

## ALERUS CENTER EVENT MANAGEMENT GUIDE

Thank you for choosing Alerus Center to host your upcoming event. It is our pleasure to serve you and we are committed to assist you in creating the best event possible for your organization.

We have constructed this guide as a resource in your event planning process. Please do not hesitate to contact your Event Manager with any questions you may have.

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## GENERAL INFORMATION

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### EVENT MANAGER

Once an event has been contracted, we transition each client to work with one of our experienced Event Managers. Your Event Manager will contact you and identify themselves as your primary liaison before, during, and after your event. They will assist you with all the logistical planning within the facility and they are responsible for gathering all event information and disseminating that information to all Alerus Center departments. Please feel free to contact them with any questions you may have regarding your event.

### GENERAL INFORMATION

The Alerus Center general office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Facility hours are dependent on the events that are taking place in the facility and will often change. *Please note: Your Event Manager's office hours may not coincide with regular office hours due to events they work in the evenings and on weekends.*

**OFFICE PHONE** (701) 792-1200

**MAILING ADDRESS** Alerus Center  
1200 S 42<sup>nd</sup> Street  
Grand Forks, ND 58201

### PAYMENTS

Payments can be made by check, credit card, direct deposit, or wire transfer. Please make all checks to Alerus Center. Deposit is required to be made before an Event Manager can be assigned.

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## CLIENT EVENT CHECK LIST

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ACTION	DEADLINE	DUE DATE <i>(Client to fill in due dates)</i>
Discuss Room Layout with Event Manager	30 days prior to event date	
Decide on final food and beverage choices	30 days prior to event date	
Send Certificate of Insurance with City of Grand Forks and Global Spectrum, LP Listed as Additional Insureds <i>(Or Request to Purchase Corporate Insurance)</i>	30 days prior to event date	
Finalize Event Details with Event Manager	14 days prior to event date	
Final Deposit Due	14 days prior to event date	
Give Final Meal Numbers to Event Manager	14 days prior to event date	
Discuss AV Needs with Event Manager	14 days prior to event date	

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## EVENT INSURANCE

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Every event hosted at the Alerus Center is required to have event insurance. We recommend going through your current provider or we can purchase it for you for \$.55 per event attendee. Below is the insurance information that was provided in your license agreement. Please send this verbiage to your insurance provider and they will create a certificate for your event.

Insurance certificates should be emailed or faxed to your Event Manager. You can also mail it to the Alerus Center at their attention. Please note that the certificate must list BOTH the City of Grand Forks and Global Spectrum, LP as additional insureds. It is not sufficient for these groups to only be the certificate holders.

If we have not received your insurance certificate within 10 days of your event, we will order insurance at the cost of \$.55 per person and will apply the charge to your final bill. After your event has ended, your Event Manager will adjust your insurance charge to match the number of event participants, whether that is more or less than expected.

*As presented in License Agreement under "II. General Terms and Conditions"*

### 10. Insurance.

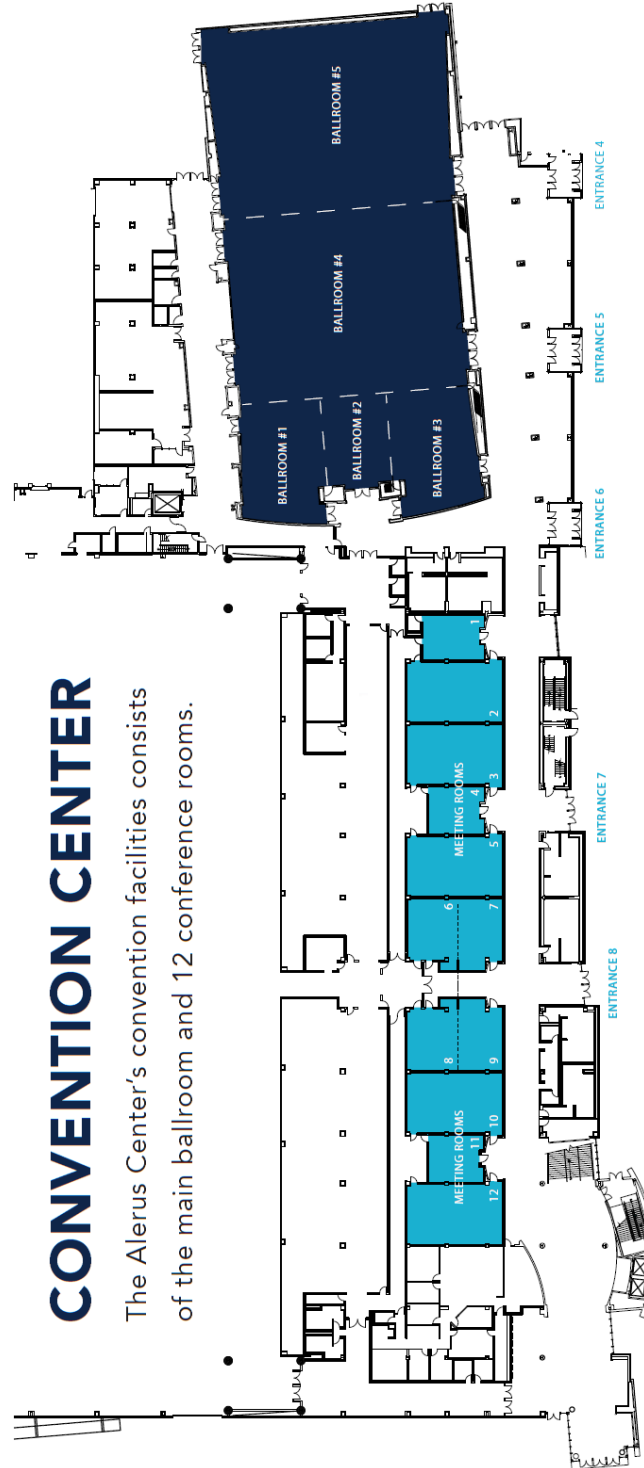
A. Coverage. Licensee shall obtain, at its own cost and expense, with insurance companies currently rated A VIII or better by Best's Key Rating Guide, commercial general liability insurance that insures all operations of Licensee contemplated by this Agreement. **Such insurance shall name Global Spectrum, L.P. and City of Grand Forks, as additional insureds.** Such insurance shall be written with a limit of at least One Million Dollars (\$1,000,000) per occurrence combined single limit for bodily injury, property damage and personal injury. Licensee shall also maintain, at its own cost and expense, with insurance companies currently rated A VIII or better by Best's Key Rating Guide, commercial automobile liability insurance, including coverage for the operation of owned, leased, hired and non-owned vehicles, in the minimum amount of Five Hundred Thousand Dollars (\$500,000) per accident (PI and PD combined single limit). Such commercial general liability insurance shall be primary to and not contributory with any insurance coverage or self-insured program of Licensor. Licensee shall also maintain, at its own cost and expense, workers' compensation insurance in respect of all employees and any borrowed, leased or other person to whom such compensation may be payable by Licensee.

B. Certificates. Certificates evidencing insurance required pursuant to this Section 10 shall be provided to Licensor not less than thirty (30) days prior to commencement of the Term, provided that if this Agreement is executed and delivered less than thirty (30) days prior to the Term, the certificates shall be provided immediately upon execution of this Agreement. The policies shall also provide, and the certificate shall so note, that the coverages may not be canceled or that a major change in coverage may not be implemented without at least thirty (30) days' prior written notice given to Licensor.

Events covered under the State of North Dakota's Certificate of Financial Responsibility will be asked to sign a State of North Dakota specific contract, which has special provisions for that type of coverage.

BUILDING FLOOR PLAN

CONVENTION CENTER MAP



**CONVENTION CENTER**

The Alerus Center's convention facilities consists of the main ballroom and 12 conference rooms.

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## POLICIES AND PROCEDURES

We have developed these policies and procedures to ensure that your event will be as safe and successful as possible. Not all situations will be covered in this guide and some may need special consideration by management. Any questions regarding policies and procedures not included here can be directed to your Event Manager. We are also glad to clarify any of the enclosed information.

### AUDIO VISUAL

Groups are permitted to bring their own AV equipment into the facility, however the Alerus Center staff is not permitted to touch or assist with outside equipment

Third party vendors are welcome, and recommendations for companies can be provided from sales or your Event Manager. Please keep in mind that if the AV company requires a load in day, you need to have that date contracted and booked. All third party vendors are permitted access to the contracted spaces during your event's contracted times. If a vendor does not load out by the end of your contracted time, you are liable for the applicable fee. Please ensure that you have enough time contracted for all of your vendors.

Alerus Center does provide a range of AV equipment, and will provide set up, tear down, and support for these items.

### BANNERS AND SIGNAGE

To keep each group's event separate and special, banners, signs, pictures, notices, or advertisements may only be placed in locations and by methods approved in advance by the Alerus Center. Location is generally limited to the area immediately surrounding or in the room(s) under contract.

Signage may be hung up using T-pins into the fabric walls (where applicable), painters tape on wallpapered surfaces, or using easels. T-pins and easels will be provided at no charge, based on availability.

### BILLING

For your convenience and clarification, an Event Invoice summarizing rent, additional charges, and any credits is prepared for you well before your event. Your 90% payment of the estimate is due fourteen days before your event.

### INCLUDED IN YOUR RENTAL FEE

- General room lighting, heat, and air conditioning on contracted event days and times
- One standard room set (e.g. theater, classroom, or banquet) per event day
- Equipment provided will be limited to inventory on hand and availability
- Public Wi-Fi
- Table linens for qualifying food functions
- Daily housekeeping (Excessive cleaning may have an additional cost)

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## NOT INCLUDED IN YOUR RENTAL FEE:

- Telecommunications service
- Catering service
- Audio Visual equipment and dedicated labor
- Compressed air, natural gas, water, and drainage service
- Insurance
- Security or Police services
- Emergency Medical services
- Event staffing
- Damages to the venue or to equipment
- Non-inventory equipment rental
- Key and lock services

## COOKING DEMONSTRATIONS

Live cooking demonstrations can be done in the ballroom or arena space, with prior notice to your Event Manager. Our operations team needs to know in advance so they can cover the carpet and run HVAC appropriately. Any excess cleaning fees or carpet cleaning will be billed at a \$25.50/hour rate. The Alerus Center food sampling form must be filled out if any food is being sampled, and must be limited to 2 ounce samples.

## DECORATIONS

The method and location of special installations must be approved in advance by your Event Manager. Final approval will be determined after consideration of other building tenants occupying the space at the same time. Setup and takedown of all decorations must be accomplished within the contracted dates and times. Any decorations left behind are not the responsibility of the Alerus Center unless previous arrangements were made with your Event Manager. Per the contract, items left behind may be donated or disposed of after 14 days.

*Decoration guidelines include the following:*

- No decorations of any kind may be taped, nailed, tacked, or otherwise fastened to ceilings, painted surfaces, columns, walls, or windows.
- Posters must be mounted on easels and/or individual holders. Also, no posters, playbills, or any other signage can be stapled, or affixed to any surface in the building. All signage must be of a printed nature and meet with the approval of the management. Handwritten signs are prohibited. At move-out, all posted signage must be removed by the service contractor and/or Licensee. Any materials left in the building will be disposed of.
- Only specific types of tape may be used in the facility; please see your Event Manager before hanging anything.
- Decorations may not block doors, fire extinguishers, sprinklers, emergency equipment signage, emergency exits, or lighting systems.
- Permanent installations in common spaces, such as way-finding signage, may not be blocked.
- All decorating materials must be constructed of flameproof material or treated with an approved fire retardant solution. Spot testing may be performed by the Grand Forks Fire Marshall.



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- Adhesive-backed decals or stickers are not allowed.
  - Confetti or confetti-type items may not be used in the building. This includes: glitter, streamers, artificial snow, cut paper, party poppers, etc.
  - Only Alerus Center personnel may move planters, furniture, and other Alerus Center equipment in the public areas.
  - All pools, decorative fountains, etc. must be waterproofed and may be tested by the Alerus Center Director of Operations prior to installation.
  - The Licensee will be responsible for removal and clean-up of all decorating materials. Additional housekeeping fees may apply if items are left behind.

If you have any questions regarding the above guidelines, please speak with your Event Manager.

## ELEVATORS & ESCALATORS

The Alerus Center has one service elevator for transportation of freight, materials, and equipment. Public elevators and escalators are for passengers only, and may not be used to transport freight, hand trucks, equipment dollies, or any other items that may cause cosmetic or other damage. Conversely, the freight elevator is only for transportation of freight, materials, and equipment. The dimensions of the freight elevator is: door height: 96"; door width: 54"; elevator depth: 102"; elevator width: 66"; and elevator height: 108". The maximum allowable weight in this elevator is 5,000 lbs. Any large items that do not fit into our service elevators can be walked up the escalators in the off position.

There are two public elevators in the Alerus Center. The two elevators on the south end of the facility access all levels of the building.

## ROLL-UP DOORS

The arena has two roll-up doors and Ballroom 5 has a roll-up door on the west side of the room that leads into the service corridor and to gated parking lot.

- South Arena door dimensions: 12' wide x 16' high
- North Arena door dimensions: 8' wide x 10' high
- Ballroom 5 door dimensions: 8' wide x 10' high

## FIREARMS

If your event wants to bring any type of firearm into the building, please notify your event manager. Events with firearms are required to have police officers on site at billable rates. The Grand Forks Police Department is solely responsible for deciding how many officers will be required.

All firearms must be empty and zip tied, and may be inspected multiple times by Alerus Center security and/or the Grand Forks Police Department.

## FOG/SMOKE MACHINES

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For public safety, fog machine or smoke machine usage is restricted to water-based solutions. Approval must be obtained from the Alerus Center and the Grand Forks Fire Marshal. To run these machines, the facility alarms must be silenced. An hourly fee for a Fire Watch attendant to monitor the alarm panel will be charged to the Licensee at the prevailing rate.

## FOOD & BEVERAGE

For obvious public health reasons and quality control, food and beverage services are provided exclusively by the Alerus Center. Alerus Center is capable of providing banquet service, snacks, beverage service, and concessions. No outside food/beverage is allowed into the facility, nor can food/beverage prepared by Alerus Center leave the facility.

Catering orders are due 30 days prior to an event. The final guarantee of the number of meals to be ordered is due 14 days prior to the event. Additional food can be ordered after the fourteen day guarantee is given, but additional orders are assessed a \$5/plate additional fee.

## FOOD SAMPLES

Food and beverage samples may not be greater than two ounces and must be manufactured, processed, or distributed by an exhibiting firm and must be related to participation in the event. All Food and Beverage samples must first be approved by Event Management by submitting a Food Sample Request form to the Event Manager. (Contact your Event Manager or see the Alerus Center website for this form.)

For public health reasons, restrooms may not be used as exhibitor clean-up areas. Costs associated with the disposal of trash, waste, grease, etc. from exhibitor sampling are the responsibility of the Licensee. Securing of all necessary licenses, permits, etc. is the responsibility of the exhibitor and/or Licensee. Exhibitors are responsible for complying with all City of Grand Forks and Grand Forks County Health Department regulations regarding food sampling, storage, equipment, temperature, etc. If they are not in compliance or do not obtain the proper permits, the Health Department may shut down their booth.

## GAMBLING

Any games played for money prizes are required to get the correct permit from the City of Grand Forks, and a signature from the Alerus Center General Manager. Notify your Event Manager in advance if you will be having any gambling as part of your event.

## HELIUM BALLOONS

Because of the high ceilings in our arena, helium balloons are not allowed inside that part of the facility. Balloons are allowed in the meeting rooms and ballrooms, if they are weighted. Any balloons that require retrieval, will not be retrieved until after the event concludes. Retrieval of balloons will be billed at \$25/balloon in the ballrooms and meeting rooms.

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## HOUSEKEEPING

Convention Center personnel will clean all public access areas, which include lobbies, hallways, rest rooms, meeting rooms, association offices, and registration areas (if requested). These services are included in the Contract Fee and are provided at no extra cost to the Licensee.

The Convention Center will remove light trash during move-in and move-out hours. The Licensee is responsible for arranging removal of bulk trash, crates, pallets, packing material and any other excessive trash. Licensee will be held responsible for any cleaning or costs associated with an unusual amount of dirt, debris, oil or grease.

The Alerus Center is responsible for ensuring that their General Service Contractors and subcontractors maintain a clean and safe working environment.

## KEYS

Talk with your Event Manager in advance if you need to check out a key to your event space. Keys issued to the Licensee must be returned upon completion of the event. The following charges may apply:

- Lost Key- \$50.00
- Re-core lock- \$75.00

## LEAVING THE FACILITY CLEAN

Your event space will be delivered as specified in the License Agreement and pre-event maps. The space will be clean upon move-in. It is the responsibility of the Licensee to return the space to its original condition. If extreme cleaning (including carpet cleaning) is necessary to bring the space back to its original condition, an hourly cleaning fee of \$25.50 per hour will be charged.

## LIGHTING

Rental includes lighting in public concourse areas and meeting rooms during move-in, event, and move-out. One hundred percent lighting will be provided sixty minutes prior to your event or when your attendees begin to arrive. This energy conservation policy helps control our utility costs.

Alerus Center is able to offer custom lighting options in most spaces in the facility. Work with your Event Manager in advance to create the perfect lighting for your event.

## LOADING DOCK

Parking is strictly prohibited in all loading dock areas. The dock area is for unloading, loading, deliveries, and emergencies only. All vehicles in violation will be towed, without notice at the owner's expense. Licensee, exhibitor, and attendee parking is available in surface parking lots and adjacent garages. **The dimensions of the drive-up dock bay are 7.6' wide x 9' tall.**

## MOVE-IN AND MOVE-OUT

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All labor requirements for exhibitor move-in and move-out and set-up of exhibit display areas shall be the sole responsibility of the event organizer at their cost and expense.

All move-in and move-out of large exhibits must be through designated loading docks, freight doors and freight elevators. The main lobbies, roll-up doors, escalators and passenger elevators are not to be used for this purpose. Exhibitors should verify, with show management, all show security arrangements and times for move-in and move-out to avoid challenges with unattended equipment and materials.

No forklifts, truck trailers, etc., are to be stored or left before or after the Contract Period for any Events without written authorization from the General Manager. Overnight security is required for any automobiles left in the facility overnight.

## PARKING

A current parking map of areas surrounding the Alerus Center is available at [AlerusCenter.com](http://AlerusCenter.com)

Parking for convention center events will be made available, even if there is a ticketed event going on concurrently. Your Event Manager will help to get your group the necessary amount of parking passes.

## POLITICAL EVENTS

Events featuring political speakers or attendees, may require additional facility security staff, as well as security measures (such as bag checks or metal detectors for attendees). The need for such security is at the sole discretion of the facility and the event manager.

## PYROTECHNICS

Any contractor that intends to use pyrotechnics in the facility shall hold a valid federal license issued by the U.S. Department of the Treasury - Bureau of Alcohol, Tobacco and Firearms, for the use of "low explosives." A complete description of the pyrotechnic activity shall be prepared and submitted to the facility thirty days in advance of the event and include the following information:

- Permit from Grand Forks Fire Department.
- Plots showing exact location, type, and number of devices.
- Protective materials and equipment for activity.
- Location and number of fire extinguishers for activity.
- Schedule of activities, number of certified pyrotechnic operators, and their locations.
- Schedule for pre-show pyrotechnic test to be conducted in the presence of a Grand Forks City Fire Marshal.

The pyrotechnic contractor shall provide a certificate of insurance to the Event Manager naming Global Spectrum, LP and City of Grand Forks as additional insureds to their liability insurance policy (see previous section titled "Event Insurance". In addition to the above requirements the contractor must be licensed by the State of North Dakota.

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## RIGGING

For public safety reasons, Alerus Center management must approve and schedule all rigging functions. The Alerus Center operations department will coordinate rigging with the Licensee. All rigging in the Alerus Center shall be in accordance with all national, state, and local safety codes, including, but not limited to: OSHA, BOCA, and Alerus Center policy. There are no rigging capabilities in the meeting rooms. Any truss systems must be ground supported. All riggers will be billed on a 4 hour minimum.

## ROOM SET CHANGES/CHANGE OVER FEES

As one of our services, ballrooms, meeting rooms, and exhibition halls shall be arranged in theater, classroom, conference, banquet, or reception style one time per event day. During an event day, any requested changes to the previously approved set will incur an additional charge, based on costs associated with required labor.

## SECURITY

Alerus Center may require minimum levels of security coverage in any licensed space and other areas (i.e.: loading docks, box office, parking lots, etc.). Alerus Center also may require security during move-in and move-out to monitor traffic flow on the dock and freight elevators in an effort to ensure a safe working environment. All events with alcohol are required to have security on site.

Event security requirements are subject to Alerus Center approval and must be submitted 30 days prior to your event. Alerus Center in-house security reserves final rights to admit access of any personnel to any Alerus Center space. For better client service, security checks in thirty minutes early for assignment and briefing. The prevailing rate per hour will be charged, per staff member with a four hour minimum. The Alerus Center is not responsible for any items left in the building after an event has moved out.

Events with over 500 attendees in the facility at one time, or over 1,000 attendees in the facility throughout the event day will require magnetometers and/or bag checks. The staffing to run such security measures will be billed to the event. Events with political speakers or attendees will also require additional security.

Security requirements are subject to change and are the full discretion of the Alerus Center management team.

## SHIPMENTS TO THE ALERUS CENTER

Due to limited on-site receiving and storage services (“drayage”), Alerus Center is able to offer limited storage of shipments. Please make your Event Manager aware of the need for packages to be shipped directly to the facility.

All shipments should be addressed:

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ALERUS CENTER  
Attn: *Event Manager Name*  
1200 S 42<sup>nd</sup> Street  
Grand Forks, ND 58201

Packages can be picked up from the Admin office in Entrance 1 – and will not be delivered to your room or vendor booth.

All freight or pallet deliveries need to be coordinated with your Event Manager, and should arrive no more than 48 business hours before the start of the event. Any deliveries requiring a forklift will be an expense to the client.

## SOUND LEVELS

Maintaining sound levels will make sure that you do not disturb nor interrupt other events. Alerus Center Management reserves the right to require sound levels to be lowered.

*As presented in License Agreement under “II. General Terms and Conditions”*

### 13. Use of the Premises:

D. Other Events. Licensee acknowledges that other events or activities may be scheduled within the Center during the Term in areas other than the Premises. Licensee acknowledges that the public parking areas surrounding the Center are not exclusive to or for the Event contemplated by this Agreement. Licensee agrees to adhere to a **“good neighbor” policy** and will not permit or allow to be permitted, any activity in the Premises that will disturb use of other areas of the Center by any other individual, entity, organization or event.

## VEHICLES

Motor vehicles are able to be brought in through one of the three roll-up doors (2 in the arena, 1 in ballroom 5). This does require rental of one of the two spaces featuring these doors.

Vehicles may not have more than ¼ tank of gas. All tires must be wrapped or put on a tarp, and any battery must be disconnected. Security must be hired at billable rates through your Event Manager when vehicles are left unattended overnight in the facility.