

# FACILITY INFORMATION

## AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act (ADA) was enacted to ensure that persons with disabilities are afforded the same opportunities to participate in American society, as all other persons. The ADA is legislation designed to protect the civil rights of persons who have physical or mental disabilities.

The intent of the ADA is to end discrimination against individuals with disabilities and to bring people with disabilities into the social and economic mainstream of American life. Please contact your Sales Manager or Event Coordinator, if you have questions on how you can best serve your attendees.

As a "Public Assembly Facility" the MCC is responsible for permanent building access accommodations such as (but not limited to) wheelchair ramps, elevator standards, door width standards and restroom accessibility.

Show Management is responsible for non-permanent accessibility requirements such as (but not limited to) seating accessibility, auxiliary aids for the visually impaired, hearing impaired and mobility impaired attendees. Systems for the hearing impaired are available in all areas of the MCC. Please contact your event coordinator for additional information.

Prior to your event, show management shall provide the Center with the number of disabled persons planning to attend the event and an outline of the accessibility services Show Management will provide to the disabled attendees.

Show Management is responsible to ensure compliance of temporary architectural event features such as box office, registration, information booths and any other services/programs available to exhibitors, attendees or the general public.

## BOX OFFICE

Show Management must provide the name of the ticket agency and name of the Box Office manager at least ten (10) business days in advance of opening of the Box Office and/or selling tickets.

A notarized manifest from the company printing the tickets, certifying the total number of tickets printed for the event, must be sent to the MCC at least five (5) business days in advance of opening of the Box Office and/or selling tickets. A breakdown of tickets at each ticket price should be included. If no certified ticket manifest is received, a predetermined fee covering rent plus box office fees will be charged for the use of the Auditorium.

A minimum of five (5) business days prior to the event, all tickets must be delivered to the MCC Administration office for audit. This audit requires:

- Tickets must be divided by price, date on ticket (if applicable), type of admission i.e. adult, child, etc.
- Only full rolls of tickets will be accepted. No opened, broken or pre-used rolls shall be allowed.
- All tickets must be numbered, indicate price, date(s) ticket is applicable, name of event, indicate that taxes are included in price and that admission is one person per ticket.
- All tickets will be held in the MCC Administration office and distributed daily to the Box Office Manager.

For each day the Box Office is open, the following regulations will apply:

- The Box Office manager can pick up tickets at the MCC Administration office or a person previously designated by the manager. Scheduling for ticket pick-up can be made in advance.
- All tickets will be picked up at the end of each day and returned to the MCC Administration office by the Event Coordinator or Manager-on-Duty.
- All rolls shall be initialed upon receipt in the MCC Administration office and re-initialed each day they are issued.
- The Box Office manager is required to provide a completed daily statement.

A Box Office summary statement is required within two (2) business days of completion of your event.

- Tickets may be sold only at the actual value listed upon the ticket.
- If used, all coupons must be turned in at the daily closing of the Box Office. They are to be counted and sorted.
- Tickets may be sold only from the Box Office assigned by MCC management.
- Show management is responsible for payment of all applicable taxes.

All unused tickets will be kept in the Administration office for a period of thirty (30) days after the close of the event at which time they will be destroyed. Please notify your Event Coordinator in advance, should you desire the return of your unused tickets.

At random times, during selling of tickets and at ticket-taking positions, MCC personnel may audit rolls.

Advance ticket sale procedure is as follows:

- Show management must use a recognized full-time ticket agency.
- A notarized manifest of advance tickets must be delivered to MCC management five (5) business days prior to going on sale.
- MCC management must be notified in advance of your intention of conducting advance ticket sales and what company is handling said sale.
- All advance tickets must be numbered, indicate price, date(s) ticket is applicable, name of event, indicate that taxes are included in price and that admission is one person per ticket.
- Box Office summary statement is required within two (2) business days of completion of your event.
- If show manager is using outside ticket agency to sell tickets at MCC, the MCC shall have the right to obtain reasonable, up-to-date ticket sales information directly from that agency. Show manager shall notify the MCC of the agency and authorize that agency to release this necessary information to the MCC

Any deviation from normal Box Office procedure or from these guidelines may require MCC management to close the Box Office and/or operate Box Office and charge costs to the Show Manager.

## **CLEANING**

Production Services personnel shall have exclusive control of cleaning interior exhibit booth areas, with the exception of exhibitor furniture or personal property. Vacuuming and cleaning service may be requested through service forms provided by Exhibitor Services or your Event Coordinator.

Facility Services personnel shall have exclusive control of vacuuming carpet in aisles, registration areas and lounge areas during non-open hours at the prevailing, per hour rate. Staff will work with your security regarding access to areas covered by your Permit for Occupancy.

Production Services personnel will remove all bulk trash, crates, pallets, packing materials and lumber prior to the initial show opening and following move-out, at prevailing rates. In addition, a dumpster charge for this trash removal from the facility will be charged to show management, at prevailing rates. Production Services will empty trash containers and small trashcans placed in the aisles by exhibitors during the non-open hour cleaning. Production Services will handle requests for large trash containers in exhibitor's booths on an individual basis only. These requests can be met only as the MCC inventory permits. It is the responsibility of show management and exhibitors to mark any cartons, literature and similar materials that they wish to save during move-in and move-out. The MCC is not responsible for removing as trash any unmarked materials.

Janitorial service is provided by the MCC during event hours in aisles, corridors, open spaces and restrooms, plus one thorough cleaning of these areas prior to the initial show opening. Events that create excessive amounts of trash and require additional staff will be charged at prevailing rates for additional labor.

The Permittee is responsible for the removal of all oil, grease, liquids and hazardous materials. This removal and disposal must be in accordance with all city, state and federal regulations.

## COAT/BAGGAGE CHECK/AIRPORT SKYCAP SERVICES

The Guest Services Department provides the coat or baggage check service as a convenience to persons attending your event. The MCC retains the exclusive right to provide this service.

Your Event Coordinator should be contacted regarding coat or baggage check service, if you have an event planned from October 15th through April 15th. The MCC retains final approval of coat or baggage check location.

There are two (2) alternatives for provision of service:

- **PER ITEM CHARGE:** Please provide your Event Coordinator with a time schedule for your event. Guest Services will schedule personnel and your attendees will pay a per item charge, at the current rate. The MCC reserves the right to combine requests for service in single locations for efficiency. The MCC reserves the right to charge a minimum service charge, if income does not equal MCC labor expenses.
- **HOSTED CHARGE:** Arrangements are made, as above. There is a per coat/article charge to the host of the event. If minimum labor costs are not generated from a hosted function, there will be a service charge that equals all MCC labor expenses.

Coat or baggage check service can be arranged off-season (April 16<sup>th</sup>-October 14<sup>th</sup>) through the Guest Services department. There will be a service charge that equals all MCC labor expenses, if income does not equal MCC labor expenses.

The MCC is not responsible for any lost or stolen articles at coat or baggage check locations that are not staffed by MCC personnel.

If a central coat or baggage check is in operation, coat racks may be set on the second floor of the MCC, at a cost of \$25.00 per rack. Racks are available at "No Charge" on days that a central coat or baggage check is not in operation.

The MCC will no longer accept baggage at our coat check locations. Upon request, we will identify areas for a baggage check only. Baggage check areas must be in a secure enclosed area, such as a meeting room. Baggage check can not be set up in MCC lobbies or corridors. We will require a conference ID and a picture ID to accept baggage. All aforementioned rates will apply.

Airport Skycap Services for luggage is an exclusive and is available at prevailing rates. Please contact Guest Services for more information.

Tipping or any form of gratuity to any MCC employee is not permitted.

## EMERGENCY PROCEDURES

Procedures for handling emergency (Medical or Fire) situations in the Minneapolis Convention Center have been established to limit and control injuries and property damage.

The Security/Safety office, located on the Mezzanine Level on the East End of the facility, monitors all building emergency systems. The Security/Safety office is staffed 24 hours a day, 7 days a week. The MCC is equipped with closed circuit television cameras that are mounted in various locations inside and outside the facility. The Security/Safety personnel monitor these cameras from the Security/Safety office. This office becomes the communications center and command post in the event of an emergency. The highest ranking management person on duty assumes control of the building, directs the MCC personnel and acts as liaison between police, medical, civil defense and fire services. The Event Coordination staff is responsible for keeping show management and service contractors informed and involved in emergency decisions relating to events in progress.

In the event of a medical emergency, show management should contact the Security/Safety office by calling 2013 on any house phone in the facility. The Security/Safety personnel will contact the appropriate emergency personnel (police, fire or ambulance) and assist in directing them to the proper area in the facility. If you are unable to contact the Security/Safety office, you can contact emergency personnel directly by dialing 911 on any pay telephone without depositing any money.

The MCC is also equipped with comprehensive early detection and alarm systems. The sprinkler system is designed to activate by heat sensitive devices and smoke detectors. Extinguishers and other emergency equipment are located in all areas of the building.

Upon activation of a heat/smoke detector, an audible alarm will activate throughout the affected zone. The Security/Safety officer will notify the Minneapolis Fire Department of the alarm condition. Alarm conditions do not automatically ring directly to the Minneapolis Fire Department.

The MCC, in the event of a building-wide power failure, is equipped with an emergency power generator that is designed to provide emergency lighting and power within 10 seconds of the power failure. The facility is equipped with illuminated exit signs, powered by the emergency generator, at every point of pedestrian exit. Exit doors that are electronically locked will automatically unlock for quick and easy passage. Electric/magnetic door holders will release all self-closing fire and smoke doors in the related trouble zone.

Fire and building codes require that the MCC provide emergency exit doors (in various areas) on the first and second floors of the facility. These doors are plainly marked as emergency exits only. An audible alarm will sound in the area of the emergency door and the Security/Safety office, if any person exits through these doors during non-emergency conditions. The emergency exits are clearly marked to indicate that an alarm will sound. During an emergency condition, the doors will automatically unlock and the alarms will deactivate. Remember that this is the only alarm that will sound throughout the facility. It is not a fire alarm.

If you have further questions regarding the emergency procedures at the MCC, please contact the Manager of Security/Safety at (612) 335-6040.

## **EMERGENCY PROCEDURES - PUBLIC OVERVIEW**

The following overview is meant to help exhibitors, event attendees and the general public to understand the Minneapolis Convention Center emergency procedures. This is an overview and does not *detail* the procedures. That level of detail is meant only for emergency response agency professionals and those that have been specifically trained in the execution of the procedures.

### **Medical**

- In many cases, it may be recommended that your event contract, through the MCC Guest Services Manager, for medical services (in some instances, it is required).
- **DO NOT CALL 9-1-1** in the case of a medical emergency. It is **ALWAYS** best to report a medical emergency to the Convention Center's Security/Safety Department. This is done by calling 2013 from any beige House Phone (there is a placard above each of these phones with the number on it). The reason for this is that the building covers a very large area and only the Convention Center staff will know where the "best entrance" for the Responders to enter (consider the difference a 2 or 3 block wrong entrance may make in a response to a heart attack).

### **Severe Weather**

- The Security/Safety Department continuously monitors the National Weather Service. In the event that a tornado or damaging high straight-line winds are imminent near the Convention Center, an announcement will be made throughout the entire building via the public address system with simple instructions for all patrons.
- The instructions will include directions to vacate all public areas such as lobbies and corridors. Additionally, the announcement will direct all patrons to move immediately into a *safe area* of any exhibit hall or meeting room. These areas have been engineered to withstand the weather forces of tornado or of damaging high straight-line winds.
- Due to the engineering of these *safe areas*, it is not necessary to move to a lower level within the building. However, as stated above, it is necessary to move immediately away from any open public area that has a line-of-sight to any glass window or glass door.
- When the severe weather threat has passed, the building Security/Safety Department will issue an "all-clear" announcement on the same public address system notifying all patrons that the threat has passed.

## **Fire/Evacuation**

- There are state-of-the-art fire detection and suppression systems in the Minneapolis Convention Center. The Security/Safety Department also has its own Central Alarm Station (CAS) that is staffed with a minimum of two professionals 24 hours/day, 7 days/week. This, in conjunction with the many Security Officers throughout the building and the trained Building Monitors (Fire Wardens), provide early notification of, and immediate response to, any fire threat.
- The Minneapolis Convention Center also has pre-determined fire response protocols in place with the Minneapolis Fire Department and the 9-1-1 Dispatch to ensure timely and proper response by the Fire Department.
- Upon verification of a genuine fire event, evacuation of the area or building will take place utilizing the following:
  - The above-mentioned building-wide public address system;
  - Standard fire strobe light notifiers throughout the building;
  - Uniformed Security Officers assisting all patrons to the nearest evacuation exit, ensuring that any disabled persons are also notified and assisted in any manner necessary;
- In addition, all Building Monitors (Fire Wardens) immediately report to a pre-designated area to join the Security Officers in the evacuation assistance for all patrons.
- When the fire event has been retired by the Fire Department, the Convention Center Security/Safety staff, along with the Building Monitors (Fire Wardens) will notify all patrons via the public address system and with bull horns and personal notifications.

## **Bomb Threat**

Upon receipt of a bomb threat call, pre-determined protocols are activated with the Minneapolis Police Department Bomb Squad. Those protocols include:

- Cessation of radio use.
- Review of the caller's threat by Bomb Squad professionals.
- A determination of credibility.
- Bomb dogs.
- X-ray devices and/or mechanical bomb "sniffers".
- Interaction with Show Management during the entire incident.
- Possible Evacuation (see "Fire/Evacuation" above for evacuation details)

# **FOOD AND BEVERAGE SERVICE**

Kelber Catering has exclusive catering rights at the MCC. Please contact Kelber Catering directly at 612-335-6045 for specific information.

Kelber Catering holds the alcohol license and has exclusive rights to dispense alcoholic beverages at the MCC. Questions regarding serving of alcohol at events in the MCC should be directed to your sales manager, event coordinator and/or catering manager.

Kelber Catering has the right to open and maintain concession stands for any event at the MCC. Clear access (15') must be maintained to permanent food service areas (that are required to be open) for all exhibit type shows. Areas adjacent to permanent food service areas must be kept clear of exhibits.

### **Food and/or Beverage sampling at events:**

Public events at which show management or exhibitors are distributing food and/or beverage during show hours, must obtain a Food Permit from the Minneapolis Environmental Health Department. Contact your event coordinator for forms and fee information.

Food and/or Beverage samples distributed by exhibitors must comply with the following regulations, with no exceptions.

- A. A three (3) section sink for exhibitor utensil cleanup and an exhibitor hand washing station may be required.
- B. Food and/or beverages dispensed are limited to products manufactured, processed or distributed by the exhibiting firm.
- C. Firms that manufacture, process or distribute food and/or beverages and are merely sponsoring booths may not distribute their product in said booth.

- D. All items distributed are limited to **SAMPLE SIZE**:
  - Non-alcoholic beverages are limited to a **6 oz. close-up container with 5 oz. Product**
- E. Exhibitors who wish to distribute alcohol samples from their booth must contact Kelber Catering in advance for fees and regulations involved with using Kelber Catering's liquor license.
  - The exhibitor must be a distributor of the product being sampled.
  - MCC management retains the right of final approval on the dispensing of beer, wine or other alcoholic beverages by exhibitors.
  - Alcoholic beverage samples are limited by Minnesota statute §340A.410 as follows:
    - Beer - 100 milliliters equal to 3.38 ounces
    - Wine - 50 milliliters equal to 1.69 ounces
    - Liqueur or cordials - 25 milliliters equal to .85 ounce
    - Distilled spirits - 15 milliliters equal to .50 ounce.
- F. Food and/or beverages used by show managers and exhibitors to increase traffic must be purchased from Kelber Catering. This includes, but is not limited to, coffee and bar service.
- G. Non-profit entities may be allowed to dispense sample size alcoholic beverages under the following conditions:
  - The non-profit organization must secure a special events liquor permit from the city of Minneapolis and must work under the oversight of Kelber Catering. Kelber Catering is the only sponsoring permanent license holder accepted by the Minneapolis Convention Center.
  - The non-profit organization must obtain Liquor Liability Insurance and sign an addendum agreement with Kelber Catering which stipulates minimum conditions for sample pouring in the Convention Center and indemnifies Kelber Catering from all wrong doing and/or negligence.
  - Temporary Licensee must provide trained staff to dispense alcoholic beverages and check identification of guests to ensure that they are 21 years of age or older and that they are not overly intoxicated when served.
  - Training must be approved by Kelber Catering and follow industry recognized Alcohol Management techniques. Kelber Catering may provide this training at a cost to the Temporary Licensee, if needed. Kelber Catering will not provide training unless it is specifically included in the agreement between the Temporary Licensee and Kelber Catering.
  - An Alcohol Management Plan must be submitted one (1) month prior to the event start date which outlines the training, serving policies, age identification procedure and any other plans put in place to minimize the effect of underage drinking and/or over consumption of alcohol.

It is strongly recommended and the Minneapolis Convention Center reserves the right to require that all attendees receive some form of permanent identification after being identified as 21 years old and over. The preferred form of identification is with a wristband. Kelber Catering may provide wristbands and staff to perform this duty at a cost to the Temporary Licensee.

**Consumable/Non-Consumable Food & Beverage Sales:** The Convention Center and its exclusive concessionaire, maintain the exclusive rights for all consumable/non-consumable food & beverage sales on Convention Center property including the facility, Outdoor Plaza, surrounding sidewalks, marshalling yard and any other space under direct control of the MCC.

#### **A. Definitions**

- Consumable Products - Any product that may potentially be opened and consumed on site (i.e. pretzels, candies, popcorn, cookies, etc.)
- Non-Consumable Products - Products which are not readily consumed as is (i.e. sauces, uncooked pasta, drink mixes, food mixes, spices, etc.)

#### **B. Policy**

- Consumable products must be pre-packaged and have a minimum price of \$15.00 per smallest saleable unit to be sold by exhibitors and/or lessees.
- Exhibitors and/or lessees are allowed to sell non-consumable products.

#### **C. Enforcement**

- Lessee is responsible for informing exhibitors of this policy and will be held accountable for enforcement.

### **ALCOHOLIC BEVERAGES - IDENTIFICATION (ID) CONTROL PROCEDURES**

#### **ALL AGE EVENT:**

- An event that includes significant food service and is likely to include minors, i.e. weddings, Bar/Bat Mitzvahs, etc.
- ID checking shall be the responsibility of bar personnel.

#### **RESTRICTED AGE EVENT:**

- An event that could host a nearly equal mix of legal drinking age and potential under legal age attendees.

- An event that includes very little or no food service and is primarily for the purpose of social alcohol consumption, i.e. dances, graduations, etc.
- All attendees must be of legal drinking age to enter the event.
- Attendees will be required to enter/exit through a specific entrance.
- Kelber Catering will require ID checkers at Permittee's expense at the entrance(s). Event management may be required to provide an additional security officer(s) to monitor multiple entrances.

The MCC management has the right to approve the dispensing of liquor at any event and to approve the location in the facility when liquor will be dispensed at the MCC. Alcoholic beverages purchased inside the MCC may not be moved or consumed outside the MCC.

Food and beverages are not permitted in the Auditorium or Auditorium Turntables.

## HOURS OF OPERATION

Administrative office hours are Monday through Friday, 7:30am - 5:00pm Central Time. The Administrative office is closed on most major holidays (see below). In case of an emergency after hours, messages may be left with the Security/Safety office at (612) 335-6040.

### MAJOR HOLIDAYS

- **New Years Day, January 1\***
- **Memorial Day, last Monday in May**
- **Independence Day, July 4<sup>th</sup>**
- **Labor Day, first Monday in September**
- **Thanksgiving Day, fourth Thursday in November**
- **Day after Thanksgiving**
- **Christmas Day, December 25<sup>th</sup>**

The Security/Safety Department will open doors to the convention center each day at 6:00am and secure doors at the end of each day based on show activity. The Employee Entrance lobby (Third Avenue) and the Wesley Church lot entrance (First Avenue) offer 24-hour access to the facility. The MCC skyways are open to the general public from 6:00am to 11:59pm (Midnight) each day of the week. Contact your Event Coordinator to extend skyway hours. Do not leave valuables at your registration desk or in the concourse areas.

## INSURANCE

Verification of Insurance, if required by your Permit for Occupancy, must be provided at least 10 days prior to your event.

The "ACORD" insurance form is not acceptable according to the City of Minneapolis Risk Management Department.

Insurance verification must be provided on the CITY OF MINNEAPOLIS OFFICIAL FORM. If this City form was not included with your Sales packet, please contact the Sales Department or your Event Coordinator. This "Certificate of Insurance" must then be sent to your Event Coordinator.

All insurance secured by the Permittee shall be issued by insurance companies acceptable to the City and admitted in Minnesota. The insurance specified may be in a policy or policies of insurance, primary or excess.

The Permittee shall secure and maintain the following insurance:

- A. Workers' Compensation insurance that meets the statutory obligations with Coverage B Employer's Liability limits of at least-
  - \$100,000 each accident
  - \$500,000 disease- policy limit
  - \$100,000 disease- each employee

B. Commercial General Liability insurance with limits of at least-

- \$1,000,000 general aggregate
- \$1,000,000 products, completed operations
- \$1,000,000 personal & advertising injury
- \$1,000,000 each occurrence
- \$50,000 fire damage
- \$5,000 medical expense, any one (1) person

C. Commercial Automobile Liability insurance with limits of at least-

- \$1,000,000 per accident covering all owned, non-owned and hired automobiles. This requirement may be waived if no automobiles will be used on the premises of the MCC.

Acceptance of the insurance by the City shall not relieve, limit or decrease the liability of the Permittee. Any policy deductibles or retention shall be the responsibility of the Permittee. The Permittee shall control any special or unusual hazards and be responsible for any damage that results from those hazards. The City does not represent that these insurance requirements are sufficient to protect the Permittee's interests or provide adequate coverage.

- A 30-day written notice is required if the policy is canceled, not renewed or materially changed.
- The City may require that a certified copy of the insurance policies be provided to the City.
- The Permittee shall require that its contractors comply with these insurance provisions.

In the event that the insurance required is not provided or is canceled, the Permittee will not be permitted to begin setup of their event. Once proper proof of insurance is provided, the MCC will permit the Permittee to proceed with their event.

## LICENSE/PERMIT REQUIREMENTS

The City of Minneapolis requires that certain persons and events obtain a license. These are:

- Auctions- before any auction can be held in the MCC, the auctioneer and the auction must have a license.
- New and Used car sales
- Antique shows
- Coin shows
- Stamp shows
- Weapons Collectors shows
- Merchandise sales may require a Transient Merchant License

These licenses and more information can be obtained from:

- Licenses and Consumer Services Department  
City Hall - Room 1C  
350 S. 5<sup>th</sup> Street  
Minneapolis, Minnesota 55415  
(612) 673-2080

## ANIMALS

A city permit is required to bring any hooved animal into the MCC. This relates to cows, goats, pigs, sheep, horses, etc. A permit is also required for "animals wild by nature". Animals considered wild by nature include raptors, such as hawks and eagles.

To obtain the proper permit, please contact Animal Control. The number is 612-348-4250. Direct line to permits is 612-370-4970.

## BANNERS

Requests to hang banners on the exterior of the MCC must be made to the MCC through your Event Coordinator. See "Banner Policy"

## **OPEN FLAME**

A City permit is required for open flame and heating devices in the MCC. Please see the Fire and Safety Regulations section of this guide for more information.

## **STREET CLOSURE**

Requests to close Grant Street to traffic for an event must be made through your Event Coordinator. Upon approval by the MCC, the Safety/Security department will arrange for all required permits, barriers, signs and traffic cones. The MCC Guest Services department will arrange for all Minneapolis police officers and traffic control staff. All charges for permits, equipment and personnel will be added to the show manager's master invoice.

## **NOISE PERMIT**

Any amplified sound on the MCC Plaza or exterior of the MCC, requires a Noise Permit. The MCC will arrange for this permit through the Safety/Security department. Fees for the permit will be added to the master invoice. Please contact your Event Coordinator for more information.

## **RAFFLES**

Raffles can only be conducted by non-profit organizations. Organizations conducting raffles must have applicable city and state licenses. For further information and application forms see [www.gcb.state.mn.us](http://www.gcb.state.mn.us) or call (651) 639-4000

## **DRAWINGS**

Drawings over \$1500.00 require a license. Drawings held at the MCC must be open to the public through in person non-paid admission, public internet site, mail, and/or at an off site public business establishment. Instructions for public entries must be posted at each submittal location. Drawings valued over \$1500 must obtain a city license. For more information, please contact the Minnesota State Public Safety Gambling Enforcement Agency.

## **LIGHTING**

Energy conservation is of prime concern and minimal levels of lighting will be maintained during move in/out periods. House lighting will be provided as required, during event open times (the period when delegates and invited guests use the facility). Generally, "full" house lighting is maintained from 1 hour prior to event until close of event. Audio/Visual set-up, rehearsals and similar pre-event activities may be assessed a charge for special lighting and comfort level requirements.

Special lighting levels can be pre-set in the Auditorium, Exhibit Halls, Ballroom and meeting rooms through the Production Services Department.

Requests for dimming lights in MCC lobbies and shared common space for an event must be reviewed in advance by MCC management. Approval will be based on other events in the facility and safety issues, such as maintaining adequate lighting over areas of egress.

## **LOADING DOCK**

The MCC has an "open dock" policy. This policy allows individual exhibitors the right to handle their own freight, if they desire to do so. All full-time employees of any exhibiting firm shall be allowed to unload, install and dismantle the exhibits of the exhibiting company.

The MCC does not relinquish control of the loading dock during any event regardless of the outside vendor providing security and/or directing exhibitors and freight during move in/out.

## LOST AND FOUND

Every effort shall be made (by all employees of MCC) to see that property found and/or turned in shall be handled in such a way as to provide the best possible opportunity for return to its rightful owner. If property is found before, during or after an event by an MCC employee, it will be turned in to the Safety/Security office with a written note as to time, date and place where the property was found and who found it.

All items turned in to the Information Desk or Show Manager's office should remain there until the end of the "show/event", at which time all said items will be turned in to the MCC's Security office. Any item unclaimed after 30 days becomes the property of MCC and will be disposed of in a manner deemed practical by MCC management.

## MERCHANDISE

The MCC reserves the right to be the exclusive sales agent for any event-related novelty items sold, including but not limited to: t-shirts, caps, jackets, posters, tapes, records, etc.

A novelty is defined as any event-related item that is sold at any MCC public event or any item sold to the public in general in any public area of the MCC even though that item relates to a private event being held in the MCC.

Any merchandise sold in conjunction with an entertainer appearing at an otherwise private event shall also be considered a novelty. A novelty is not a general merchandise item that is sold from a booth that has no specific event logo or association.

The standard fee for the privilege of selling novelties at the MCC is 30% of the gross after taxes are deducted. The payment of all-appropriate local, State and Federal taxes shall be the responsibility of the seller.

## MULTI-USE AND SHARED COMMON SPACE

The MCC is a multi-purpose facility and often there will be more than one event in the building at a time. Therefore, the following areas are considered shared common space and are under the exclusive control of the MCC management:

- The Auditorium lobbies and hallways
- All Plaza entrances
- All Exhibit Hall lobbies and concourses
- All Ballroom lobbies and hallways
- All other main floor lobbies and hallways
- All Lower Level and Mezzanine lobbies and hallways
- All second floor concourse areas
- All permanent food facilities

The MCC management must approve activities planned in shared common space, so other clients using the facility can be taken into consideration.

In consideration of other clients and events in the facility, all bands and/or performing groups planned for any lobby area or shared common space must be approved by the MCC in advance. The MCC retains the right to restrict the use of such groups at any time.

An event may not disrupt any other event within the MCC. MCC management has the right to lower sound levels of any band, audio/visual equipment and/or group activity within the permit area, if the manager determines that is necessary.

MCC management retains the right to require security in shared common space when multiple events necessitate pedestrian traffic management, at the Permittee's expense.

MCC management retains the right to operate food and beverage stations in shared common space, as deemed necessary.

## PAGING

The MCC has zoned paging capabilities. A paging microphone can be installed in the show manager's office or at registration for your convenience. The MCC reserves the right to limit paging to the Exhibit Halls whenever paging in the concourse areas may interfere with another tenant sharing the facility with your event.

The MCC will make announcements regarding public safety procedures whenever conditions make it necessary.

## PARKING

The MCC controls and operates the 3<sup>rd</sup> Avenue parking structure only. Show management and exhibitor parking will be based on event load and space availability. Applicable fees apply. Please contact your event coordinator for more information. The MCC can provide you with a parking map showing the location of surface lots and ramps in the area and the number of spaces available in each.

Handicapped persons, who have disability parking permits, can park free-of-charge at one, two and four hour-limit parking meters for a maximum of four hours. Disability parking permit holders who need to park for longer periods of time can still park for free at 6, 8 or 10 hour-limit meters for as long as they wish. Any State Department of Motor Vehicles office issues this certificate.

If your event requires the use of a drop off and/or waiting area for shuttle busses, please contact your Event Coordinator, well in advance. This drop off and/or waiting area must not interfere with traffic on any streets around the MCC.

**SPECIAL PARKING GUIDELINES:** These guidelines address the following parking situations.

### **- VALET PARKING - MARSHALLING YARD**

The Marshalling Yard's primary purpose is for the move in/out of events. Unfortunately, there is very limited parking in this area. Keeping this in mind and under normal circumstances, the MCC parking guidelines are as follows:

- All requests to the MCC for Valet Parking must come from the client. The MCC does not have an arrangement, informal or contractual, with any valet service. All requests for Valet Parking shall go through your Event Coordinator, who will work in conjunction with MCC Security.
- Availability permitting, the Main Rotunda area may be used for Pick-up/Return of Valet Parking.
- Availability permitting, the Marshalling Yard will be sold and billed to the Valet Service at the prevailing rate with a Security officer staffing the East Gate to count cars.

### **- EXHIBITOR PARKING (paid) - MARSHALLING YARD**

- Requests must go through the MCC Security Department
- Parking passes will be sold through Exhibitor Services at the authorization of the Security department

### **- WESLEY LOT - PERMIT PARKING**

Permits can be issued by Security Department (**subject to availability**) with provisions as follows:

- Meetings with MCC management personnel
- Courtesy parking for show management:
  - **Auditorium** - 1 permit for Main Auditorium or Main Auditorium with any number of turntables
  - **Ballroom** - 2 permits, Ballroom A (1), Ballroom B (1)
  - **Exhibit Hall** - 1 permit per hall used
- Bank-money runs - (30 minute time limit for vehicle making the bank-money run)
- **Sundays 8:30am-12:30pm**, MCC parking permitted in five (5) MCC reserved spaces only.

### **- MARSHALLING YARD - PERMIT PARKING**

- **Auditorium Main or Auditorium plus 3 turntables** - 1 Marshaling Yard permit will be included with rental
- **Ballroom** - 2 permits will be included with rental, Ballroom A (1) Ballroom B (1)
- Additional requests must go through Event Coordinator or Security Department

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### **DOCKWELL - PERMIT PARKING**

Dockwell parking is issued on a very limited basis.

- Maximum number of 8 permits per dockwell, if space is available
- Special conditions apply for Exhibit Hall A. Please contact your event coordinator for more information
- Requests must go through your Event Coordinator

### **CONVENTION CENTER RAMP - THIRD AVENUE**

- Public parking is available seven (7) days a week/24 hours a day
- Payment for parking is due upon exiting the ramp
- **No attendant is on duty from 10pm to 6am.** During that time cash, credit cards and/or MCC tokens can be used for payment upon exit
- Show management may purchase parking three (3) ways:

#### **1. Tokens**

Show Management receives the requested number of tokens from their Event Coordinator. Attendee takes a parking ticket upon entering the ramp. Show management distributes the tokens to the appropriate staff or attendees. Staff and/or attendees use the tokens for exiting the ramp 24 hours a day. Show management will be charged only for tokens used. Unused tokens must be returned to your event coordinator for credit. Any tokens not returned to the MCC will be billed on the master invoice at the current rate.

#### **2. Stamps**

Show Management receives the requested number of stamps from their Event Coordinator. Attendee takes a parking ticket upon entering the ramp. Show management distributes the stamps to the appropriate staff or attendees. The stamp is to be placed on the parking ticket and presented to the attendant upon exiting the ramp. Show management will be charged only for stamps used. Unused stamps must be returned to your event coordinator for credit. Any stamps not returned to the MCC will be billed on the master invoice at the current rate.

### **STAMP METHOD IS ONLY GOOD FROM 6 AM TO 10 P.M. DAILY**

#### **3. Vouchers**

Attendee takes a parking ticket upon entering the ramp. Show Management provides a pre-approved voucher to the attendee. Attendee gives the parking ticket and voucher to the attendant upon exiting the ramp. The number of vouchers collected determines the amount to be billed on the master invoice.

### **VOUCHER METHOD IS ONLY GOOD FROM 6 AM TO 10 P.M. DAILY**

## **PLAZA**

The MCC operates and controls the use of the Plaza area. This area is located directly above the Plaza parking ramp and across Grant Street from the center. Any use of this area must be included in your Permit for Occupancy and all details for the use of this area must be worked out in advance with your Event Coordinator. The MCC establishes all policies and procedures for the Plaza and reserves the right to decide which events may use this area and/or services that will be provided.

- The MCC reserves the right to provide exclusive use for food and beverage for events using this area. The MCC shall require an initial deposit for trash removal, labor clean-up charges and other utility charges. The rates shall be established depending upon the type, style and nature of the event using this area.
- The MCC will require insurance for Plaza use. Minneapolis police officers and/or other security may be required depending upon the nature of the event.

- Most MCC equipment is intended for indoor use, therefore only certain MCC equipment is permitted for use on the Plaza. Rental of equipment for the Plaza from an outside source may be necessary. The MCC will provide metal folding chairs and round tables to the extent of our inventory for Plaza use, but will not permit MCC stackable chairs to be used outside. MCC staging to a maximum size of 24' x 16' may be used on the Plaza. The MCC will invoice the cost of the stage plus the labor to install and remove such stage. Before any staging equipment is set on the Plaza grass area, planks must be placed to support such equipment to prevent puncture of the grass, utility lines and/or water pipes.
- Due to weight load limits, please inform your Event Coordinator of any equipment and/or activities you are planning on the Plaza. The weight load limit for the Plaza is 100 lbs. per sq. ft.
- Utility services are also somewhat limited on the Plaza. Electrical connections should be planned well in advance with MCC staff. Rental of transformers may be necessary.
- Tents and/or shelters may, at the discretion of the MCC, be erected on the Plaza. However, no stakes may be pounded into the Plaza surface for any reason for the erection of any tent/shelter.
- Events may be required to provide portable fencing around the area of use, when alcoholic beverages are being served. This is to prevent non-invited guests from attending your event.
- Any amplified sound on the MCC Plaza or exterior of the MCC requires a Noise Permit. The MCC will arrange for this permit through the Safety/Security department. Fees for the permit will be added to the master invoice. Please contact your Event Coordinator for more information.
- Requests to close Grant Street to traffic for an event must be made to the MCC through your Event Coordinator. Upon approval by the MCC, the application for a permit will be forwarded to the appropriate city department for processing.
- The spraying for mosquitoes the morning of your event on the Plaza may be arranged. Contact your event coordinator for more information and current rates.
- Balloon signs, signs painted on a motor vehicle or trailer with the primary purpose of providing signage are prohibited by City Ordinance. Display of commercial signs of any kind is generally prohibited on the Plaza. A variance may be obtained by contacting the City Zoning department.
- Inflatables (hot air balloons) on the Plaza are prohibited by City of Minneapolis ordinance.
- Searchlights may be allowed as a temporary use, provided that such use shall not exceed a duration of three (3) consecutive days. Use of searchlights on the Plaza cannot exceed 15 days in one year. Applicable permits may be obtained from the City Zoning department.
- Block Party permits are required to close Grant Street for Plaza events. The MCC will apply for all Block Party permits. Fees for the Block Party permit and all costs for barricades and traffic control officers will be billed to the show manager at current rates.

## ROOM SETS and SERVICES

### BALLROOM A or BALLROOM A+B

#### **STANDARD RATE includes:**

- UTILITIES- General room lighting, heat and air conditioning. Remote-control lighting with up to 4 preset levels. Air-conditioning during show hours only.
- GENERAL STAGE WASH FOR PERMANENT STAGE includes:
  - 4-Par 64's and
  - 2-Podium Specials
- TABLES/CHAIRS- One-time standard set-up in conference, banquet, theater or classroom style.
  - Classroom set-ups do not include linen on tables, ice water on each table or pads and pencils. However, these services are available by contacting your Event Coordinator. Any changes to initial set-up shall be subject to prevailing labor charges for that work.
  - 10 - 8' covered/skirted tables, when using entire Ballroom.
  - 6 - 8' covered/skirted tables, when using Ballroom A only.
- PODIUM- Lighted, upright or table model, as required.
- SOUND- Sound system with one microphone. Wireless microphones are not included with the sound system, but may be rented separately.
- ICE WATER- Ice water with glasses at speaker's podium and head tables. If you wish to have additional ice water service at your event, please contact your Event Coordinator for current rates.
- POWER- Standard 110 volts at existing locations. Additional power or exhibitor power should be discussed with your Sales Manager or Event Coordinator.
- EASELS- Directional easels, subject to availability.
- EVENT LISTING- Outside marquee and inside monitors.

#### **PREFERRED RATE includes: All Standard Rate services, plus:**

- Linen- for classroom sets
- Pads and pencils- for classroom or conference sets
- Water station- or water at tables
- One additional microphone- (wireless microphone not included)
- Telephone- for local access at registration desk (pre-designated areas only)

### BALLROOM B

#### **STANDARD RATE includes:**

- UTILITIES- General room lighting, heat and air conditioning. Remote-control lighting with up to 4 preset levels. Air-conditioning during show hours only.
- TABLES/CHAIRS- One-time standard set-up in conference, banquet, theater or classroom style.
  - Classroom set-ups do not include linen on tables, ice water on each table or pads and pencils. However, these services are available by contacting your Event Coordinator. Any changes to initial set-up shall be subject to prevailing labor charges for that work.
  - 4 - 8' covered/skirted tables
- PODIUM- Lighted, upright or table model, as required.
- STAGE-12'x8' skirted stage per set.
- SOUND- Sound system with one microphone. Wireless microphones are not included with the sound system, but may be rented separately.
- ICE WATER- Ice water with glasses at speaker's podium and head tables. If you wish to have additional ice water service at your event, please contact your Event Coordinator for current rates.
- POWER- Standard 110 volts at existing locations. Additional power or exhibitor power should be discussed with your Sales Manager or Event Coordinator.
- EASELS- Directional easels, subject to availability.
- EVENT LISTING- Outside marquee and inside monitors.

#### **PREFERRED RATE includes: All Standard Rate services, plus:**

- Linen- for classroom sets
- Pads and pencils- for classroom or conference sets
- Water station- or water at tables
- One additional microphone- (wireless microphone not included)
- Telephone- for local access at registration desk (pre-designated areas only)

## MEETING ROOMS

### **STANDARD RATE includes:**

- **UTILITIES-** General room lighting, heat and air-conditioning. Remote-control lighting with up to 4 preset levels. Air-conditioning during show hours only.
- **TABLES/CHAIRS-** One time standard set-up in conference, banquet, theater or classroom style.
  - Classroom set-ups do not include linen on tables, ice water on each table or pads and pencils. However, these services are available by contacting your Event Coordinator. Any changes to initial set-up shall be subject to prevailing labor charges for that work.
  - Registration tables or head tables with drape and linen, one per meeting room section. Additional tables and exhibit/display tables are available at published rate schedule.
- **PODIUM-** lighted, upright or table model, as required.
- **STAGE-** 12' x 8' skirted stages per set.
- **SOUND-** Sound system with one microphone. Wireless microphones are not included with the sound system, but may be rented separately.
- **WATER-** Ice water with glasses at speaker's podium and head tables. If you wish to have additional ice water service at your event, please contact your Event Coordinator for current rates.
- **POWER-** Standard 110 volts at existing locations. Additional power or exhibitor power should be discussed with your Sales Manager or Event Coordinator.
- **EASELS-** Directional easels, backdrape for stages, subject to availability.
- **EVENT LISTING-** Event listing on MCC inside monitors.

### **PREFERRED RATE includes: All Standard Rate services, plus:**

- Linen- for classroom sets
- Pads and pencils- for classroom or conference sets
- Water station- or water at tables
- Additional registration tables
- One additional microphone- (wireless microphone not included)
- Telephone- for local access at registration desk (pre-designated areas only)
- One stage- per meeting room section

**\*\*\* THE PREFERRED RATE IS LIMITED TO ONE OR TWO DAY MEETING ROOM EVENTS AND IS NOT APPLICABLE TO TRADE SHOW AND/OR NATIONAL CONVENTIONS.**

## AUDITORIUM MAIN plus Auditorium Turntables 1, 2 and 3

### **STANDARD RATE includes:**

- **UTILITIES-** General room lighting, heat and air conditioning. Air conditioning during show hours only.
- **GENERAL STAGE WASH-**includes:
  - 10 ETC Source 4's(750 watt) and two (2) Podium Specials.
- **SOUND-** 2 Wired or Wireless microphones.
- **LABOR-**
  - Six (6) Safety Monitors and one (1) Supervisor are included with your base rent for up to six (6) show hours per day.
  - Labor for these Safety Monitors will be billed at prevailing rates beyond the included six (6) hours.
- **TABLES/CHAIRS-** 5- 8' covered /skirted tables. Additional chairs, as needed.
- **PODIUM-** 1 lighted, upright or table model, as required.
- **WATER-** Ice water with glasses at speaker's podium and head tables. If you wish to have additional ice water service at your event, please contact your Event Coordinator for current rates.
- **POWER-** Standard 110 volts at existing locations. Additional power or exhibitor power should be discussed with your Sales Manager or Event Coordinator.
- **EASELS-** Directional easels, subject to availability.
- **EVENT LISTING-** Event listing on marquee and inside monitors.
- **SCREENS-**Use of permanent projection screens
- When using Auditorium Main and Auditorium 1-3 as breakouts, all of the above is included, plus:
  - Two (2) turns of Auditorium (1-3) per day.
  - Auditorium (1-3) package per turntable.

**Please see the Auditorium Specifications Sheet for more information.**

## AUDITORIUM TURNTABLES 1, 2 OR 3 ONLY

### **STANDARD RATE** includes:

- UTILITIES- General room lighting, heat and air conditioning. Air conditioning during show hours only.
- SOUND- 2 Wired or Wireless microphones.
- TABLES/CHAIRS- 2- 8' covered /skirted tables. Additional chairs, as needed.
- PODIUM- lighted, upright or table model, as required.
- WATER- Ice water with glasses at speaker's podium and head tables. If you wish to have additional ice water service at your event, please contact your Event Coordinator for current rates.
- POWER- Standard 110 volts at existing locations. Additional power or exhibitor power should be discussed with your Sales Manager or Event Coordinator.
- EASELS- Directional easels, subject to availability.
- EVENT LISTING- Event listing on marquee and inside monitors.
  - SCREENS-Use of permanent projection screens.

## ROOM REFRESHES

One mid-day room refresh is provided for each meeting room in use. The refresh includes:

- Straightening of tables and chairs
- Trash disposal
- Replacement of the speaker's water
- Checking replacement of attendee water in the room.
- A minimum of 30 minutes is required to complete a room refresh.

If you have a refresh schedule requirement beyond the mid-day refresh, appropriate labor charges will apply in relation to the scope of the work to be done. Your Event Coordinator can assist you with a room refresh schedule.

## ROOM TURNS

To the extent of our inventory, a one-time set-up within each of your meeting rooms is provided. Please see **ROOM SETS** and **SERVICES** for included equipment.

Changes to the one-time set and additional room set/changeovers will be charged to show management as follows:

- **MEETING ROOM** turns will be charged at the rate of \$50.00 per meeting room section per turn.
- **BALLROOM A** turns will be charged at the rate of \$600.00 per turn.
- **BALLROOM B** turns will be charged at the rate of \$300.00 per turn.
- **BALLROOM A&B** turns will be charged at the rate of \$900.00 per turn.
- **EXHIBIT HALL** turns will be charged at prevailing labor rates for actual labor used for the turn.

Labor charges will be added to your invoice when requested changes/additions to sets cause the MCC to reschedule labor and/or the space/equipment has already been set.

### **ROOM TURNS FOR FOOD FUNCTIONS:**

The initial room turn from the one-time set up to a food function will be at no charge based on the following requirements.

- The MCC is given a minimum of two (2) hours to complete the turn in meeting rooms and six (6) hours to complete turns in the Ballroom and/or Exhibit Halls. Time requirement subject to change when more than fifteen (15) room sections are required to be turned in the two-hour time frame. The MCC reserves the right to require additional time when more than fifteen (15) room sections are being reset.
- The banquet set is not a specialty set, i.e. angled spacing, combinations of table varieties, etc.
- Specialty set, changes and/or adjustments from one food function to another food function will be billed at prevailing rates. Simple changes in guarantees from one food function to the next will not be billed.

Changes from food functions to theater, classroom or other meeting sets will be billed at prevailing rates.

## SALES TAX

The MCC charges Minnesota Sales Tax on equipment and labor at the rate of:

<b>State Sales Tax</b>	<b>6.5%</b>
<b>City General Sales &amp; Use Tax</b>	<b><u>.5%</u></b>
<b>Total</b>	<b>7 %</b>

For more information, please contact your event coordinator.

The following Sales Taxes are the responsibility of the Permittee on all public ticketed events at the MCC. These taxes do not apply to registration fees for conventions and/or trade shows.

<b>State Sales Tax</b>	<b>6.5%</b>
<b>City Hotel/Motel/Entertainment Tax</b>	<b>3.0%</b>
<b>City General Sales &amp; Use Tax</b>	<b><u>.5%</u></b>
<b>Total</b>	<b>10 %</b>

Food sales and associated service charges at the MCC are taxable at the rate of:

<b>State Sales Tax</b>	<b>6.5%</b>
<b>City Hotel/Motel/Entertainment Tax</b>	<b>3.0%</b>
<b>City General Sales &amp; Use Tax</b>	<b><u>.5%</u></b>
<b>Total</b>	<b>10 %</b>

Exhibitors engaged in the business of making retail sales at the MCC may be required to obtain sales tax permits. The total current sales tax is 7% (6.5% State Sales Tax + .5% City Sales Tax). Exhibitors are responsible for filing this tax and must have a Minnesota Sales and Use Tax Permit and a City of Minneapolis Sales and Use Tax Permit. Both permits can be obtained by filling out forms provided by the MN Department of Revenue. To receive the forms and more information, please contact:

**Department of Revenue**  
**Sales & Use Tax Division**  
**Box #64452**  
**St. Paul, Minnesota 55165**  
**Telephone: (651) 296-6181 or 1-800-657-3777**  
**[www.taxes.state.mn.us](http://www.taxes.state.mn.us)**

Organizations claiming a State Sales Tax exemption must provide the MCC with a copy of a valid Tax Exemption Certificate or Certificate of Exempt Status. Contact the MCC for exceptions.

The Certificate of Exempt Status, Form ST-17 and a Certificate of Exempt Status can be obtained from the state of Minnesota. Please contact:

**Department of Revenue**  
**Sales & Use Tax Division**  
**Box #64452**  
**St. Paul, Minnesota 55165**  
**Telephone: (651) 296-6181 or 1-800-657-3777**  
**[www.taxes.state.mn.us](http://www.taxes.state.mn.us)**

Organizations need only provide the MCC a Tax Exemption Certificate upon their first event with the MCC. Once received, it will remain on file for future events. **A Federal Income Tax Exemption is not the same as a State of Minnesota Sales Tax Exemption.**

Under Minnesota law, the operator of a flea market, craft show, antique show, coin show, stamp show, comic book show, convention exhibit area, or similar selling event is required to obtain (from each vendor) proof that the seller has a Sales Tax permit, or a written statement from the seller that the items offered for sale are not subject to Sales Tax, if that vendor desires to conduct business on the premises owned or controlled by the operator. Contact the above address for Form ST-19.

Sales of prepared food, meals and drinks are taxable in the State of Minnesota. Catered meals sold to non-profit organizations including churches, charitable organizations and government entities, are also subject to Sales Tax. (*See Sales Tax Fact Sheet, Number 137; Revised May, 2006 @ [www.taxes.state.mn.us](http://www.taxes.state.mn.us)*)

Sales of food or drinks in the MCC, at events requiring admission charges, are subject to Minnesota State Sales Tax. Vendors are required to obtain a Minnesota State Sales Tax I.D. # and Form ST-19 at the above address

## **SKYWAYS**

The skyways, directly connected to the MCC, are open to the general public from 6am to 11:59pm (Midnight) each day of the week. Contact your Event Coordinator to extend skyway hours. Do not leave valuables at your registration desk or in the concourse areas.

Placing of exhibits, signs and/or other equipment in the skyways is subject to the approval of the Minneapolis Downtown Council.

Banners may not be hung over the public street, from any skyway

## **VENTILATION, HEAT, AIR-CONDITIONING**

In-house ventilation, heating or air-conditioning will be provided as required during event open times, i.e., the period when the facility is used by delegates and invited guests. Generally, full house ventilation, heating or air conditioning is maintained from one hour prior to event until close of event.

The MCC winterizes all air-conditioning units from October 15<sup>th</sup> through April 15<sup>th</sup>. Please notify your event coordinator to prearrange any special cooling needs for your event that may take place during this time-frame.

Energy conservation is of prime concern and minimal levels of ventilation and heat will be maintained during move in/out periods.