

*Little Rock*

CONVENTION &  
VISITORS BUREAU

# GENERAL SERVICE CONTRACTOR GUIDELINES

## GENERAL INFORMATION

- Safety first: All personnel operating a forklift, skyjack, or electrical pallet jack must have a valid license to operate the equipment (license must be available for review).
- General service contractor (GSC) employees must be identifiable by a uniform, name tag or badge.
- A GSC supervisor or foremen must be present before GSC employees may enter the facility.
- Drapes, decorations, bunting and other decorative materials must be fire resistant and/or properly treated to meet the requirements for flame proofing.
- The lobby areas, doors, escalators, and passenger elevators are only for pedestrian traffic.
- Only LRCVB employees are authorized to operate freight doors.
- Exit, fire hose cabinets and fire pull station signs must be visible at all times.
- Utility services (electrical, water/drainage, telecommunications and data services) are exclusive services provided and managed directly by the Little Rock Convention & Visitors Bureau. Exhibitors must process utilities requests and payments directly through the online exhibitor ordering portal.
- A detailed and accurate production schedule is required thirty (30) days prior to the first move-in day.

## REGISTRATION AREA(S) REQUIREMENTS

- A “to scale” diagram of the registration area(s), if separate from the exhibit hall floor, is required. The placement must be approved by LRCVB.
- Installing registration areas, entrance units and other show-specific displays must occur at times different from the event activities already in progress.

## EXHIBIT FLOOR PLAN REQUIREMENTS

- The floor plan must be submitted to the event coordinator for approval. Some floor plans may require additional approval from the fire marshal. Plans must be approved before booths are sold in an effort to avoid costly changes involving exhibits.
- Covered exhibits and multi-level exhibits require LRCVB approval.
- A “to scale” exhibit floor plan is required and must include the name, dates and location of the event, as well as the initial draft and revision date(s) of the plan.
- Allow access to all exits, fire cabinets, fire alarm pull stations and restrooms.
- Minimum aisle space required is ten feet (10’).
- Compressed gas cylinders require fire marshal approval. Cylinders must be secured in an upright position at all times.
- Exit signs must be visible at all times.

## LOADING DOCK

- The loading dock is unavailable for personal vehicle parking.
- Dock space is allocated based on all events in the center and must be pre-arranged with the event coordinator.

## MOVE IN

- The LRCVB refrains from accepting, storing or shipping packages for exhibitors, delegates, or the contractor before an event.
- Requests to drop off equipment or mark the floors must be approved by the event coordinator. Requests for early move-in are taken one (1) week prior to the first move-in day.
- Automobiles require approval to be allowed in the facility.
- Bicycles and carts are allowed only on the exhibit floor and in the service corridors.
- Dock spaces are assigned by the event coordinator.

## SIGNAGE AND RIGGING

- Any material or equipment-related signs and/or rigging must be completely removed by the end of the last contract day.
- Please prevent from attaching rigging to electrical lighting conduits, utility pipes or sprinkler systems.
- All beam structures or other painted surfaces must be covered with protective material before wire, cable, or the like is attached to prevent damaging the painted surface.

## SHOW

- LRCVB personnel will refrain from entering exhibit booths to clean.
- The decorating company is responsible for servicing all of their equipment (i.e. booth carpet cleaning, emptying booth trash cans, etc.)
- Removal of crates, cardboard and/or pallets from the exhibit hall is required.
- Crate storage must take place in trailers or off premise.
- Flammable liquids are prohibited from being brought into or used in the facility.
- Display vehicles require LRCVB inspection.
- Exit signs must be visible at all times.
- LRCVB permission is required to store general service contractor equipment such as forklifts, truck trailers, etc. before or after the lease premises date(s).

## MOVE OUT

- The LRCVB expects the facility to be returned to the condition in which it was received with the exception of normal wear and tear.
- Excessive clean-up required by LRCVB will be invoiced to the Lessee.
- Remove all forms of waste throughout the facility after your event.
- Any debris left on premises, tape or residue left on any surface, will be removed by the LRCVB and the cost will be invoiced to the lessee.
- The GSC is responsible for all damages resulting from their activities.
- Any property not removed and not claimed is considered abandoned by lessee, its contractors or exhibitors. LRCVB may take possession of and dispose of such property without liability. The lessee will be invoiced for the cost associated with such disposal.
- GSC equipment can stay in the building or loading dock only with prior LRCVB approval.