



Welcome to Anchorage!

Thank you for selecting the Anchorage Convention Centers for your upcoming event. As an ASM GLOBAL managed facility, you have our pledge of personal service, professionalism and performance.

Our Event Planner's Handbook has been developed to provide useful information to assist you in planning your upcoming event. This handbook introduces the Center's policies and procedures, while offering beneficial information and suggestions.

Contact our Sales Department through our main switchboard at (907) 263-2800.

We hope this handbook serves as a friendly guide to a successful working partnership.

(updated September 30, 2019)

Polices, rental rates and equipment rental charges noted herein are subject to change without notice and supersede any version of this guide printed prior to September 30, 2019. This Event Planning Guide and its contents are incorporated by direct reference in your License Agreement.

Table of Contents

	Page
Contact Information -----	4
 GENERAL FACILITY INFORMATION & POLICIES	
Accounting-----	5
Advertising-----	5
Americans With Disabilities Act -----	5
Animals-----	5
Audio Visual-----	5
Badging -----	5
Banners & Signs -----	5
Carpet & Surface Protection Requirements -----	5
Contractor Policies -----	6
Damage to the Facilities -----	6
Decorative Materials -----	6
Display Vehicles -----	6
Electrical -----	6
Equipment Rental-----	7
Event Services -----	7
Exhibits-----	7
Exhibitor Kits-----	8
Fire Protection/Smoke Removal -----	8
First Aid/Emergency Medical Services -----	8
Floor Plans - Boxes-Plumbing/Air/Electricity (Exhibit Hall)-----	8
Freight Elevator -----	9
Hazardous Materials -----	9
Hazardous Work Areas-----	10
Helium Balloons-----	10
Hours of Operation -----	10
Housekeeping -----	10
HVAC -----	10
Information Monitors -----	10
Keys-----	11
License Agreement-----	11
Lighting-----	11
Move-in and Move-out Information -----	11
Parking -----	12
Pre and Post convention Meetings/Post Event Evaluation -----	12
Production Events -----	12
Pyrotechnics & Lasers-----	12
Rigging -----	12
Room Security-----	12
Room Sets-----	13
Security -----	13
Shipping-----	13
Simultaneous Translation-----	14
Smoking-----	14
Storage-----	14
Tape -----	14

Table of Contents *(continued)*

	Page
Telephones (Public)-----	14
Trash Removal-----	14
Water Station-----	15
Web Site-----	15
Web Site Calendar-----	15
FINANCE INFORMATION	
Deposits & Payments-----	15
Certificate of Insurance-----	15
Credit Applications-----	16
Final Invoice-----	16
Gratuities-----	16
FOOD & BEVERAGE SERVICES -----	
General Information & Catering Policies-----	17
APPENDICES	
Appendix A-Event Security Coverage-----	18
Appendix B-Facility Booking Policy-----	20
Appendix C-Concert/Special Events & Show Management Contractor's Policy-----	27
Appendix D-Parking Map and Information-----	29
Appendix E-Event Poster Policy-----	30
Appendix F- Lost and Found Policy-----	31
Appendix G-Dance Event Booking Policy-----	32
Appendix H-Alcohol Awareness-----	34

CONTACT INFORMATION

Anchorage Convention Centers
www.anchorageconventioncenters.com

Main: (907) 263-2800

Dena'ina Center

600 W 7th Ave
Anchorage, AK 99501

Receptionist: (907) 263-2850
Fax: (907) 644-2842
Security: (907) 263-2833

Egan Center

555 West 5th Avenue
Anchorage, AK 99501

Receptionist: (907) 263-2800
Fax: (907) 263-2858
Security: (907) 263-2856

IMIG Audio Visual Services

(907) 274-2161

Fax: (907) 279-0219

Accounting

Rental deposits are due in full prior to a group arrival. Check the Use Permit and Agreement for amounts and due dates. Invoices for deposits may be requested; otherwise the License Agreement is the invoice. Acceptable forms of payment include cash, check and credit cards (MC/Visa only with a limit of \$5,000 allowed to be paid by credit card per event).

Advertising

Advertising in public (non-licensed) areas are subject to a fee. Please see your Sales Manager for more information. All advertising copy and proposed sign locations need the prior approval of your Sales Manager.

Americans With Disabilities Act

The Center offers many features that make our facility friendly to our guests with disabilities. These features include automatic entrance doors, wheelchair/motorized scooter accessible elevators, accessible restrooms, and fire alarms for the hearing impaired. Please advise us thirty (30) days in advance of any delegates with special needs. We suggest that you include an area on your registration form to allow individuals with disabilities to indicate any special needs they may have.

Animals

With the exception of guide, signal or service dogs, animals are not allowed in the facility without prior approval. Approval is based on whether the animal is legitimately part of a show, exhibit or activity requiring use of animals.

Audio Visual

IMIG Audio /Video (907-274-2161) is the preferred on-site audiovisual provider for the Anchorage Convention Centers. Groups are permitted to bring in third party audio visual suppliers, although service related fees will be applied. All phone and internet lines are to be ordered through IMIG Audio Video.

Badging

As a matter of security and for identification purposes, we ask that you provide your staff and delegates with badges that are clearly marked with their name and the event they are attending.

Banners and Signs

Please advise your Sales Manager in advance of the quantity, size and exact location of your banners. The copy on all banners and signs and their proposed locations must be reviewed and approved by your Sales Manager (see Event Poster Policy in the Appendix E). For more information on banner location and price installation estimates, please contact your Sales Manager.

Carpet & Surface Protection Requirements

Visqueen of sufficiently heavy gauge shall be laid down on permanent carpeted areas and in freight landing areas to prevent damage from lifts or similar wheeled equipment. Carpet protection is required at the Ballroom entrances for move-in and move-out. When carpeting the exhibit hall, only non-residue tape (Gaffers) may be used. Forklift to be operated by a certified operator and are not allowed in the lobbies or carpeted areas without prior approval from the Director of Operations.

Contractor Policies

The Center has established policies for your General Contractors and Service Providers regarding accessible areas throughout the Center, check-in/out locations, and smoking areas. Show Management must provide the Convention Center with a list of contractors that will be used during

the event at least thirty (30) days prior to the first move-in day. The list assists us with the preplanning of services and security programs.

Damage to the Facilities

As the Licensee, you are responsible for any damage caused by your staff, contractors, exhibitors, or attendees. A pre and post walk through of your licensed areas can be mutually scheduled to verify the condition of the facility prior to your event. All damages, except for normal facility wear and tear, are the responsibility of the Licensee.

Any damage to the Center property or equipment is to be reported immediately to the Center's Security Office located in the loading dock area.

Decorative Materials

All decorative materials displayed or installed in the Center must be flameproof in accordance with the Public Safety and Fire Regulations. The Center does not allow anything to be taped, nailed, tacked, or otherwise affixed to ceilings, painted surfaces, doors, glass, fire sprinklers, columns, fabric or decorative walls. Glitter, confetti, feathers, hay, straw or untreated cotton bales are prohibited. Cleaning and/or removal of décor items such as confetti, streamers, balloons, etc. will incur additional charges.

Display Vehicles

Display vehicles are allowed on the Exhibit Hall floor, Ballroom, and limited areas of the public concourses.

Regulations on display vehicles are as follows:

- Equipment/Vehicles are to have **no more than 1/4 tank of gasoline.**
- Gas tank fuel pipe cover **must** be locked or taped.
- **Both** battery cables **must** be disconnected.
- Vehicles **must** have protective material (carpet, visqueen) underneath the vehicle, bumper to bumper, at all times.
- During Move In and Move Out of display vehicles, either the tires must be wrapped or a path of protective materials **must** be laid on all carpeted areas.
- Public Safety must receive keys to all approved display vehicles for emergency purposes.

Electrical

Basic room rental includes standard house lighting and HVAC during event hours. The Center shall supply limited (20 amp) power in meeting and board rooms at no cost (excludes all areas used for exhibits). Additional electrical needs can be ordered through your Sales Manager or IMIG Audio Visual. For trade show power needs, please contact your Sales Manager.

Electricity Floor Pockets

Floor pockets can be accessed at both the Dena'ina and Egan Centers. In addition to the floor pockets, there are standard wall plug-ins in all rooms.

Exhibit Hall-Dena'ina-

The Exhibit Hall floor boxes contain the following:

- Electrical service up to 100 amps.
 - 110 volt.
 - 220 volt
 - 600 Amp service equal to 5-110 volt plugs.

- Category 5 internet connections.
- 4 or 8 Phone connections depending on the floor pocket.

Ballroom Dena'ina-

- Electrical service up to 100 amps.
 - 110 volt.
- Phone connections depending on floor pocket.

Explorers Hall Egan-

- Electrical service up to 100 amps.
 - 110 volt.
 - 3 phase 60 amp plugs in every other row of pockets
- Phone connections depending on the floor pocket.

Summit Hall Egan-

- Electrical service up to 100 amps.
 - 110 volt.
- Phone connections depending on the floor pocket.

Floor Pockets - Accessing Procedures

When it is necessary for outside companies (i.e. decorators, production crew, etc.) to access electrical power, video, microphone, or telephone connections in the floor pockets, you must contact Center Operations Department or IMIG Audio Video for assistance.

Equipment Rental

The Center offers a variety of equipment that you may rent for your event. Use of Center equipment is conditional upon proper operating safety. For a list of available equipment and rental rates contact your Sales Manager.

If you require special items for your event that are not in the Center's inventory, please contact your Sales Manager for a list of local vendors that may be able to assist you. Should you handle your own rentals, be sure to advise the Center of the delivery/pick up schedule and location of where these items should be placed upon delivery.

If you rent lift equipment from an outside vendor, please note that all equipment must use propane or electric power. Wheels should be white rubber non-marking tires or taped for use in carpeted areas. Lifts should be equipped with reverse beepers and operated at 5 mph for safety. Operators will need certification on file prior to operating equipment.

Event Services

When you host an event at the Anchorage Convention Centers, a Sales Manager will work closely with you on the details of your event. Your Sales Manager will help you understand the Center's policies and procedures and will take on the responsibility of communicating event needs and requirements to the respective Center departments so that your event runs smoothly from beginning to end.

Exhibits

The exhibit floor is to be returned to the Center in the same condition it was received. If the floor is not returned in such condition, the Center will clean the area and bill you for the costs incurred, including the removal of tape and tape residue.

Exhibits in Permanently Carpeted Areas:

In the Ballrooms and Meeting Rooms there is limited access to electrical or telephone services to individual exhibits, and no provisions for plumbing. Therefore, specific limitations have been set to maintain the furnishings of these areas.

- Tape may not be used to mark the carpeted floors.
- Visqueen and plywood must be laid over the carpet before bringing freight or material handling equipment into the area.
- Movement of equipment and material is limited to hand-carried items.
- No trucks, carts, or other motorized devices are allowed on the carpet unless suitable floor coverings, as approved by the Director of Operations, are in place to protect the carpet.

Exhibitor Kits

Exhibitor Kits must be sent to your Sales Manager prior to mailing them to your exhibitors/vendors. Please include all information concerning registration, rules and regulations and order forms. Your Sales Manager will review the information and make sure you have all the current information and correct forms.

Fire Protection/Smoke Removal

The Center is fully protected by an automatic fire sprinkler system. In addition, fire hose cabinets are provided throughout the building. A fire pump provides water for the sprinklers and fire fighting services. A fire alarm and smoke detection system and manual pull stations are located throughout the facility. The use of non-water based hazers/fog machines, candles, open flame, or pyrotechnics for decorative or production enhancements must be requested in writing to your Sales Manager at least sixty (60) days prior to your event. Requests shall include information on the type of material being used, quantity, general program dates, rehearsal times, and duration of use.

First Aid/Emergency Medical Services (EMT)

Trained, in-house personnel are scheduled for events deemed by management or "higher risk". Any injuries are reported on the Dena'ina Center /Egan Center/ASM GLOBAL Incident Report Form.

The purpose of the First Aid personnel is to provide emergency first aid coverage at events at the Centers for individuals who become ill or injured. The services provided by these personnel are classified as Basic Life Support (BLS) services in that emergency care is provided until services, such as paramedics, can arrive at the scene.

First Aid personnel are to be certified to level of at least Advance First Aid (AFA) and CPR, with some being certified as Emergency Medical Technicians (EMT's).

Floor Plans

The Center's exhibit and registration floor plan approval process is closely involved with the City of Anchorage Fire Department. Before commencing the sale of your exhibit space and entering into contracts with your exhibitors, **floor plans must be submitted for Fire Marshal approval. All decisions of the City of Anchorage Fire Department will be considered final.**

Please note these basic rules for exhibit show floor plans:

Aisles

- Aisle dimensions/locations are subject to Fire Marshal approval. Aisles must be a minimum of 8 feet wide.
- Nothing may intrude into the aisle space.

- One hundred (100) linear feet of contiguous display space are allowable before a cross aisle must be present.
- Aisles must be configured to provide clear access to all exit ways.

Exits

- There must be ten (10) feet of clearance in front of all exits. The travel distance within any booth or exhibit enclosure to an exit access may not be greater than fifty (50) feet.
- No exhibit booth, registration table or related material may be placed within 8 feet of main entrance/exit.
- Clear access must be maintained to all Center services. (i.e. restrooms, concession stands, utility rooms, etc) Doors, fire exits, including doors in partition walls, or access to any exit cannot be blocked or impinged upon by pipe, drape, exhibits, or other fixtures.

Miscellaneous

- Direct access to fire extinguishers cannot be blocked.
- Carpet runners or show carpet installed over the Center's permanent carpet is prohibited without the prior written approval of the Director of Operations.

The following items must be designated on your floor plans:

- Booth spaces and contents in the booths.
- Bulk spaces.
- All booths are required to have 2A10BC Fire Extinguisher that has been inspected and certified with tag attached.
- Proposed crate storage areas.

For safety reasons all exits, entrances, air supply vents, ramps, sidewalks, hallways, stairways, elevators, escalators and aisle ways must be kept clear at all times. Exit signs must be kept visible at all times. Fire extinguishers, fire protection valves and fire hose cabinets must be kept clear at all times.

Any changes made to floor plans that have received final approval from the Center must be immediately routed to your Sales Manager for review and approval from our Director of Operations and the Fire Marshal.

Floor plan drawings of meeting rooms, including those with standard room sets (classroom, theater and banquet), are available from your Sales Manager upon request.

Freight Elevator

Dena'ina-Two elevators, one is 10' by 8.5' with a capacity of 12,000 pounds (however, no single item is to be over 3,000 pounds). The larger elevator is 19' 6" by 11' 4" and 10' tall. It has a weight capacity of 20,000 pounds and connects the Loading Dock to both the Meeting Room (2nd Floor) and Ballroom (3rd Floor) back of house corridors.

Egan-Two elevators, 8' wide by 11' deep with a weight capacity of 8,000 pounds, connects the Loading Dock to Summit Hall back corridor.

No freight is allowed on the front-of-house passenger elevators.

Hazardous Materials

All hazardous materials must be registered with the Center. Please submit the OSHA Material Safety Data Sheet (MSDS) on your hazardous materials sixty (60) days prior to your event. Hazardous materials (chemicals, gases, batteries, paints, oils, petroleum products, corrosives, solvents, and biological contaminants including blood, body fluids, organic matter, cadavers, used

first aid supplies, and sharps) are the responsibility of the Licensee and/or Exhibitor. All items must be placed in clearly marked product safe containers, safely stored and secured, and disposed of properly, according to local, state, and federal regulations. Items may not be left in the facility for later pick-up, or disposed of in facility trash receptacles or sewage systems. Hazardous waste left in the facility will be disposed of immediately at the expense of the Licensee. This includes charges associated with identification, containment, transportation, disposal, and potential closures of the convention facilities or waste disposal site due to contamination. Please contact your Sales Manager for a list of vendors that can assist you with hazardous waste disposal.

Hazardous Work Areas

Exhibit halls during move-in and move-out, loading dock areas, and “back of the house” service areas are considered hazardous areas and as such, the following guidelines will be strictly enforced to insure a safe environment for all occupants of the Center:

- No consumption of alcoholic beverages.
- No horseplay, practical jokes, throwing of objects, or display of unsafe behavior.
- No use or possession of illegal or controlled substances. Violators will be prosecuted.
- No speeding or reckless use of vehicles, forklifts, carts, or equipment.
- Exit doors may not be blocked with freight, equipment, display material or any object.
- Children under the age of 16 years old are not permitted in hazardous areas.
- Proper footwear must be worn at all times.

Helium Balloons

Helium balloons may not be distributed or sold inside the facility. With the prior approval of your Sales Manager, helium balloons may be used when they are permanently affixed to authorized displays. If helium balloons are released for any reason within the facility, labor costs associated with the removal of the balloons from ceilings and air handlers will be charged to Licensee.

Hours Of Operation

The Convention Center’s Administrative Office is open Monday through Friday from 8:00 a.m. to 5:00 p.m. Building access during events is generally between the hours of 7:00 am to 12 Midnight. After hours a minimum of \$300 per hour charge will be applied.

Housekeeping

Restrooms, lobbies, corridors, and other public areas will be maintained by the Center during event hours. Meeting rooms are refreshed throughout the day and will be serviced at the end of each event day. Please contact your Sales Manager for details.

HVAC

Center to provide adequate heating/cooling for your event.

Information Monitors/Marquee

Dena’ina - A total of four information monitors are available in the lobby. On the monitors event information and hours will be posted. There are also screens outside of all exhibit hall/meeting room/ballroom entrances for electronic posting. Company logos, pictures, and text can all be displayed depending on preference. One street side marquee above the center lobby doors on 7th Avenue.

Egan-One informational monitor is available in the lobby. All other signage is done on paper and placed in portable display units outside of the meeting rooms. Two street side marquees above the main doors.

Please contact your Sales Manager to discuss signage options.

Keys

At your request, up to four (4) keys can be issued upon arrival. Additional keys are \$5.00 each. There will be an automatic charge of \$50.00 per key for any keys not returned on your final move-out day. All keys will be issued to one member of your staff who will then be responsible for their return.

License Agreement

Once all details of your program pertaining to space use have been determined with the Sales Manager, a License Agreement will be issued outlining the space specifications of your program and the standard terms and conditions for use of the Anchorage Convention Centers. The signed agreement must be returned along with the specified deposit in order to hold your space on a definite basis. The License Agreement will also include the payment schedule for your program. Should your space requirements change once the agreement has been signed, you must contact your Sales Manager to make the necessary space adjustments. At that time, you will be issued an addendum to the agreement for your review and signature to make all changes “official.”

Lighting

Dena’ina Center-

Meeting Rooms:

The Meeting Rooms are equipped with fluorescent fixtures, incandescent track lights and down lights, with control panels and dimming systems. The lights are capable of being programmed using four (4) computerized settings.

Ballrooms:

The Ballrooms are equipped LED lights, with control panels and dimming systems. The lights are capable of being programmed using four (4) computerized settings.

Exhibit Hall:

The Exhibit Hall is equipped with LED lights. The lights are capable of being programmed using four (4) computerized settings.

Egan Center

Explorers Hall:

Explorers hall is equipped LED lights. All lighting is controlled through the security office and in the room, and can be adjusted to various settings.

Summit Hall:

Summit Hall is equipped with fluorescent and incandescent lights. Lighting can be controlled through the security office, with the option of limited controls in the Hall.

Boardroom/Conference Room:

Both are equipped with fluorescent and incandescent lights. Lighting can be controlled through switches inside the room.

If you have questions or think you might require additional lighting features, contact your Sales Manager.

Move-in and Move-out Information

Staff and exhibitors driving POVs (privately owned vehicles) may load and unload in Center’s loading dock area. Commercial vehicles requiring access to the loading dock for move-in/move-out

should be scheduled through your Sales Manager. The Center may be hosting several events simultaneously, and must maintain access to loading docks and lobby entrances for all clients. Exhibitor move-in/move-out is not permitted through the main lobby with the exception of small hand carried freight only. Escalators and lobby elevators are restricted for passenger use only.

Concert/Special Event Productions

There is always an evidence of oil or grease associated with metal chains and chain motors. Due to the presence of oil and grease on those metal parts, we take the following precautions:

1. All metal chains, chain motors and associated type equipment must be placed on 3/4" sheets of plywood with polypropylene plastic under-liners while on the carpeted surface in the Ballroom
2. Assembling light trusses must be accomplished with a polypropylene plastic covering as a minimum to protect against discoloration of the carpet from paint on the truss
3. Touch-up painting or repair work of displays or exhibits is strictly prohibited

Parking and Directions

The JCPenney's Garage offers 580 spaces, the Fifth Avenue Garage 1,160, the Sixth Avenue Garage 570 and the 6th and H Garage 471 spaces for a total of 2,781 indoor parking spaces within two blocks of the Anchorage Convention Centers. Additional indoor parking may be available in the State of Alaska's Linn Pacillo Garage.

The parking fee in Municipal garages: JCPenney's, Fifth Avenue and 6th & H Garage is \$1.25 per hour, Monday through Sunday/24 hours per day. Special arrangements for parking may be made through EasyPark by calling (907) 276-PARK or their website at www.acda.net.

Visit our website www.anchorageconventioncenters.com/parking-and-directions/ for complete parking information and directions. (see parking map, Appendix D)

Pre and Post Convention Meetings / Post Event Evaluation

Pre-Convention Meetings are scheduled for all major events. It is an informal meeting for your staff and our staff to meet and review key event requirements. It is hosted by the Center and coordinated by your Sales Manager. A Center Representative from each department will be in attendance. Your key support staff as well as any service contractors for your show (i.e. decorator, audio visual company, etc.) are encouraged to attend. At the conclusion of your show, we will ask to schedule a Post-Convention Meeting with you so that we may get your feedback about the facility's performance.

Production Events

Events requiring a production company will need to work closely with the Sales Manager to facilitate their move-in and move-out schedule, rigging and staging, and production requirements.

Pyrotechnics are prohibited

Rigging

All rigging is required to meet with current state industry and safety standards. Rigging points are available in the Ballroom and the Exhibit Hall. Specific rigging grid plans with values are available through your Sales Manager. Please contact them for a copy of these plans prior to designing a rigging plan for your event. A copy of your final rigging plans must be provided to your Sales Manager 30 days prior to move-in to assure coordination of your room setup.

Room Security

The Center provides a convenient locking system to help you maintain security of the various rooms you use. We will also work with you to coordinate other security needs. It is important to remember that the Center must always have access to any area of the facility and reserves the right to access any area if necessary. For this reason, it is important to note that no doors may be locked or otherwise secured without prior written approval from the Center. Centers not responsible of any items lost for stolen from anywhere in the building.

Room Sets

Standard room set options include: theatre, classroom, u-shape/hollow square and rounds

Included in the rental of each room is a one-time standard room and linen set up to your specifications, to include tables (with white linen), chairs, staging, (1) table-top/standing podium, wastebaskets and water cooler. Rooms will be refreshed on designated breaks throughout the day at no additional charge.

Banquet set includes a limited number of 6' x 8' risers; white banquet linens, glassware, china, and flatware; (1) table-top/standing podium; and a limited size dance floor.

Charges may apply if changes are made to the room set 24 hours prior to your contract day.

Security

Building Security

ASM GLOBAL of Alaska, Inc. offers a unique combination of security and service. Strong reliance is given to modern design and construction, utilizing a series of alarm systems/CCTV/building systems alarms as the first line of security. The purpose of monitoring is to alert alarm companies, police, and fire departments of any potential threat to property, equipment, heating systems, or persons.

During events, security personnel interface between the alarm, CCTV monitors, patrons, and potentially needed Municipal services, such as community service patrol, police and fire.

Event Security

The Center requires certain events to provide minimum levels of security coverage in any leased space and other areas (i.e. public access areas, registration areas, etc.). Such coverage will be at Licensee's expense.

As the Licensee, you are responsible, and shall be charged for complete security within all contracted areas, from the beginning of leased period until completion of move-out. The Center's Management staff will evaluate each event according to its nature, attendance and areas in uses for staffing your security needs. Event Security staffing is charged by the hour with a 4-hour minimum required.

All incidents of injury, vandalism, fire, theft, etc. should be reported to the Security Office immediately. Following notification of any incidents, event staff will initiate appropriate reports and investigations.

The use of armed guards, with the exception of officers of the law, is prohibited without written consent from the Center.

Shipping

Anchorage Convention Centers are pleased to be able to offer our clients shipping assistance. The Control Office and Administration offices have labels for UPS, and Federal Express as well as

sealing tape for the client's boxes. Clients are responsible for coordinating all shipping directly through the company of their choice including; labeling, packing and arranging delivery & pick-up. The boxes are to be stored by the Control Office with a client contact and cell number in case there is need for follow up.

The Center is unable to accept C.O.D. shipments under any circumstances nor can the Center accept responsibility for the costs associated with freight delivery/pick-up. The Center will not be liable for the security of freight left in the facility prior to or following the conclusion of your event move-out date(s), nor can the center assume responsibility for the shipping of such freight. Freight or packages left in the Center will be disposed of at Licensee's expense after 30 days.

Simultaneous Translation

Contact IMIG Audio/Video to arrange the proper equipment for translation. The Egan Center is equipped with sound-proof translation booths if needed.

Smoking

By Chapter 65 of Title 16 of the Anchorage Municipal Code (AMC 16.65) of the City of Anchorage, smoking in all public facilities is prohibited. Both the Dena'ina and Egan Centers are non-smoking buildings. Smoking is only permitted in designated open-air areas – outside of the loading dock in the designated smoking area, the Terrace next to the Ballrooms (at Dena'ina only), and outside the lobby doors.

Storage

Box or crate storage is only permitted in limited areas of the Center. Once exhibit materials have been unloaded, crates must be removed by your service contractor who will in turn store them safely on or off-site and return them promptly to the appropriate booth location once the show closes. Consult your Sales Manager for alternative storage areas.

Refrigerated Storage

We have limited space available for exhibitors requiring refrigeration of their products. Information on the storage of perishable items and applicable charges may be obtained from your Sales Manager.

Tape

All wires and cables must be sufficiently taped down in a safe and secure manner. A specially manufactured gaffers tape appropriate for use on carpeted surfaces is the only authorized tape to be used. Duct tape and other similar types of tape tend to pull out carpet fibers when the tape is removed and can leave a residue which may cause permanent damage. At no time shall any other type of tape be applied to the carpeted surface other than the approved tape. The same type of gaffers tape is also to be used on non-carpeted floors as well. Applying tape to anything that is the property of the Center (i.e. walls, windows, doors, ceilings, equipment, etc) is strictly prohibited. Damages resulting from the use of tape are the Licensee's responsibility and cleaning charges may apply. Gaffers tape is available to trade show decorators and event planners at cost from the Center. Any operations staff member can assist in acquiring this product.

Telephones (Public)

There are no public telephones at the Anchorage Convention Centers. Phone lines can be set up by contacting IMIG A/V at 907-274-2161 or information@imigav.alaska.com.

Trash Removal

For all events, a trash compactor (30 cubic yards) is provided for use. The first trash pull is complimentary. All additional trash pulls will be charged the prevailing rate. Special services including open top dumpster rental and recycling programs are available upon request.

Water Station

The Center offers complimentary water coolers in meeting rooms.

Web Site

The information found in this Event Planning Guide as well as all of our current forms, can be found in PDF format on the Center's web site at www.anchorageconventioncenters.com

Web Site Calendar

The Anchorage Convention Centers has a "Calendar of Events" listing on its web site. If you have specific information or a web site you would like listed, please provide the information to your Sales Manager.

FINANCE INFORMATION

Deposits & Payments

See Booking Policy, Appendix A.

Acceptable Forms of Payment

- U.S. Currency.
- Cashier's Checks.
- Money Orders.
- Approved Local or National Company Check or Personal Checks.
- Wire Transfer (Processing Fee may apply).
- Credit Card (**Visa or MasterCard**) **\$5,000 limit per event.**

Certificate of Insurance

1. The William A. Egan Civic and Convention Center and the Dena'ina Convention Center requires the Lessee to procure, one month prior to the event, and maintain in full force during the Lessee's occupancy of said premises, including move-in and move-out, a policy of comprehensive general liability and property damage insurance from an insurer licensed to do business in the State of Alaska with A.M.'s Best Rating of A-7 or better, and subject to suit in the Municipality of Anchorage.
2. Additional insureds to include the Facility Management Entity (currently, ASM GLOBAL of Alaska, Inc.); DBA, William A. Egan Civic and Convention Center and/or the Dena'ina Civic and Convention Center, the Facility Ownership, the Municipality of Anchorage, and the Anchorage Convention and Visitors Bureau. The Lessee must be named as insured on said policy, with minimum policy limits of \$1,000,000 occurrence and \$2,000,000 aggregate for:
 - a. injuries, including death, sustained by one person
 - b. injuries, including death, to two or more persons, and
 - c. property damage
3. Lessee agrees to furnish, and place on file with Complex Management Entity, a copy of said policy or a certificate that a policy of insurance has been issued, at the time of the execution of the License Agreement, the same to be subject to approval of Complex Management Entity.
4. A minimum of twenty (20) days advance written notice must be provided for any cancellation or changes of coverage. The Lessee can provide afore mentioned insurance from any

company meeting requirements listed in Items 1 and 2 above or the Management Entity can provide insurance at the Lessee's expense.

Credit Applications

We request that credit applications be submitted six (6) months prior to event date. Upon approval of the credit application, a master account will be arranged for event charges incurred and any food & beverage charges over and above the pre-paid estimated amount.

Final Invoice

The final invoice will be issued no later than three (3) business days after your move-out. Any outstanding balance will be due net thirty (30) days upon issuance of the invoice.

Gratuities

Anchorage Convention Center employees may work in service environments in which tipping or offers of a gratuity are traditional and/or customary; i.e., beer lounges and coat check operations. It is satisfactory for employees to accept tips or gratuities. However, employees shall not be soliciting such for services rendered.

FOOD & BEVERAGE SERVICES

"Savor...Alaska" – Catering by ASM GLOBAL is proud to be the exclusive caterer at the Anchorage Convention Centers. With our state of the art kitchen, our Executive Chef along with the catering personnel, stand ready and offer the finest quality product and service for all your events. A complete range of services are available to you including catered meals and banquets, coffee and concession services, crew/staff and Green Room catering, and exhibit booth services. Your Sales Manager is the primary contact for all food and beverage needs.

To ensure a successful food and beverage program it is very important that menu selections and accurate attendance estimates be provided to your Sales Manager well in advance. Function Orders will be prepared and distributed for each of your food & beverage functions. The Function Orders are to be reviewed, approved, signed and returned 30 days prior to your event, along with the deposit requirements indicated on your contract.

During the planning process, your Sales Manager is your single source for planning your food service needs and works with a Food and Beverage Manager to ensure the success of your event. Once on site, the Catering Staff, along with your Event Manager, will attend to the details of your food and beverage program.

The following are answers to some frequently asked questions to help get you started in the planning of your food and beverage program. For additional, more complete information (See page 20 for General Information and Catering Policies).

When do I have to make my menu selections? Menu selections should be made well enough in advance of your program to ensure that final approved Function Orders are returned to your Catering Sales Manager 45 days prior to your program.

What is the guarantee policy? For most functions we require a guarantee three (3) working days prior to event move-in.

When do I need to pay? Full prepayment of estimated charges is due two (2) weeks prior to the program. Any remaining balance due to attendance increases, menu changes, additions, etc. are due prior to the start of your program.

What are the service and sale tax charges? Currently our service charge is twenty percent (20%) and applies to all food and beverage sales (including alcohol).

Does the Anchorage Convention Centers allow food sampling? Due to food and beverage being an exclusive in-house operation, no samples of food product, alcoholic or non-alcoholic beverages or other consumables may be distributed without prior written permission from “Savor” – Catering by ASM Global. Sampling to the trade and sampling to the public fall under different health department regulations. It may be necessary to complete and submit an application for Food Establishment Permit” and/or “Exhibition Booth Diagram” form. Please contact your Catering Sale Manager who will assist you in completing and submitting the appropriate forms and applications.

GENERAL INFORMATION AND CATERING POLICIES

Proposals, agreements and contracts regarding the use of service and facilities of the Anchorage Convention Centers are subject to rules and regulations of the “Savor...Alaska” – Catering by ASM Global and shall include, but are not limited to, the following terms and conditions:

1. **EXCLUSIVITY:** Food and beverage items will be purchased exclusively from Savor...Alaska – Catering by ASM Global
2. **GUARANTEES:** Guarantees are due to the Catering Sales Manager by 12:00 noon, (Alaska Standard Time) three business days prior to the event move-in. Holidays are not considered business days. For functions of 1,000 or more persons or with multiple entrees will require that final guarantees are due five (5) business days prior to event move-in. **Guarantees given are not subject to reduction.** Savor Alaska Catering by ASM GLOBAL will use the tentative planning number as the guaranteed figure if a guarantee is not submitted when due.
4. **ADDITIONS/INCREASES:** Any increases to guarantees within three business days are subject to the approval of Savor Alaska Catering. Any increase above the original set figure, menu additions or added functions will be subject to a 15% surcharge. The revised guarantee will not receive an over set amount: the new guarantee is the set amount.
5. **LENGTH OF SERVICE:** To ensure quality, integrity and safety of food and beverage products, food service duration is limited to a maximum of two (2) hours. At its sole discretion, Savor Alaska Catering reserves the right to extend or further limit this timeframe. Additionally, menu prices are formulated based on customary service durations.
6. **MENU SELECTIONS:** Menu selections should be made well enough in advance of your program to ensure that final approved Catering Event Contracts are returned to your Sales Manager 45 days prior to your program. Our standard menus are designed as guidelines to assist you in the selection of your food and beverage services. Our Sales Manager welcomes the opportunity help customize your menus and services to meet your needs.
7. **SERVICE FOR UNDER 50 GUESTS:** A labor/set up charge of \$125.00 will apply for all meal functions of 50 guests and under.
8. **PRICING GUARANTEES:** Prices quoted more than 6 months prior to an event are subject to increases proportionate to meet increased cost of supplies or operation at the time of the scheduled event.
9. **SERVICE FEE:** Food and beverage charges are subject to a twenty percent (20%) service fee. This service fee is not distributed to the wait staff as wages or gratuity.

APPENDIX A

ANCHORAGE CONVENTION CENTERS SECURITY PLAN

ASM Global offers a unique combination of security and service. Strong reliance is given to modern design and construction, utilizing a series of alarm systems/CCTV/building systems alarms as the first line of security. These systems are in place and monitored on a 24-hour basis, seven days per week. The purpose of monitoring is to alert alarm companies, police, and fire departments of any potential threat to property, equipment, heating systems, or persons.

During events, security personnel interface between the alarm, CCTV monitors, patrons, and potentially needed Municipal services, such as community service patrol, police and fire.

Events that draw large crowds also draw a cross section of community problems, from patrons under the influence, to fights. ASM Global's commitment to service has taken the initiative of supplying sufficient personnel to aid the patrons' rapid entry, locating their purchased seating and reducing confusion. Additionally, these guards are given specific training in identifying and controlling problems, use of radios, summoning aid, observations, and report writing. In this manner the flexibility of the security is cost effective and in direct proportion to the potential need.

Non-uniformed personnel work closely with and among the varying patron groups; isolating potential problems, resolving problems as they occur, and screening problems that will require the aid of local authorities, from fire to police personnel.

Contingency plans are created with the aid of local authorities to cover those potential threats to safety which allow ASM Global personnel to take immediate, efficient and approved actions when interfacing with Municipal services in a crisis.

Duties of security personnel are outlined for each employee. Each employee is also given rules and regulations regarding their expected conduct. The emphasis is on service and public safety.

Scope of Operations

The Security Department provides security for the Anchorage Convention Centers through installed, automated security systems, appropriate security plans, and security work force personnel. It further monitors activities that could result in personnel injury and loss or damage of property and equipment in the facility. It provides advice and guidance to the Dena'ina Convention Center Management. We will maintain established liaison with local law enforcement authorities.

The Security Department interfaces with patrons and customers of varied interests from a cross-section of the community's population. This includes events which are family oriented, such as sporting events, trade shows, and non-profit group presentations; i.e. religious meetings. It also includes events which draw specific crowds such as teenagers and people in the early twenties age group that associate with current entertainment trends, such as alternative rock concerts.

SECURITY DEPARTMENT TEEN DANCE / ALL AGES CONCERT PLAN

The Security Department will be broken down into (3) main areas.

Full-Time Security Control Officers:

The Security Control will consist of three full-time guards with additional part-time guards. They will staff the security control center and will oversee the day to day security requirements of the Convention Centers.

Event and Part-Time Security Officers:

The Event Security department will consist of one security manager and a pool of approximately 75 security guards including supervisors. The security manager will staff all event related security positions and will be responsible for all event security operations only.

T-Shirt Security: (Concerts Only):

T-shirt Security will be made up of Security department staff. They will be responsible for staffing security positions during concerts on the main floor, behind the stage barricade, around the stage, in the dressing room areas and other backstage areas.

APPENDIX B

Anchorage Convention Centers' Facility Booking Policy

I. STATEMENT OF PURPOSE

The Dena'ina Civic and Convention Center (DCCC) and the William A. Egan Civic and Convention Center (Egan Center) form a Complex (the Anchorage Convention Centers) that are national and international convention, trade show, and multi-purpose facilities owned by the Municipality of Anchorage. The Anchorage Convention Centers were built with the primary objective of promoting and facilitating events and activities which generate substantial economic benefits to Anchorage.

In addition, the Convention Center Complex was developed with a secondary objective of providing services and facilities which respond to the needs of the citizens of Anchorage and local activities which promote business and generally enhance the quality of life for the community the Center serves.

II. DEFINITION OF TERMINOLOGY

In the process of scheduling the facility and dates, the following terms and definitions shall always apply to scheduling commitments, i.e., reservations issued by the Centers:

Prospect

Facility and dates will be temporarily held pending notification to the contrary by either party. In the event a prospective commitment is released by the Center, the requesting party will be notified that the space and/or dates have been released.

Tentative

Events are considered tentative when a License Agreement has been offered for a specific date/room(s) to a group or individual but that License Agreement has not been returned to Center Management Entity along with deposit, for counter-signature and execution. Space and dates reserved on a tentative basis will not be superseded by a second requesting party within the same scheduling priority without first offering the party holding the first option an opportunity to either execute the License Agreement or release the reservation. A first option held by a Second Priority Event can always be superseded by a First Priority Event, unless a License Agreement has been previously executed. At the discretion of the General Manager, a party with a First Priority Event holding a first option may be required within seven (7) days of written notice to execute a License Agreement or risk that tentative space/date hold being released for sale to the general public.

Definite (Confirmed by Contract & Deposit)

Space and dates are considered confirmed or under contractual commitment only upon execution of a Dena'ina Civic and Convention Center or William A. Egan Civic and Convention Center License Agreement by the event sponsor and the Center's management entity. For First Priority Events outside the 12 month booking window – the Anchorage Convention and Visitors Bureau becomes the final executor of License Agreements.

No variance from the Centers' agreement represented in the above terms may be made in any case except upon the prior express written approval of the General Manager.

III. BOOKING RESPONSIBILITIES

(A) Long Term: Reservations more than twelve (12) months before the requested date(s), for conventions and trade shows, are normally confirmed by the Anchorage Convention & Visitors Bureau, and are subject to the guidelines in Section IV (A) and (B) below.

(B) Short Term: Reservations less than twelve (12) months before the requested date(s) are normally confirmed by Complex Management firm (currently ASM GLOBAL of Alaska, Inc.), and are subject to the policies outlined herein.

IV. RESERVATION PRIORITIES

First Priority Events

(A) Conventions and Trade shows which are international, national, regional or state in nature, and which have a significant impact in terms of hotel tax generated are given priority dates as defined by 400 contracted guest room peak or 1,000 contracted guest rooms for the event's run. Such events shall be considered as "First Priority Events".

(1) Reservations: Date(s) requests for First Priority Events may be made as far in advance as necessary or appropriate and may supersede requests for other events and activities, unless a License Agreement has been previously executed by the Complex management entity and the user for such other event.

(2) Contracts: A signed, fully executed License Agreement for First Priority Events will be required twelve (12) months prior to the event.

(3) Deposits: A minimum deposit in the amount of fifty percent (50%) of the total estimated rental is required upon execution of the License Agreement. At the sole discretion of the Center management entity, a greater deposit may be required depending upon when the License Agreement is being executed in relation to the date of the event

(B) Multiple-day, consumer/trade shows are also considered "First Priority Events" if they utilize hotel rooms and meet the following criteria:

(1) Hotel Room Usage: Minimally, hotel room usage must meet or exceed 400 contracted rooms peak night, and/or 1,000 contracted hotel room nights for the event's run.

(2) Hotel Room Pick-Up: Actual hotel room pick-up must be confirmed by the Convention & Visitors Bureau, Convention Services department.

(3) Exhibit Space Use and Attendance: Event is required to pay rack rate for the entire DCCC's full 75,000 sq. ft. of exhibit space (street level exhibit hall and 3rd floor banquet room) and the event must generate audited attendance at the DCCC of at least 8,000 for the run, and/or no less than an average 2,500 DCCC attendants per event day.

(4) Advance Booking: Consumer / Trade Shows that qualify as "First Priority Events" are provided the ability to contract up to thirty-six (36) months if they agree to a "three week window of flexibility before or after their original date" up to eighteen (18) months prior to the event, should the need arise to book a First Priority Convention.

Second Priority Events

(C) Multiple-day, local trade shows, and consumer shows shall be deemed as "Second Priority Events", and will be given second priority status on dates. (A consumer show is an event which is open in whole or in part to members of the general public. The Center's General Manager has full and final authority for defining whether an event is or is not a consumer show.)

(1) Reservations: Multiple-day, local trade shows and consumer shows shall not be booked more than twelve (12) months in advance of the date(s) requested.

(2) Contracts: A License Agreement can be issued up to eighteen (18) months prior to the date(s) requested. Upon request by Center, within the period of twelve (12) to eighteen (18) months prior to date(s) requested, Licensee agrees to cooperate with Center to re-schedule such dates in order to accommodate a First Priority Event.

(3) Deposits: A minimum deposit in the amount of fifty percent (50%) of the anticipated rental amount is required upon execution of the License Agreement. The Center's General Manager has the full and final authority to increase such minimum deposit. A greater deposit may be required depending upon when the License Agreement is being executed in relation to the date of the event.

(D) Food functions, meetings/seminars, meal services, fundraisers, social events, receptions, conferences or any other events will be given dates on a space available basis.

(1) Reservations: These events shall not be booked more than twelve (12) months in advance.

(2) Contracts: A License Agreement shall be executed by both parties a maximum of twelve (12) months prior to the date(s) requested.

(3) Deposits: A deposit in the amount equal to 50% of the minimum room rental and/or anticipated food/beverage expense is required upon execution of the License Agreement with second and third deposits of 25% each of anticipated expense due at six (6) months and three (3) months respectively, prior the event. Unless the requesting party has secured an approved credit application then payment in full seven (7) prior to the event is required.

V. PROTECTION CLAUSE

A Protection Clause shall be granted to long standing recurring local, regional, national and international public and trade shows with a proven record of success and financial ability. A Protection Clause will be included in the License Agreement, which will not be issued earlier than twelve (12) months prior to the event (thirty six (36) months for First Priority Events). The protection period shall not exceed a total of twenty one (21) days prior to the first day of the event and twenty one (21) days after the event. If a Protection Clause is granted, it will read as follows:

Lessor agrees that it will not lease any portion of the Anchorage Convention Centers to any competing event for the period commencing twenty one (21) days before Lessee's first event day and concluding twenty one (21) days after Lessee's last event day (the "Protection Period"). A "competing event" is hereby defined as an event which has thirty-five percent (35%) or more of the total number of exhibitors/booths in the event showing/selling product lines the same or substantially similar to the product lines in the Lessee's event, provided, however, that a show that is open to the public shall never be deemed a competing event with a show open only to the trade, and vice versa. The determination of whether or not an event is a "competing event" shall be solely within the discretion of the General Manager and shall be based upon the product lines in the proposed event's prior shows.

VI. RESERVATION STATUS

(A) Prospect reservations are subject to the approval of the Center's General Manager, and are subject to the following:

(1) All Prospective reservations can be cancelled by the Center. If a prospect reservation is cancelled by the Center, the requesting party will be notified that the dates have been released by the Center.

(2) All tentative reservations are subject to challenge as set forth in Section VII.
Anchorage Convention Centers Booking Policy Continued;

(3) A tentative reservation, for which a License Agreement has been issued but not executed by both parties, for a single-day event, outside of six (6) months is subject to cancellation with a forty-eight (48) hour notice at the discretion of the Center. First Priority events that have not executed a License Agreement and/or delivered the agreed upon deposit prior to eighteen (18) months before the first day of the event are subject to cancellation with forty-eight (48) hour notice.

(4) All events are considered on a tentative hold until there is a fully executed Facility "License Agreement". Until a License Agreement is fully executed, and the full amount of agreed upon deposit is received, sub-contracting, advertising or assigning of facility space or access is prohibited.

VII. CHALLENGES

If dates have been tentatively reserved for first or second priority events, but the client has not returned the signed License Agreement with deposit and another Client wants those dates, then such other Client (the "Challenger") may deliver to the Center a deposit of fifty percent (50%) or more of the Challenger's

estimated minimum room rent and/or food & beverage estimated expense.

The Center will then advise the client or firm holding the tentative reservation (the "Date Holder") of the challenge. Such notice may be by telephone or registered letter. Within forty-eight (48) hours of such notice, the Date Holder must submit to the Center a deposit equal to fifty percent (50%) of the Date Holder's estimated minimum rental, and execute a License Agreement in a form acceptable to the Center. The Center may at its sole discretion waive these requirements, or extend the time limits for up to five (5) days.

VIII. MINIMUM BOOKING REQUIREMENTS

In order to maximize the usage of the Egan Center, events accommodating less than 300 persons will not normally be able to reserve dates in the Dena'ina CCC unless they are booked within a six (6) month window period. Any event not meeting this minimum must receive written approval from the Center's General Manager prior to reserving any dates.

IX. FACILITY USE APPLICATION

In order to reserve any part of the Center on either a tentative or confirmed basis, a Facility Use Application must be submitted.

The Center may decline to approve any application for any Client on the basis of credit references, financial ability or prior experience. A Client who has failed to perform any obligations under a prior License Agreement with the Center or a similar facility, has cancelled or failed to proceed with a confirmed reservation, or whose conduct is, in the opinion of the Center management entity, detrimental to the best interest of the Centers.

Events and circumstances not covered in the above scheduling policies may be subject to special conditions as deemed appropriate by the Center's General Manager.

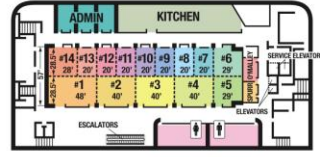
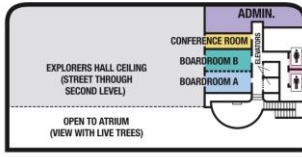
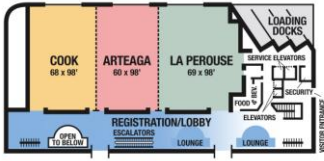
X. INSURANCE REQUIREMENTS

1. The William A. Egan Civic and Convention Center and the Dena'ina Convention Center requires the Lessee to procure, one month prior to the event, and maintain in full force during the Lessee's occupancy of said premises, including move-in and move-out, a policy of comprehensive general liability and property damage insurance from an insurer licensed to do business in the State of Alaska with A.M.'s Best Rating of A-7 or better, and subject to suit in the Municipality of Anchorage.
2. Additional insureds to include the Facility Management Entity (currently, ASM Global); DBA, William A. Egan Civic and Convention Center and/or the Dena'ina Civic and Convention Center, the Facility Ownership, the Municipality of Anchorage, and the Anchorage Convention and Visitors Bureau. The Lessee must be named as insured on said policy, with minimum policy limits of \$1,000,000 occurrence and \$1,000,000 aggregate for:
 - a. injuries, including death, sustained by one person
 - b. injuries, including death, to two or more persons, and
 - c. property damage
3. Lessee agrees to furnish, and place on file with Center Management Entity, a copy of said policy or a certificate that a policy of insurance has been issued, at the time of the execution of the License Agreement, the same to be subject to approval of Center Management Entity.
4. A minimum of twenty (20) days advance written notice must be provided for any cancellation or changes of coverage. The Lessee can provide afore mentioned insurance from any company meeting requirements listed in Items 1 and 2 above or the Management Entity can provide insurance at the Lessee's expense.

XI. Room Rental Rates / Floor Plans

William A. Egan Civic and Convention Center Rate Chart

Explorer Hall: Trade Shows: Full day room rental at \$.24 per square foot, plus labor and equipment.



EXPLORERS HALL STREET LEVEL

BOARDROOM UPPER LEVEL

SUMMIT HALL LOWER LEVEL

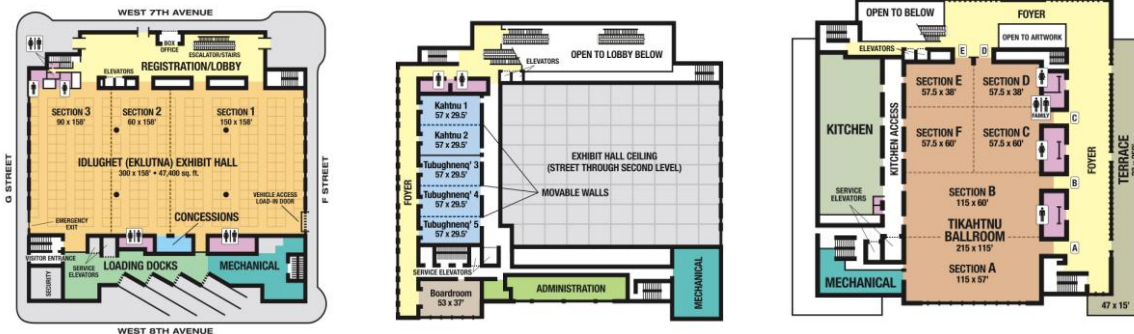
Room	Sq. Ft.	Theatre	Classroom	Banquet	Fee
Ground Level					
LaPerouse	6,762	850	500	400	\$1,650
Arteaga	5,880	700	400	320	\$1,560
Cook Hall	6,664	850	500	400	\$1,560
Explorers Hall (Entire Hall)	19,306	2,540	1,400	1,280	\$4,550
<i>*Banquet seating eight per table/ten per table</i>					
Mezzanine / 2nd Floor					
Board Room	1,193	80	60	60	\$350
Conf. Room	Twelve person table				\$150

Summit Hall:

Room	Sq. Ft.	Theatre	Classroom	Banquet	Fee
Space 1	1,368	130	64	60	\$400
Space 2	1,140	100	64	60	\$350
Space 3	1,140	100	64	60	\$350
Space 4	1,140	100	64	60	\$350
Space 5	826	60	32	40	\$225
Space 6	826	60	32	40	\$225
Space 7	570	40	32	20	\$150
Space 8	570	40	32	20	\$150
Space 9	570	40	32	20	\$150
Space 10	570	40	32	20	\$150
Space 11	570	40	32	20	\$150
Space 12	570	40	32	20	\$150
Space 13	570	40	32	20	\$150
Space 14	798	60	48	40	\$225
Total	11,228	1,400	680	780	\$3,100
<i>Banquet seating ten per table</i>					
Spurr	315	20	16	20	\$140
O'Malley	368	20	16	20	\$140

Dena'ina Civic and Convention Center Rate Chart

Idlughet (Eklutna) Exhibit Hall – Street Level: Full day room rental at \$.27 per square foot, plus labor and equipment. (274 – 10'x10' trade show booths; 134 – trade show booths in half hall)



IDLUGHET EXHIBIT HALL

2ND FLOOR MEETING ROOMS

TIKAHTNU BALLROOM

Room	Sq. Ft.	Theatre	Classroom	Banquet*	Fee
Street Level					
Idlughet 3 (1/3 Hall)	14,220	1,512	1,126	840	\$4,300
Idlughet 1-2 (2/3 Hall)	33,180	3,486	2,336	1,770	\$8,900
Idlughet 1 (1/2 Hall)	23,700	2,500	1,631	1,290	\$6,500
Idlughet 2-3 (1/2 Hall)	23,700	2,500	1,631	1,290	\$6,500
Entire Hall	49,100	4,998	3,262	2700	\$13,000

*Banquet seating ten per table

Numbers are approximate and subject to change with final floor plan, fire exits and corridors

Kahtnu (Kenai) Meeting Rooms 1 & 2
Tubughnenq' (Tyonek) Meeting Rooms 3, 4 & 5
 Flexible Meeting Space or Meal Service @ \$.29 per sq. foot.

Room	Sq. Ft.	Theatre	Classroom	Banquet*	Fee
Second Floor					
Kahtnu 1	1,746	173	80	80	\$540
Kahtnu 2	1,746	173	80	80	\$540
Tubughnenq' 3	1,750	173	80	80	\$540
Tubughnenq' 4	1,750	173	80	80	\$540

Tubughnenq' 5	1,750	173	80	80	\$540
Kahtnu 1-2	3,493	348	220	160	\$1,080
Tubughnenq' 3-5	5,252	522	360	240	\$1,620
<i>Banquet seating ten per table Numbers are approximate and subject to change with final floor plan, fire exits and corridors</i>					

K'enakatnu (Knik) Executive Board Room – Second Floor: Board Meetings, Fine Dining, Built-in A/V (data projector and powered screen), View, Access to Pantry, Upscale Furnishings and Finishes @ \$.35 per sq. foot.

Room	Sq. Ft.	Theatre	Classroom	Banquet*	Fee
Second Floor					
Board Room	1,987	198	126	90	\$725
<i>Banquet seating ten per table Numbers are approximate and subject to change with final floor plan, fire exits and corridors</i>					

Tikahtnu (Cook Inlet) – Banquet Hall: Meetings, Meal Services, Plenary Sessions, Trade Shows, View Room: Full day room rental at \$.25 per square foot, plus a/v equipment.

Room	Sq. Ft.	Theatre	Classroom	Banquet*	Fee
Third Floor					
Tikahtnu A	6,555	672	420	320/384	\$2,400
Tikahtnu B	6,900	728	420	320/384	\$1,800
Tikahtnu C	3,450	286	180	160/192	\$900
Tikahtnu C&F	6,900	728	420	320/284	\$1,800
Tikahtnu D	2,185	154	108	100/120	\$580
Tikahtnu E	2,185	154	108	100/120	\$580
Tikahtnu E&F	5,635	308	288	280/336	\$1,480
Entire Hall	24,840	2,867	1,664	1,812 / 1,510	\$6,500
<i>Banquet seating ten per table Numbers are approximate and subject to change with final floor plan, fire exits and corridors</i>					

APPENDIX C

Concert/Special Events & Show Management Guidelines

The following guidelines outline policy and procedures which must be followed when staging an event at the Dena'ina Center

Procedures During Setup and Dismantling of Shows

The Show Management will be responsible for the following setup and dismantling of shows:

1. Show Management must have the approval of the Fire Marshal or his designated representative for commencement of setup or dismantling of the shows.
2. Removal of crates and packing materials.

Restriction on use of materials and equipment during setup and dismantling must be adhered to.

Exhibitor's Guidelines

These guidelines have been developed to help maintain an acceptable level of fire and life safety within the ASM Global managed facilities. These guidelines contain:

1. Prohibited Materials and Equipment
2. Materials and Equipment Requiring Special Permit
3. Acceptable Booth Configuration
4. Acceptable Materials for Booth Construction
5. Prohibited Equipment and Operations During Show Setup and Dismantling

Prohibited Materials and Equipment

The use of the following materials or equipment is prohibited:

1. Fireworks
2. Blasting agents
3. Explosives
4. Flammable cryogenic gases
5. Aerosol cans with flammable propellants
6. Display literature exceeding reasonable quantities (reserve supplies shall be kept in closed containers and stored in a neat and compact manner)
7. Smoking in posted "no smoking" areas
8. Fueling of motor vehicles
9. Liquefied petroleum gas
10. Wood matches with all-surface strikes
11. Hazardous refrigerants such as sulfur dioxide and ammonia
12. Cellulose nitrate motion picture film
13. Portable heating equipment
14. Combustion engines or other flammable fueled engines unless meeting the following special guidelines:
 - a. Fuel tanks shall contain no more than 1/4 tank of fuel per car. Caps for fuel tank fill pipes shall be of the locking type and be maintained and locked. If it is not practical to attach such a cap, an alternate method may be employed with permission from the Fire Marshal or his designated representative, such as taping the cap.
 - b. The electrical system shall be de-energized. This is done by:

Removing the battery(ies), removing the battery cables; or disconnecting both battery cables and covering them with electrical tape or other similar insulating material.

Acceptable Materials for Booth Construction

The following types of materials will be acceptable for booth construction and decoration:

1. Wood
2. Combustible materials having a flame spread rating of less than 225 and a smoke density rating of less than 450, as determined by ASTM E48(Tunnel Test)
3. Non-combustible materials as defined by the Municipality of Anchorage Building Code, "Any material which will not ignite or actively support combustion in a surrounding temperature of 1,200° during an exposure of five minutes"
4. Flame retardant treated decorations and wall hangings
5. Booth may not have a covering larger than 4' x 4' of any type material.

Prohibited Equipment and Operations During Setup and Dismantling

1. Materials-handling equipment, other than electrically powered, will not be permitted in the facility during shows or overnight
2. Powered tools and equipment, except materials handling equipment, other than electrically powered and air powered
3. Electrically powered tools and equipment other than those listed by Underwriters Laboratories, Inc. or approved by a nationally recognized testing laboratory
4. Portable heating equipment
5. Welding, cutting, or brazing without special permit
6. Painting with flammable or volatile paints and finishes
7. Smoking in posted "no smoking" areas
8. Use of other equipment or operations that increase risk of fire and life safety

Interior Finishes and Furnishings

The use of the following materials and furnishings is controlled:

1. Drapes
2. Hangings
3. Curtains
4. Drops
5. Decorative fabrics
6. Christmas trees
7. Motion picture screens
8. All other decorative materials, including plastics

All Materials and Furnishings shall be

1. Made from non-combustible materials; or
2. Treated and maintained in a flame retardant condition by an approved flame retardant solution process. Flame retardant treatments shall be renewed as necessary and after each cleaning. Identification showing the date, type of treatment, and the firm treating the material shall be located on or affixed to all treated materials; or
3. Approved by the Fire Marshal or his designated representative when containing or constructed of plastics
4. Interior furnishings and materials shall not be located as to obstruct or block exit ways, fire and life safety devices or equipment

APPENDIX D

Parking Map



Easy Park		
<p>A 2nd & L Street - 211 L Street Open 24 hours Hourly \$1 • Monthly \$64</p> <p>B Moore (7th & E) - 321 West 7th Avenue Public Mon-Fri 8:30pm-Tue, Sat-Sun All Day Permit \$4 fee Hourly \$1 • Monthly \$60</p> <p>C Court (5th & H) - 444 W Street Public Mon-Fri 8:30pm-Tue, Sat-Sun All Day Permit \$6 • Monthly \$64</p> <p>D 7th & G Street Garage (327 W Street) Open 24 hours Hourly \$1 • Monthly \$100 (\$110 Premium)</p> <p>E 5th & H Street Garage (750 West 5th Avenue) Open 24 hours Hourly \$1 • Monthly \$80 (\$100 Premium)</p> <p>F JC Penney Garage (5th & E) - 414 W 5th Avenue Open 24 hours Hourly \$1 • Monthly \$80 (\$90 Premium)</p>	<p>G 5th & B Street Garage (402 B Street) Open 24 hours Hourly \$1 • Monthly \$80</p> <p>H Backstay (2nd & C) - 220 W 2nd Avenue Open 24 hours Hourly \$1 • \$1.50 Overnight • Monthly \$30</p> <p>I Cafe (2nd & E) - 244 W 2nd Avenue Open 24 hours Hourly \$1 • Monthly \$85 • Long Term, \$80</p> <p>J Chikawa (2nd & E) - 225 E Street Open 24 hours Hourly \$1 • \$1.50 Overnight • Monthly \$30</p> <p>K Park Strip (10th Avenue - 8 to 18 Street) Public Mon-Fri 8pm-Sat, Sun 24 hrs Permit \$4 fee Hourly Public - Free • Monthly \$25</p> <p>L Area 1 (Cordova 5th/6th & 8th-Cordova/Parkbanks) Open 24 hours Hourly \$2.75 Meter (70 fee) • Monthly \$80</p>	<p>M Area 3 (4th Street & 7th-9th Avenue) Open 24 hours Hourly \$2.75 Meter (70 fee), \$1.25 Meter (2 fee) Monthly \$80</p> <p>N Area 4 (5, K & L Street) between 5th-7th Avenue Open 24 hours Hourly \$2.75 Meter (70 fee), \$1.25 Meter (2 fee) Monthly \$80</p> <p>O Snow Goose (2nd & Christensen) - 750 Christensen Drive Open 24 hours</p> <p>P Residential Areas Permit ONLY \$12 per year</p> <p>Q City Hall (7th Avenue) Official Business: 8:15am-4pm 2hrs free Public: Mon-Fri 8pm-Sat, Sun 24 hrs 6-2 Hours \$4 • 3-4 Hours \$7 4-8 Hours \$10 • 9-10 Hours \$18</p> <p>R Area 2 (south side 5th Street-A Street/Cordova) Open 24 hours Hourly \$1.25 Meter (2 fee) • Monthly \$80</p> <p>S Glacier Lot (5th & H Street) - 747 West 5th Avenue Permit Only: 8am-Fri 7am-8:30pm Public: Mon-Fri 8:30pm-Tue, Sat-Sun 24 hrs Hourly \$1</p> <p>T 5th & I Street - 900 W 5th Avenue Public: Mon-Fri 8:30pm-Tue, Sat-Sun 24 hrs</p> <p>U Denard (5th & Denard) - 426 Denard Street Public: Mon-Fri 8:30pm-Tue, Sat-Sun 24 hrs</p> <p>V 10th & G - 616 W 10th Avenue Monthly Permit Available</p>
<p>A1 Livery Facility Parking Garage Open 8am - 2:30am State Employees & Visitors ONLY \$2000/3 days Mon-Fri Public Rate \$1 8:30pm-2:30am M-F 8am-2:30am weekends</p>	<p>1 Simon & Seabrook (at 4th & L Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50</p> <p>2 Captain Cook garage (at 5th Ave & 4th St) Monday \$1.50 per 20 mins (\$200 max) (\$4 hourly \$20)</p> <p>3 Copper Works Inn (at 5th & L Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50</p> <p>4 Hyatt Hotel (at 5th & F Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>5 Best Western (at 5th & L Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>6 Captain Cook (20th Avenue front lot) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>7 Platinum Jazz (at 5th & L Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p>	<p>8 Marriott Hotel (at 7th & L Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>9 7th & J Street Lot 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>10 2nd Avenue Lot (2nd & H Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>11 South Seaway Courthouse (at 4th & F Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>12 Whiggin Plaza (at 5th & L Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>13 5th & I Street Lot 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>14 2nd Avenue (2nd Ave & F Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>15 Historic Depot (7th Avenue) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>16 Historic Depot (15th Avenue) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>17 Egan Center / 5th Ave Mall (at 5th & C Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>18 Town Square / Pharmacy (at 5th & F Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>19 Nordstrom (at 7th & C Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>20 Federal Building South (at 5th & C Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>21 Park Strip lot (at 5th & C Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p> <p>22 Courtyard (3rd Ave & C Street) 6-2 hours \$1 2-4 hours \$1.50 4-8 hours \$2.50 9-10 hours \$3.50 (\$4 hourly \$20)</p>

Easy Park
Diamond Parking

(907) 276-PARK (7275)
(907) 274-1223

www.muni.org/parking
www.diamondparking.com

APPENDIX E

Event Poster Policy

The lobby is deemed an area of public forum and is open for the exchange of information and ideas, with certain limitations. The Dena'ina Center is primarily intended to be used for public and private meetings, for which a rental fee is paid. Any general public use which disrupts a meeting in the Center, or which inhibits or prevents the public from access to a meeting, is prohibited.

During large events (Fur Rondy, concerts, large conventions, etc.) the lobby area may be rented by the client. The lobby then becomes closed to the public and admission to the building will be by ticket, invitation, or upon express permission of the event promoter.

General public use of the lobby areas, in accordance with the above, shall be restricted by the following considerations:

1. Signs, including but not limited to posters, photographs, or notices, may be affixed to the premises only when they are used for promotion of an Dena'ina Center event or activity for which there is a signed Use Agreement, and only in locations and by means approved by the Center Manager. All other signs not used for Dena'ina Center event promotion shall only be permitted in accordance with the restrictions set out below.
2. All signs not used for Dena'ina Center events or activity promotion shall be no larger than 17" x 22". Sticks or poles extending beyond the dimension of the sign are prohibited.
3. The Center Manager may designate specific locations in the Dena'ina Center lobby for leafleting, picketing, and petitioning which would not unduly interfere with rental use or public enjoyment of the Center facilities. Unless the user rents the lobby, then the listed activities must take place on sidewalk outside of the building.
4. Only single sign pickets shall be allowed per person and subject to the size restrictions specified in provision Number 2.
5. No audio or video equipment, including television or radio broadcasting and any type of audio amplification equipment may be used on the lobby area without first obtaining a signed Use Agreement. This restriction shall not apply to audio/visual equipment in use by members of the press for coverage of a newsworthy event or activity occurring in the Dena'ina Center.
6. The lobby area is intended to provide a quiet and relaxed atmosphere. Therefore, any excessively loud or boisterous activity is prohibited.
7. Persons not complying with the above policy may be asked to vacate the premise. Should they refuse, they may be escorted out of the facility and/or arrested for trespass.
8. A client renting the lobby areas may elect to allow picketing or petitioning in the lobby. Before ejecting a picketer or petitioner, Center staff should check with the client as to whether or not they want the group in the lobby areas.

APPENDIX F

Lost and Found Policy

1. The company policy on lost and found items is to secure, store, and make a diligent effort to return each item to its rightful owner.
2. Items found in the Center or around the perimeter will be turned in to Control room. This should be done as soon as possible.
3. If a patron reports an item missing send them to the Control Room so the Control Guard and take name, address, phone number, and a detailed description of the item.
4. The person manning the Control Office will log, tag and secure/store the found property.
5. Found property may be claimed at the Control Office during business hours, Monday through Friday. Arrangements can be made to pick up found items during non-business hours by requesting found items be taken out of lost and found storage and made available for pick up from the on-duty Control Guard.
6. A detailed description of lost property and name, address, and phone number of the owner, will be obtained on each item reported lost. The person manning the Control Office during business hours will record the information in the lost and found log.
- 7.** Found items will be stored in the building for 30 days. After 30 days, items of value, with the exception of clothing, will be turned over to the Anchorage Police Department. Clothing will be donated to a charitable organization. Items of no value will be destroyed.

APPENDIX G

Dance Event Booking Policy & Guidelines

The following policies are to apply to all dances booked at the Anchorage Convention Centers (ACC):

Booking Policy

1. College and High School Dances/Proms inquiring before 6 months prior to event will be placed as a second hold on our calendar. A contract securing space can be written within 6 months from date of event.
2. Groups wanting to return the next year have first rights to the same space on the same day they had the previous year (pending space available). For example, if a group had the 2nd Tuesday of April, they have first rights to contract for the 2nd Tuesday of April the following year. If the date or space changes, first rights are waived. Please note that even with this understanding, ACC maintains the right to change event space allocation, as is mandated per all contracts for all events.
3. Only one school dance may be booked per building on the same date.
4. Groups must rent out the entire ballroom (Tikahtnu Ballroom, Explorers Hall, or Summit Hall) at the regular rate even if they only use a portion of it. The exception is the Dena'ina Ildughet Exhibit hall where Groups may rent just the section they need, if available, at the regular rate.
5. ACC requires an adult (21 years of age or greater) representative of the school to be signer for all legal or binding documents. Students are not authorized to request services or changes to billing provisions.
6. A deposit of 50% of the total estimated invoice is required upon execution of the contract with final payment in full due 1 month prior to event.
7. ACC is required to provide extra security staff for all Groups dances. Ratio is 1 ASM GLOBAL Security staff per 50 guests and 1 Security Supervisor. Security staff rate is \$18 per hour. Supervisor rate is \$22 per hour. The Group may also provide their own security, but the facility is required to maintain security at the above levels and the Group is required for payment of such.
8. Also required at client's expense is (1-2) First Aid personnel at \$25.00 per hour. Staff ratio to be determined by sales manager.
9. ASM GLOBAL security staff to coordinate entrance into dance. Visual and or wandng inspections will be required to search for weapons, alcohol & drugs, such as asking guests to open their coat, lift their pant legs, open their purse, etc. School is welcome to bring their own security but it will not reduce the number of ASM GLOBAL security staff required.
10. ACC security will not allow re-admittance to building....guests can leave the dance but will not be allowed to return.

11. If dance/prom cancels within 60 days of event, the deposit is non-refundable but can be applied to a future dance within 12 months of the original event date.
12. All small decorations must be approved by the Sales Manager in writing before the day of the event. The following decorative materials are prohibited: Candles, glitter, beading, confetti, stickers, hay/straw, sheaves of grain, moss, leaves, feathers and other similar small items. Clean-up fees of \$100 per hour will be added to the final invoice in the event any of the above-listed items or similar small items are used without permission and require clean-up.
13. Please note ACC allows helium balloons in both facilities, as long as client is aware there may be labor charges to retrieve balloons from the ceiling.
14. ACC prohibits attaching materials of any kind to the walls, windows or doors. Ask your Sales Manager for recommendations on other options for displaying your décor.
15. Any decorations hung from the ceiling must be coordinated and contracted through Imig A/V. Please contact them at 907.274.2161.
16. ACC recommends ordering additional power for DJ's in advance to prevent overloading circuits. ACC can provide additional 110 volt electrical service at a rate of \$50 per piece, per day which will be added to the final invoice.
17. If DJ would like to patch into ACC house system, they must contact Imig Audio Video at 274-2161 to coordinate installation and patch fees.
18. All electrical cords must be taped down with Gaffer's tape--no Duct tape. Similar products are not allowed as they damage floors and carpets. If requested, Gaffer's tape can be provided by ACC at \$18 per roll.
19. Please note there is a limited quantity of dance floor available during prom season. Therefore, all dance floors must back up to the DJ stage.
20. All high school dances must end at a minimum of 15 minutes prior to Anchorage Curfew (12:45am). Curfew applies to children 16 years or younger.

APPENDIX H

Alcohol Awareness Levels Procedure

Green

- 2 alcoholic drinks per customer per transaction (exception example when delivering to a dining table of more than 2 persons, with one payer, by management authorization).
- Proof identification of 21 years of age for each transaction.
- No service to visibly intoxicated person.
- Discontinuance of service at pre-determined times set by facility management.
- Manager/Supervisor staff on-site for any alcohol event.
- Promoter/Show Manager briefed on ASM GLOBAL alcohol policies.
- Proper signage informing patron of reports when applicable/warnings of consuming alcohol.

Yellow

All procedures included in Green and the following additional procedures.

- 1 Alcohol Awareness Supervisor per 8 locations serving alcohol.
 - ~ Alcohol Awareness Supervisor (AAS)– responsible for identifying intoxicated patrons, server violations, underage drinking.
- Security of facility trained and instructed on how to notify Alcohol Awareness Supervisor if violations or incidents occur.
- Proper documentation and discipline of any server of alcohol violating policy and procedures.
- Alcohol shut-off times pre-determined and adjusted as necessary by management throughout event.
- Routine “test” of serving procedures by a Mystery Shopper- this should be arranged at various events throughout the year but is not mandatory for all yellow events

Red

All procedures in Green and Yellow with the following additions/modifications.

- 1 Alcohol Awareness Supervisor per 5 locations serving alcohol.
- Wristbanding for all patrons drinking alcohol. Wristbands may be issued at separate stations, however, ID should be re-checked at point of sale each time a sale occurs.
- Security of facility increased per facility event management criteria.
- All visibly intoxicated persons refused service and all AAS’s notified of specific “cut-off” people to prevent further service.
- Highest level of disciplinary action if server violates “drink per transaction” limit during Red event.
- Internal “mystery shoppers” monitoring patrons and servers to document that program is being properly implemented.

ADDITIONAL OPTIONS FOR ALCOHOL AWARENESS

- Beer Gardens- create alcohol service areas that are partitioned and have a separate entrance with ID checking and wristbanding. A patron must consume alcohol in the service area and cannot take the alcohol out of the area
- 1 drink per patron per transaction
- Ejection of any visibly intoxicated person from the facility- this action should be coordinated with facility management and security to avoid further complications.
- Beer and Wine service only- no spirits
- Earlier times for shutoff of alcohol service
- No Alcohol service
- Increase of local police presence
- Alcohol Awareness refresher course completion for all servers (must have attended in the past year) prior to working the Red event