known to the Exhibit & Business Service Center during the event.

**Printing** - Available for Microsoft Word, Excel, and Adobe Acrobat files. Email [servicecenter@venetianlasvegas.com](mailto:servicecenter@venetianlasvegas.com) to place an order in advance of arrival. Please include the quantity needed, paper size, single/double-sided, black/white or color copies, etc. Payment is due upon receipt of the order.

- **Photocopying** - Prices are calculated upon volume using standard 8.5"x11" or 8.5"x14" white paper, single-sided, and whether color or black/white copies are requested. Machine collating and stapling is included upon request and available at no additional charge.
- **Outbound Shipping** - International and Domestic outbound shipping is available via UPS and FedEx only; international and inbound shipping is not available. Prices are determined by package weight, size, and destination. A per-item handling fee will also be assessed, and certain restrictions may apply. To ensure next-day delivery, please keep in mind all shipping is picked up by 3 p.m. PST. For packages weighing 150 lbs. or more, please contact your general contractor for shipping service. Please refer to the Shipping and Freight Requirements section for information on shipping materials to the facility via your General Contractor or the FedEx Business Center located in The Convention Center. Additional information regarding the handling of materials may be found on [page 27](#).
- **Faxing/Scanning** - Send or receive a domestic or international fax and send scanned documents anywhere. Our fax number is 702.733.5568.
- **Luggage & Coat Check** - Available at a cost of \$8.00 per item. Items left overnight will incur an additional charge of \$11.00 per item.
- **Other Services** - Let us assist with pop-up needs such as store-a-box and packing/shipping supplies.





# Facility Rules & Regulations

The following rules and regulations are those of The Venetian Expo. Show management may have additional guidelines exhibitors are expected to follow. Please check your exhibitor kit or event website for such details.

## BALLOONS/INFLATABLES

Balloons/inflatables inside the facility must remain tethered to a fixed object and may be no larger than thirty-six inches (36") in diameter. The use of Mylar balloons is discouraged. Approval to display balloons must be obtained from the Catering & Conference Manager or Expo Event Manager prior to move-in, so exhibitors must consult with show management to confirm this will be permitted within the exhibit space.

## DISPLAYS/DRAPES/HANGINGS

All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth, and similar decorative materials shall be flame retardant to the satisfaction of the Fire Department and State Fire Marshal.

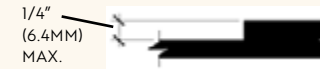
- Canvas, cloth, cardboard, leaves, or similar combustible materials shall be completely flame retardant.
- Oilcloth, tar paper, sisal paper, nylon, Orlon, and certain other plastic materials cannot be made flame retardant, and their use is prohibited.
- Manufacturer fire resistance certificate must accompany all materials.
- These items are also prohibited from covering any and all sprinkler heads and column numbers.
- It is prohibited to hang any items from pipes or sprinkler heads.
- All single-level covered and multi-story display areas 1,000 square feet or greater are required to have sprinkler coverage throughout the space.
- For exhibit Halls A-D, please refer to all rules and regulations established by Show Management; there is no rigging permitted in Hall G.

## DISPLAYING/MARKETING CBD PRODUCTS

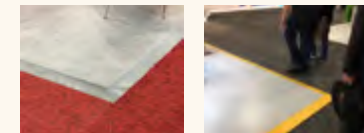
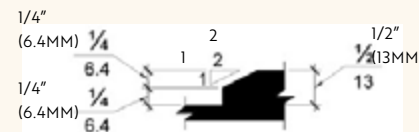
Requests to display packaging and marketing materials for hemp-derived CBD products may be permitted under certain conditions and following Management approval. The sampling or selling of CBD products of any kind is strictly prohibited. Please speak with your Catering & Conference Manager and/or Expo Event Manager for details and guidelines.

## EXHIBIT BOOTH RAISED FLOORING REGULATIONS

Raised flooring in exhibit booths is required to comply with ADA regulation 303: Vertical changes in level of 1/4" (6.4mm) high maximum shall be permitted to be vertical.



Changes in level between 1/4" (6.4mm) high and 1/2" high must be beveled with a slope not steeper than 1:2. Please note that a change in level of 1/2" (13mm) is permitted to be 1/4" (6.4mm) vertical plus 1/4" (6.4mm) beveled. However, in no case may the combined change in level exceed 1/2" (13mm). Changes in level exceeding 1/2" (13mm) must comply with ADA regulation 405 (ramps) or 406 (curb ramps).



## FIRE & SAFETY

### Fees

For the CCFD/Fire Prevention Bureau (FPB) Permit and Service Fee Schedule, visit [clarkcountynv.gov/government/departments/building\\_\\_\\_fire\\_prevention](http://clarkcountynv.gov/government/departments/building___fire_prevention) or call 702.455.3000 for requests. Cooking Demonstrations require approval by The Venetian Expo Catering Department and the CCFD, as well as the securing of all necessary fire permits. Exhibitors may not utilize their own food or beverage for cooking demonstrations; all products must be provided by The Venetian Expo, and only facility personnel may handle food and beverage products during such demonstrations. Please contact the Catering Department at 702.733.5676 or [catering@venetianlasvegas.com](mailto:catering@venetianlasvegas.com) for additional information.

**AFSS** - Automatic Fire Safety System (AFSS) Requirements/ Sprinkler Coverage for Large Displays

Single-level covered and multi-story displays do not require sprinkler coverage as long as the following fire prevention safety measures are in place:

- Duration of event where the exhibit booth is displayed must be fewer than seven show days (move-in and move-out days are not included)

# Facility Rules & Regulations

- Maximum of two levels. If the two-story display has an enclosed rooftop, the roof must be a 70% open-grid/FM meltaway/FM debris barrier
- At least one fire extinguisher must be within reach at all times. If a space is divided into separate rooms, there must be one fire extinguisher per room
- Exhibit booths must be constructed of noncombustible materials
- Booth-specific fire watch security must remain present at all times outside of active show hours
- An unsprinklered covered booth measuring more than 1,000 sq. ft. must maintain a 20 ft. distance from vehicles and any other unsprinklered covered booths of that size
- Open flames and hot work are prohibited within 35 ft. of a covered, unsprinklered booth measuring more than 1,000 total sq. ft.

**Any covered booth larger than 1,000 sq. ft. that is on the show floor as a completed structure for more than seven days must be sprinklered.**

Please contact The Venetian Expo Facilities Department at 702.733.5151 or [facilities@venetianlasvegas.com](mailto:facilities@venetianlasvegas.com) for more information.

## FUEL-POWERED VEHICLES

Automobiles or other fuel-powered vehicles of any nature (including hybrids) must comply with the following:

- Gas tank to be no more than 1/8 full of gasoline.
- Batteries to be disconnected.
- Gas caps locked.
- Ignition keys to be removed and turned in to the contracted security team or have an agreement in place to hold your own keys.
- Propane tanks to be removed.
- Each vehicle must be equipped with its own fire extinguisher.
- Exhibitors must provide requests to Show Management to ensure the event contractor includes it on the overall plan submitted to the Fire Marshal.
- All vehicles require individual permits and must have Fire Marshal approval. Visit [clarkcountynv.gov/government/departments/building\\_\\_\\_fire\\_prevention/index.php](http://clarkcountynv.gov/government/departments/building___fire_prevention/index.php) or call 702.455.3000 for details.
- Visqueen must be placed underneath to protect the carpet.

For details on obtaining permission to display a fuel-powered vehicle, please see **page 30**.

## BATTERY-POWERED VEHICLES DISPLAYED AT THE VENETIAN EXPO

Battery-powered automobiles must comply with the following:

- Battery to be disconnected. If unable to disconnect, Facility approval will be required.
- Battery must be less than 50% charged.
- Charging is not permitted within the Facility.
- Visqueen must be placed underneath to protect the carpet.
- Ignition keys to be removed and turned in to the contracted security team or have an agreement in place to hold your own keys.
- Each vehicle must be equipped with a type ABC fire extinguisher.
- Fire watch is required overnight.
- Vehicle may not be located near any load-bearing columns or walls.
- A 20 ft. clearance surrounding the vehicle is required.
- Exhibitors must provide requests to Show Management to ensure the event contractor includes it on the overall plan submitted to the Fire Marshal.

For details on obtaining permission to display a fuel-powered vehicle, please see **page 30**.

## GAMING & TAXING COMPLIANCE MATTERS

Our Compliance Department requires notification and its approval for any of the following activities:

- Any event where mock gaming takes place
- Any event where a game of chance takes place
- Any event where prizes are awarded by chance

Events that fall into any of these classifications are required to complete an Events Checklist.

Visit [venetianlasvegas.service-now.com/public\\_user?id=lvs\\_public\\_login](http://venetianlasvegas.service-now.com/public_user?id=lvs_public_login) for the checklist. This checklist, along with supporting documentation where applicable, needs to be submitted to the Compliance Department to obtain approval. Approval must be granted before any activity shall take place. The approval process must be started at least 30 days prior to the event date in order to be processed by the Compliance Department.

# Facility Rules & Regulations

## HAZING

Hazing for special events may be permitted with approval of the CCFD/FPB and The Venetian Resort and The Venetian Expo. Consult your Catering & Conference Manager or Expo Event Manager to obtain facility approval.

The following steps need to be followed for hazing to be reviewed for approval:

1. Notify the Catering & Conference Manager of the upcoming hazing events. They will then forward a Hazing Request form for either a winter or summer function.
2. Requesting party will need to complete and sign the Hazing Request form and return it to the Catering & Conference Manager for processing.
3. Fire Command will contact to schedule a haze demonstration, to verify the equipment and haze levels meet facility requirements, and to determine if the Life Safety Systems must be adjusted. The demonstration must be scheduled at least 24 hours in advance of the first scheduled hazing event.
4. Once demonstration is scheduled, Fire Command will email Facilities to schedule Security for the Hazing Event.
5. Fire Command will notify Facilities for the final times of the Hazing Event for billing.

## MOTORIZED & WHEELED TRANSPORTATION

The Venetian Resort and The Venetian Convention & Expo Center permits guests with a disability under the ADA to utilize a Segway (or device similar to a Segway) for personal transportation during their visit. A Segway may only be used by and for the benefit of an individual with a qualifying disability in accordance with the Other Power-Driven Mobility Device ("OPDMD") use rules contained in the Resort/Expo-provided acknowledgment form and as noted below:

- It must be electric or battery powered;
- It may not exceed the speed of walking pedestrian traffic;
- It may not be operated in the gaming areas/floor;
- It must yield to pedestrians;
- It may not be operated while under the influence of alcohol/drugs or anything that would impair the OPDMD's safe operation;
- It may only have one (1) operator and no passengers;
- It may not be operated on the escalators;
- It must operate in a safe manner at all times;
- It may not be operated in restricted or non-public areas;
- It should avoid passing close to doorways.

Upon arrival, please visit a Resort Front Desk or The Venetian Expo Security Podium to sign an acknowledgment form outlining our Segway use guidelines, and to obtain an identification tag to hang on the Segway to prevent future stops.

Please note Hoverboards and certain wheeled transportation (e.g., rollerblades, bicycles, skateboards) not being used within ADA guidelines are strictly forbidden.

If motorized scooters or wheelchairs are needed, please contact the Resort's Guest Services for assistance. Desks are located near The Venetian and The Palazzo registration areas and are open 24/7. Please contact Desert Medical Equipment at 866.711.9171 (toll-free) or 702.876.9171 (local) for advance requests.

## PYROTECHNICS

Pyrotechnics (including cold sparks) for special events may be permitted with the approval of the CCFD and The Venetian Resort and The Venetian Expo. Please consult your Catering & Conference Manager or Expo Event Manager to obtain The Venetian Resort and The Venetian Expo approval. City approval is obtained from the CCFD/FPB by submitting a written plan of operations within sixty (60) days of the scheduled event date. Please contact the Fire Inspector directly via mail, telephone, or fax:

Clark County Fire Department/Fire Prevention Bureau  
4701 W. Russell Road, Las Vegas, NV 89119  
Telephone: 702.455.7316  
Fax: 702.735.0775

## REMOTE-CONTROLLED DEVICES/DEMONSTRATION AREAS

For the purpose of demonstrating a product that requires the use of an area outside of the exhibitor-assigned booth space, the Meeting Planner will provide a Demonstration Area for this purpose. Products such as remote-controlled cars, drones, planes, helicopters, robots, etc., are to be demonstrated in a safely controlled area of the exhibit floor (e.g., Demonstration Area). The Demonstration Area must include safe netting appropriate to accommodate product(s) being demonstrated and be included on the master floor plan submitted for Fire Marshal approval. The Venetian Convention & Expo Center reserves the right to determine what is acceptable in a safe and controlled Demonstration Area prior to final approval.

# Facility Rules & Regulations

## **RESORT EMPLOYEE ACCESS**

It is understood employees of The Venetian Convention & Expo Center may require access to your exhibit or production area for reasons including, but not limited to, housekeeping, maintenance, and security.

The Show Manager/Producer must agree to allow entry to employees of The Venetian Convention & Expo Center or Resort contractors presenting suitable identification and stating a job-related need for their entry.

## **SMOKING/VAPING/NEVADA CLEAN INDOOR AIR ACT**

The Nevada Clean Indoor Air Act prohibits smoking in indoor public spaces. As a result, smoking/vaping is not allowed within The Venetian Convention & Expo Center; it is only permitted at the Designated Smoking Area outside, near the front entrance. For safety reasons, smoking/vaping is forbidden at any loading dock area.

## **SPECIAL REQUESTS**

Please contact the Exhibit & Business Service Center at 702.733.5070 or [servicecenter@venetianlasvegas.com](mailto:servicecenter@venetianlasvegas.com) if an exhibitor has a special request or question pertaining to Facility rules and regulations.

## **TAXI/RIDESHARE SERVICES**

Taxi and Rideshare lanes are located immediately outside of The Venetian Expo front entrance. Personally owned vehicles that are not for-hire may unload passengers when such stopping does not interfere with any transportation services that are lawfully entitled to occupy this area. Except for authorized emergency vehicles, no other vehicles are permitted to stop, stand, or park in these lanes. Staff of The Venetian Expo are unable to assist with loading items into taxi cabs or other vehicles.

## **TRANSPORTING BOXES & FREIGHT WITHIN THE FACILITY**

The use of escalators to transport boxes or freight is strictly forbidden. Such items may only be moved between floors via elevators. Freight elevators are located in The Venetian Expo lower lobby near the Security podium and the back of Hall C. Please contact The Venetian Resort Security at 702.733.5195 for access.

# Facility Specifications

A comprehensive overview of The Venetian Convention & Expo Center is available in the **Facilities Guide**, but general specifications may be referenced below. In addition, please note the following:

- Exhibits exceeding the noted floor load limits will require special handling to distribute the load.
- Three feet (3') of access to all columns with utility boxes, fire extinguishers, fire hose cabinets, and fire hose valves is required at all times. Covering or uninstalling any of these devices is prohibited.
- For guidelines on displays/drapes/hangings, please refer to the rules and regulations established by Show Management.

To view floor plans of the facility, please [click here](#).

## HALLS A, B & C

Air Wall Track:	29'H
Ceiling Height:	32'5"H
Column Grid:	24" square and set 60' x 90' center-to-center apart
Floor Load:	250 lbs. per square foot
Loading Doors:	One (1) door at south end of hall, 20'H x 50'W
Utility Service:	Dropped from ceiling
Overhead Lighting:	LED

## HALL D

Air Wall Track:	29'H
Ceiling Height:	32'5" high
Column Grid:	24" square and set 60' x 90' center-to-center apart
Floor Load:	250 lbs. per square foot
Loading Doors:	One (1) door at south end of hall, 16'H x 20'10.5"W
Utility Service:	Dropped from ceiling
Overhead Lighting:	LED

## HALL G

Air Wall Track:	N/A
Ceiling Height:	13'5" high
Column Grid:	2'6" round and set 30' center-to-center apart
Floor Load:	Unlimited
Loading Doors:	One (1) door at North end of hall (G Slider), 13'7"H x 53'2"W  One (1) door at Southeast end of hall (G Roll-up), 13'7"H x 26'1"W
Utility Service:	Various columns
Overhead Lighting:	LED

## THE CONVENTION CENTER

The floor load limit for The Venetian Ballroom (Level 2), Levels 2, 3, and 4 meeting rooms, and The Palazzo Ballroom (Level 5) is 150 lbs. per square foot, static weight.

# Material Handling

## ACCEPTANCE & STORAGE OF SHIPMENTS

The Venetian Expo does not accept and/or store shipments of exhibit materials for any event. Arrangements should be made with the General Contractor for delivery to the facility on the move-in date(s). These arrangements must also include the removal and storage of empty crates and their subsequent return to the facility on the move-out date(s).

Materials may be shipped to The Venetian FedEx Office, but they will not be transported to The Venetian Expo by Resort or Expo personnel. Exhibitors are responsible for transporting materials delivered to:

The Venetian FedEx Office Business Center  
The Venetian Resort Las Vegas  
3355 Las Vegas Blvd. South  
Las Vegas, NV 89109

Tel: 702.836.4401 | Fax: 702.262.3938 | Email: [usa5607@fedex.com](mailto:usa5607@fedex.com)

Should property remain following an event's contracted period, The Venetian Expo will dispose of this property and charge the Licensee accordingly.

## CRATED & UNCRATED SHIPMENTS

Crated shipments may be sent in advance to the General Contractor's warehouse for delivery to the facility. If a shipment is sent directly to the facility and the General Contractor is on-site, it will be redirected to the dock for the General Contractor to receive. If the General Contractor is not on-site, the crated shipment will be rejected by the facility and returned to sender. Uncrated shipments may only be sent directly to the show site to the attention of the General Contractor.

Only the General Contractor is permitted to unload the exhibitor's materials. Some events operate on a targeted freight move-in and move-out system. Managed by the General Contractor, Exhibitors will be assigned a specific date and time for their freight to arrive and be removed from the exhibit hall.

For programs where a General Contractor is not utilized, please contact the Catering & Conference Manager to coordinate shipments to the Resort.

## CRATE REMOVAL & STORAGE

The storing of crates, boxes, or cartons in the exhibit booth or meeting room during the show period is prohibited. This fire and safety regulation is strictly enforced. Please place an Empty label (distributed at the General Contractor's service center) on each crate/carton/box. Those that are properly labeled will be removed, stored, and returned to the exhibitor. Crates and cartons not properly marked may be destroyed.

## ACCESSIBLE STORAGE

For exhibitors who lack proper space within their booth but have materials that may be needed during the show, accessible storage space is available via prearranged deliveries and "will call" services. To make arrangements and receive access storage labels, please see the General Contractor's service center, Floor Manager, or Exhibit & Business Service Center.

## PRIVATELY-OWNED VEHICLES

For the purpose of curbside loading/unloading of hand-carried items, vehicles other than Privately-owned Vehicles (POV) are prohibited from staging in front of the building. Vehicles must be no larger than a typical Sport Utility Vehicle or pick-up truck and may not be left unattended at any time. Please note unattended vehicles parked curbside will be towed at the owner's expense.

## CARTLOAD SERVICE

This service is provided by the General Contractor for exhibitors in POV who require assistance with moving materials that cannot be hand-carried. A one-time fee will be assessed for this round-trip service (inbound/outbound). Exhibitors with vehicles that do not qualify for this service or who have materials that require mechanical assistance to unload will be directed to the POV Staging Area established by the General Contractor.

## HAND CARRYING POLICY

Exhibitors may hand-carry their own materials into the exhibit space, provided they do not use material handling equipment to assist them. Two-wheel luggage/suitcase is acceptable; hand-carts and any four-wheel cart or dolly are prohibited. Access to the loading dock and/or freight door areas is prohibited. The use of escalators to transport boxes or freight is strictly forbidden. Such items may only be moved between floors via elevators.

## BRINGING IN FOOD & BEVERAGE ITEMS

The Venetian Convention & Expo Center hold the exclusive rights to all Food and Beverage service. No food or beverage, cases of bottled water, etc., are allowed to be brought into the facility. Any items discovered to have been brought in will be confiscated or applied a corkage fee.

# Green Meetings Program

The Green Meetings program is a holistic approach to providing environmentally preferable practices for events held at The Venetian Convention & Expo Center. Meeting clients may benefit from these practices, which are incorporated into our daily operations. These practices include:

- Resource Conservation Procedures (e.g., equipment and lighting shutdown in unoccupied spaces)
- Waste Diversion (e.g., recycling, composting, donation program, partnership with local charities)
- Indoor Air Quality Management (e.g., green cleaning, CO2 monitoring)
- Responsible Purchasing (e.g., reduced packaging, office supplies with recycled content)
- Sustainable Food Practices (e.g., reusable china and silverware, compostable service ware)
- Alternative Transportation (e.g., public transit within walking distance, electric vehicle charging stations)

Our buildings have earned several prestigious and well-recognized third-party environmental certifications, which demonstrate our focus on conserving natural resources and improving occupants' health and comfort. High-performance facilities provide a foundation for a successful green meetings program.



## DONATION PROGRAM

As part of the Green Meetings initiative, The Venetian Expo manages an extensive donation program that supports a number of charitable organizations. Exhibitors have the opportunity to impact the local community via unused event materials that are eligible for donation. Email [lv\\_sustainability@venetianlasvegas.com](mailto:lv_sustainability@venetianlasvegas.com) if you are interested in donating leftover booth inventory (e.g., samples, furniture, etc.).





# Insurance & Special Permits

## ANIMAL GUIDELINES (OVERVIEW)

On occasion, convention clients or private parties have sought to display or otherwise use animals, including “wild” animals, as part of their group functions at The Venetian Convention & Expo Center. As a general rule, no animal other than an animal that qualifies as a Service Animal or police dog as those animals are defined by law shall be brought onto the property without the prior approval of the Legal/Risk Management Department. This applies regardless of the type of animal or the length of time the animal will be on property. Permission for any animals other than ADA animals appearing in a show or booth must first be approved by Show Management, the Expo Event Manager, and the Risk Management Department. Please note trainers must accompany animals at all times, the animals may not remain in the building overnight, and it is the owner’s responsibility to clean up after the animal while on property. Please see **page 9** for information on bringing service animals on property.

**Before such approval is given, in most cases, the following minimum information will need to be provided:**

1. The type of animal(s).
2. The purpose of bringing the animal on property.
3. How it will be transported (e.g., caged, chained).
4. How long it will be on property.
5. Who will be handling the animal and his/her experience and training.
6. What the exposure will be to our Team Members and Guests.
7. What precautions are being taken to avoid injury to our Team Members and Guests? Provide a complete description, including a diagram of the holding facility and/or cages used to confine and/or display the animal while it is on property and any other information that would tell us about security precautions taken to avoid injury to others.
8. If coming from out-of-state, provide the necessary Import Permits granted by the Nevada Department of Wildlife.
9. Provide confirmation the person, firm, or organization has an Exhibitor’s License issued by the United States Department of Agriculture in compliance with the Animal Welfare Act (7 U.S.C.2131 et seq.).
10. Confirm if the person, firm, or organization has a License to sell or exhibit wildlife from the state where it is domiciled.
11. If the animal is to be exhibited, confirm the necessary amount of security personnel has been arranged for.
12. Complete and submit the animal permit liability form no later than seven (7) days prior to move in.
13. Porter Service fees may be incurred should such a service be deemed necessary.

## ANIMAL GUIDELINES (PERMITS)

In order to bring an animal(s) onto the premises, the following guidelines must be followed:

**Insurance:** Exhibitor will carry and maintain the following insurance during the time the animal(s) is at The Venetian Convention & Expo Center:

- **WORKERS’ COMPENSATION INSURANCE AND EMPLOYER’S LIABILITY INSURANCE** - Workers’ Compensation Insurance with statutory limits as required by law and Employer’s Liability Insurance covering legal obligation to pay damages for bodily injury or occupational disease (including death) sustained by an employee with minimum limits of \$1,000,000 bodily injury by accident; \$1,000,000 bodily injury by disease; \$1,000,000 policy limit.
- **COMMERCIAL GENERAL LIABILITY INSURANCE (Occurrence Form)** - Covering bodily injury, property damage, products and completed operations, and personal and advertising injury with minimum limits of one million dollars (\$1,000,000) per occurrence. This policy shall include contractual liability coverage applicable to the indemnities assumed hereunder. If the policy has a general aggregate limit, either the general aggregate shall apply separately to this project/location, or the general aggregate limit shall be two times (2X) the required occurrence limit.
- **AUTOMOBILE LIABILITY INSURANCE** - Covering loss arising out of the ownership, maintenance, operation, or use of any motor vehicle, whether owned, hired, or non-owned, with minimum limits of one million dollars (\$1,000,000) per accident for bodily injury and property damage. Appropriate endorsements should be evidenced if hazardous waste is to be transported – ISO MCS 90 and CA 9948 (Broadened Pollution Liability Endorsement).
- **UMBRELLA/EXCESS LIABILITY INSURANCE** - The umbrella/excess liability insurance must follow the form of the underlying primary policies (except Workers’ Compensation) with minimum limits of four million dollars (\$4,000,000) per occurrence.

The Venetian Convention & Expo Center in no way warrants the minimum limits contained herein are sufficient to protect the Organization/Exhibitor from liabilities that may arise, and the Organization/Exhibitor is free to purchase such additional insurance as the Organization/Exhibitor may deem necessary.

For submission deadlines and additional information, please contact the Catering & Conference Manager or Expo Event Manager.



# Insurance & Special Permits

## ASCAP/BMI/SESAC BROADCASTS & PUBLICATIONS

The Venetian Convention & Expo Center does not regulate, control, approve, or disapprove any broadcast, performance, or publication of music or any other audio or visual presentations. If the Licensee, or an exhibitor, wishes to use copyrighted material, it will be necessary for you to make arrangements with the ASCAP, BMI, or SESAC for a license to perform such copyrighted music or material or otherwise qualify for an exemption.

For more information regarding copyrighted material, please contact the following:

- **ASCAP**  
American Society of Composers Authors and Publishers  
General Information: 800.952.7227  
Licensing Information: 800.505.4052
- **BMI**  
Broadcast Music, Inc.  
Telephone: 800.925.8451
- **SESAC**  
Telephone: 800.826.9996

## AUTOMOBILE/FUEL-POWERED & BATTERY-POWERED VEHICLES INSIDE FACILITY

Prior to submitting permit requests to the CCFD/FPB, requests for placement of automobiles, trucks, motorcycles, and other motorized vehicles (including hybrids) must be approved in advance by senior management of the facility. Please note each vehicle requires an individual permit and must have Fire Marshal approval. Requests should be submitted 45 days in advance and will be reviewed in a timely manner. The event's official decorator/exhibit/production company is responsible for and must submit a floor plan of the proposed location of any automobiles, trucks, motorcycles, and other motorized vehicles to the CCFD/FPB for approval one month prior to the event. A Fire Marshal-approved copy must be forwarded to The Venetian Expo two weeks prior to vehicle move-in and placement. Any changes to approved plans will require additional approval by the CCFD/FPB. Please see page 24 for exhibitor compliance guidelines.

Visit [clarkcountynv.gov/government/departments/building\\_\\_\\_fire\\_prevention/new\\_electronic\\_plan\\_submittal\\_process.php](http://clarkcountynv.gov/government/departments/building___fire_prevention/new_electronic_plan_submittal_process.php) or call 702.455.3000 for CCFD/FPB requirements.

## CLARK COUNTY FIRE DEPARTMENT (CCFD)/ FIRE PREVENTION BUREAU (FPB) PERMITS

Based upon plans within an exhibit area, obtaining special permits from the CCFD/FPB is necessary. Typical operations that require separate permits present in assembly spaces include:

- Candles and open flames (e.g., gelled alcohol, Sternos, etc.)
- Flame effects
- Open flame devices (e.g., candles, gelled alcohol warmers, etc.)
- Fireworks/pyrotechnics
- Compressed gases
- Cryogenic fluids
- Hot work operations
- Liquid or gas-fueled vehicles or equipment for display in assembly occupancies
- Fire systems for covered booths exceeding 1,000 square feet that will be erected for more than seven (7) show days or contain vehicles, open flames, or hot works.

Visit [clarkcountynv.gov/government/departments/building\\_\\_\\_fire\\_prevention/index.php](http://clarkcountynv.gov/government/departments/building___fire_prevention/index.php) or call 702.455.3000 for CCFD/FPB requirements.



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LAS VEGAS

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