



## Convention Center Rules & Regulations

Gaylord Texan Resort & Convention Center  
ATTN: Exhibitor Services  
1501 Gaylord Trail, Grapevine, Texas 76051  
PH: 817-778-3270 FAX: 817-778-3677

### Rules and Regulations for Exhibits and Displays

#### Utilities Orders

- A discounted rate is provided to exhibitors who order services by the Advance Price Deadline of fourteen (14) days prior to show start. Any change made to an advance order **after** the Advance Price Deadline will automatically change **the entire order** to the standard rates.
- Payment is accepted in the form of VISA, MASTERCARD, DISCOVER, and AMERICAN EXPRESS. The local sales tax (currently at 8.25%) will be applied to all equipment, service, and labor orders.
- **Checks and cash will not be accepted.** Any checks received will be promptly returned via U.S. Standard Mail with a request for a credit card or money order payment. Full payment must be received at least fourteen (14) days prior to the first day of show to qualify for the Advance Price.
- Cancellation for services must be received *in writing* forty-eight (48) hours prior to the show start to avoid charges. Each service is handled by individual departments (or companies) and therefore must be cancelled through each department separately; i.e., Utilities, Technology, Rigging, Audio-Visual, etc. A credit will not be issued for services not used if cancelled within 48 hours of show start.

#### Labor/Special Instructions

- Requests for early utilities installation and/or utilities labor must be submitted *in writing* to Exhibit Hall Management along with utilities order and booth diagram. Early utilities installation cannot be guaranteed unless request has been received by the Advance Price Deadline of fourteen (14) days prior to show start.
- Utilities labor and material charges will be based on booth diagram specifications and show floor requests from either exhibitors or third-party setup persons including decorator and/or exhibit house.
- Island booths without a diagram will not be set until booth representative arrives at show site and speaks with Exhibit Hall Management.
- Electricity rates do not include connecting electricity sources inside the booth. Labor charges may apply for relocation of electricity source or exhibitor-installed cords requiring troubleshooting and/or redistribution in booth.  
**Labor rates: 8:00am–5:00pm, \$71 per hour 5:00pm–8:00am, \$106 per hour (1 hour minimum)**

#### Carts/Supplies

- The hotel does not supply carts, dollies, hand-trucks, pallet-jacks or forklifts. Any material moving must be arranged through the general contractor.
- Gaylord Texan does not provide cleaning supplies, vacuums, large waste receptacles or janitorial services for the exhibit space. Any cleaning must be arranged through the general contractor.

#### Loading Dock

- Exhibits, displays, and equipment are to be brought into and taken from the Exhibit Hall via the loading dock only.
- Parking is not allowed at the loading dock without permission from Exhibit Hall Management.
- Vehicles are not allowed on the loading dock or the loading dock ramps without permission from Exhibit Hall Management.

#### Liability

- The hotel is not responsible for any injury, loss, or damage that may occur to the exhibitors, agents, employees, property or any other person or property prior to, during or subsequent to the period covered by the exhibit contract.



## Convention Center Rules & Regulations

Gaylord Texan Resort & Convention Center  
ATTN: Exhibitor Services  
1501 Gaylord Trail, Grapevine, Texas 76051  
PH: 817-778-3270 FAX: 817-778-3677

### Rules and Regulations for Exhibits and Displays (continued)

#### Food

- The hotel reserves the right to purchase, prepare, and provide all food and beverage items. In-booth food and beverage requests should be directed to your group Catering Manager. Contact Exhibitor Services to be put into contact with the Catering Manager.
- Cooking permit must be obtained before any cooking activity is permitted within the convention center. A 3A40 B.C. fire extinguisher must be in the booth within thirty (30) feet of the each cooking device. Compliance with all local Health Department rules and regulations is required. Holding tanks for cooking residue (oils, grease, etc.) are required. Cleaning of equipment is not permitted in restrooms. Clean-up arrangements must be coordinated in advance through show management.

#### Convention Center

- Stick-on decals (except name tags) may not be distributed or used in the convention center.
- Holes may not be drilled or punched into any surface in the convention center.
- No painting of any kind (exhibits, displays, equipment, etc.) is allowed inside the convention center.
- "Day tanks" of bottled gas may be used in conjunction with an approved exhibit or display for cooking or demonstration purposes. Tanks must have a release valve and must be removed from the convention center at the close of daily activities. Storage of tanks inside the building is prohibited.

#### Exhibits

- Decorations, banners, signs, etc., are not to be affixed to any wall, door, window, column, ceiling, or painted surface in the convention center.
- Static helium balloon displays are permitted in the convention center. Helium balloons may not be used as giveaways. Helium tanks must be secured to a cart or column while inside the building and must be removed daily. Storage of tanks within the building is not permitted.
- In accordance with the Grapevine Fire Department, no exhibit, display, or drape may obstruct, impede, or otherwise hinder access to fire exit doors, fire strobes, fire speakers, fire department access cabinets, or fire pulls.
- Vehicles that are used as part of a display must have less than ¼ tank of fuel, or fewer than five (5) gallons, whichever is less. The tank must be sealed (taped) or have a locking gas cap, and both battery cables must be disconnected and taped. You must provide keys to the vehicle Exhibit Hall management. The exhibitor is responsible for contacting the Grapevine Fire Marshal to schedule a vehicle inspection. The Fire Marshal must be contacted **NO LESS** than 48 hours before moving the vehicle into the building. Vehicles are NOT to be started or driven on the Ballroom level.
- Covered or multi-leveled booths over 300 square feet are required to have an automatic extinguishing system or required fire watch personnel. Scaled, stamped plans of the booth must be submitted. Cost of fire watch personnel is determined by the Grapevine Fire Department.
- Haze and smoke producing devices must use water-based fluids. The use of these devices must be approved in advance through Convention Services in conjunction with Grapevine Fire Rescue and Gaylord Texan Director of Security.