



MEYDENBAUER  
CENTER

# Event Planner's Guide

## Event Planner's Guide

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## Welcome To Meydenbauer Center's Meeting Planner's Guide

We look forward to helping you plan your event at Meydenbauer Center. These general policies and rules and regulations are subject to change. We recognize that every event is different and this guide cannot conceivably cover every possible scenario. If there is anything that is not covered in this document, Meydenbauer Center reserves the right to determine necessary considerations or stipulations on an as needed basis. Our primary goal is to ensure the success of your event and safeguard the experience of all clients and attendees.

## Meydenbauer Center's Mission Statement

"Our commitment is to provide an outstanding event and performing arts center that generates community and employee pride, creates economic stimulation, and provides exceptional guest satisfaction"

**Address** 11100 NE 6<sup>th</sup> Street Bellevue, WA 98004

**Phone** 425-637-1020

**Fax** 425-637-0166

**Email** [sales@meydenbauer.com](mailto:sales@meydenbauer.com)

**Website** [www.meydenbauer.com](http://www.meydenbauer.com)

## Hours of Operation

### Facility Access

The parking garage, building and contracted event spaces are open and accessible during all hours of event activity, including move-in and move-out. The parking garage, building and administrative office are closed on recognized holidays, if there is no contracted event activity.

When Meydenbauer Center does not have a contracted event, our facility is open the following hours:

- Administrative Office
  - 8:00 am – 5:00 pm – Monday through Friday excluding holidays
- Parking Garage
  - 6:00 am – 7:00 pm – Monday through Saturday
- Building
  - 7:30 am – 6:00 pm – Monday through Friday
- Loading Dock
  - Accessible and staffed by Security personnel 24 hours a day, seven days a week

## Contracted Event Hours

Contracted event hours vary depending on event needs. Contracts can include up to 16 hours per day between the hours of 6 am and 11:59 pm. Outside 16 hours, additional fees may apply. Access and scheduling of necessary staff prior to or after contracted event times, or on recognized holidays, should be arranged with your Event Manager.

## After Hours Contact

Please contact the Security Department at 425-766-7496 for assistance before 8:00 am or after 5:00 pm, seven days a week.

## Timeline for Planning Your Event

- 45 days before event: Begin planning event with Event Manager; discuss room set, linen colors, meal types, menu selections, technical services and audiovisual needs
- 30 days before event: Certificate of Insurance due to Meydenbauer Center
- Two weeks before event: Approve event plan and diagram
- Ten days before event: Final deposit is due (please refer to Schedule A portion of contract).
- Four business days before event – Final guarantee is due, with entrée split count, if applicable, and entrée designation, if applicable. Once this is received, your Event Manager will send you a final event plan and diagram to sign and return. Any changes made within three business days of your event may incur additional charges.

## Indemnification and Insurance

All parties using Meydenbauer Center hold the Center harmless for any and all damage done by their party. This includes both personal harm and physical damage done to the facility. Meydenbauer Center does not hold insurance on the personal property of its users and is not liable for loss, theft or damage to property belonging to the user or its attendees.

You must provide adequate insurance coverage for your event as outlined in the License Agreement including general liability, product and operations liability, personal injury liability, and workman's compensation. Licensee shall provide proof of coverage in the amounts of two million dollars (\$2,000,000) of Combined Single Limit, Commercial General Liability coverage to include: Comprehensive Form, Premises/Operations, Contractual Broad Form Property Damage and Products/Completed Operations. The term of the coverage should coincide with the dates of occupancy, including move-in and move-out.

Bellevue Convention Center Authority must be listed as additional insured. Organizations that are self-insured must also supply appropriate documentation in the form of a certificate of insurance. The certificate shall be furnished thirty (30) days before the first move-in day of the event and may not be canceled without thirty (30) days advanced written notice to Meydenbauer Center.

If you do not currently have insurance coverage you may apply for special event insurance through **Event Insurance Now** or any insurance provider of your choice. The application for insurance is available at [www.eventinsurancenow.com](http://www.eventinsurancenow.com). Please complete the form online then e-mail a copy of the certificate of liability insurance to Meydenbauer Center.

### **Licenses and Permits**

The Licensee is responsible for obtaining all licenses, permits and approvals from the appropriate regulatory boards and authorities that may be required for, but not limited to, staging the event (including business licenses, special occasion and special events licenses). The cost of these licenses is the responsibility of the Licensee.

Meydenbauer Center operates under its own liquor license as the exclusive food and beverage provider. Contractors must obtain and keep current all business licenses, certificated and permits as may be required by federal, state or local laws or regulations.

### **Event Cancellations**

In the event of a cancellation, any fees will be due at the time of cancellation. The cancellation fee schedule will follow the outline below.

<u>Date of termination or cancellation of this Agreement or the Event by Licensor for cause or by Licensee for any reason</u>	<u>Agreed upon measure of damages</u>
More than 180 days prior to the first date of the Event	50% of the Rent
91 to 180 days prior to the first date of the Event	100% of the Rent
31 – 90 days prior to the first date of the Event	100% of the Rent plus 50% of the minimum per diem amounts payable for the Ancillary Services for each Event Day

5-30 days prior to the first date of the Event	100% of the Rent plus 100% of the minimum per diem amounts payable for the Ancillary Services for each Event Day
Less than 5 days prior to the first date of the Event	100% estimated charges based on Event Plan

## Payment Requirements

### Space Rental

Deposits for room rental are due in full prior to the event. Clients with delinquent accounts will not be eligible to hold space and will not be issued new contracts until their outstanding balance is paid in full.

### Ancillary Services

A 100% deposit is required for ancillary services (i.e., catering, technical services, service charges and labor fees) 10 days prior to the first move-in day for all first-time clients, clients with a history of late payments, or those who are not established clients. Established clients will be invoiced for all services following their event.

### Payment Methods

Meydenbauer Center accepts credit cards (Visa, Mastercard, Discover, American Express), cash, checks, cashier's checks or money orders for deposits and payments for additional services ordered during your event. If you choose to pay by credit card, please submit payment online at <https://www.meydenbauer.com/event-payment/>. Credit card payments over \$50,000 will incur an additional 3% processing fee.

### Final Invoicing

Final invoicing will be completed and emailed by the accounting department within 5-7 business days following the conclusion of the event. Clients will have 30 days to pay any applicable remaining balances.

### Meeting Rooms

Room rental rates at Meydenbauer Center are established based on the amount of space used and the type of event. Room set additions such as staging and audiovisual equipment may reduce room capacities.

### Standard Room Rental

"Per Day" rates are for activities within a 16-hour window between 6:00 am – 11:59 pm. Additional rent will be charged hourly for rental past standard hours.

Standard Room rental includes one room set-up per day, per room configuration based on availability including:

- Theater, classroom, boardroom, or banquet-style set
- Registration tables
- One standing lectern
- One wired, handheld or podium microphone
- Risers in fourth floor meeting rooms
- Up to 48' wide x 24' deep stage in Center Hall (or up to 18 stage pieces)
- Up to 50 feet of house pipe and drape (excluding exhibits)
- Head table / speaker water service
- Two 10-amp electrical connections for event management purposes
- House lighting, ventilation, heating or air conditioning during scheduled event hours
- Cleaning of premises during and after event (does not include cleaning interiors of exhibit booths).
- Registration space is available to licensees at no additional charge on an "as available" basis and in consideration of other tenants
- Two wireless connections for use at registration

### **Additional Services & Equipment**

Additional services and equipment are available for rental upon request and may incur additional fees. Contact your Event Manager for a full price list.

## **Catering**

### **Your Exclusive Caterer**

Meydenbauer Center is the exclusive provider of all food and beverage services. No food or beverages of any kind may be brought into the Center by the client or any of the client's guests. Trade show exhibitors who wish to sample food or beverage items are limited to 1 ounce portions of food and 2 ounce portions of beverages.

### **Menu selection**

Meydenbauer Center will customize any menu upon request to meet dietary restrictions (gluten free, dairy free, kosher, vegan, etc.). Vegetarian meal options are included with all served entrees and are automatically prepared for three percent (3%) of your final meal count. If you determine that vegetarian requests will exceed three percent (3%) of your count, additional options can be arranged through your Event Manager.

All menu selections will be due at least two weeks in advance of your function date. Menu selections are limited to two entrees per served meal plus a vegetarian option. An exact count is required for each selection and all entrees will be charged at the highest price. If we don't receive menu selections two weeks in advance of the event, all menus will be chef's choice.



## **20% Food and Beverage Credit**

A rental credit is given in the amount of twenty percent (20%) of the gross food and beverage receipts for hosted services rendered. Credit will not exceed base room rental due and applies only to hosted services. Rental credit excludes services charges and tax.

## **Guarantees**

In order for us to service your group at Meydenbauer Center, **we require that you notify us of your final guaranteed attendance no later than 5 pm PT four business days prior to your event.** This number will be considered your final guarantee, which cannot be reduced. Should we not hear from you prior to the specified time, we will consider the originally estimated number as your final guarantee.

## **Cancellations**

If any part of an event is canceled less than 10 days prior to the event, a cancellation fee of 25% of estimated food and beverage charges will be applied. If the entire event is canceled within three days, full charges will be applied.

## **Small Group Fees**

A \$50 labor charge will be applied to each meal services for groups with thirty (30) or fewer attendees. A \$25 labor charge will be applied to each beverage service for groups of thirty (30) or fewer. Standard breakfast, lunch and dinner buffets are **not** available for groups of thirty (30) or fewer; however, we are more than happy to develop a custom menu for your group under thirty (30) guests. Please note that these fees do not apply to the Executive Conference Packages.

## **Taxes & Service Charges**

A taxable 22% service charge and current Washington state sales tax will be applied to all food and beverage services. Washington state sales tax as of January 2021 is 10.1%.

## **Excess Food**

Meydenbauer Center adheres to state and local health guidelines which dictate that food items provided by Meydenbauer Center must be consumed during the specific event and may not be taken off property. To minimize potential waste we work closely with event planners to determine the proper quantities of food to prepare. After the event, any excess prepared food is donated under regulated conditions to agencies feeding disadvantaged individuals or composted when donations are not possible.

## **Bars and Alcohol Service**

Meydenbauer Center operates under its own liquor license as the exclusive food and beverage provider. Cocktail, beer and wine are purchased on a per drink basis. The Washington State Liquor Control Board regulates all alcoholic beverages and services. As the holder of the alcoholic beverage license for Meydenbauer Center, we are responsible for the administration

of these regulations within the facility. Meydenbauer Center staff is trained in alcoholic service awareness in an effort to protect you and your guests. Under no circumstance will alcohol be served to intoxicated or underage persons.

Meydenbauer Center beverage service staff receives training in the Washington State Certified TIPS Program in an effort to protect you and your guests. In addition, no alcoholic beverages may be served or provided by any source other than Meydenbauer Center. Per the license issued by the Washington State Liquor Control Board, all groups are required to provide food in conjunction with alcohol service.

The Center's catering department will determine the appropriate number of bars and the hours of operations to meet the needs of your guests. Our standard is one bar per 100 guests. This may be adjusted based on factors such as hours of service, group history, sales and whether the service is cashed or hosted. If you choose to follow our recommendations for bars there are no bar set-up or bartenders fees that are common at some hotels or banquet facilities. If you wish to add bars or extend the hours beyond our recommendation, we require guaranteed sales of \$150 per bar, per hour of operations. After the event, you will be charged the difference between what you guaranteed and what was spent.

### **Donated Wine and Champagne**

Meydenbauer Center may allow nonprofit charitable fundraising groups to provide donated wine and champagne to be served for a corkage fee per bottle. Sales tax and the standard service charge of 22% will apply to the corkage fee. Groups who provide donated wine for their event will be required to obtain and display a Special Occasion permit. This permit can be purchased online at <http://liq.wa.gov/licensing/special-licenses-and-permits>.

## **Audiovisual Services and AV Factory**

### **AV Factory**

Audio Visual Factory (AV Factory) is the preferred in-house supplier of audiovisual services at Meydenbauer Center. As a full-service audiovisual company, AV Factory can provide all of your audiovisual equipment, as well as video projection, teleconferencing, show production, staging, lighting packages, and professional technician's onsite throughout your event. Your Event Manager will work closely with you and your AV Factory representative to determine the best audiovisual set for your program.

Groups using AV Factory as their AV provider will receive discounted power rates, complimentary use of the house sound system for voice amplification and recording and access prior the contracted event start time.

### **Outside AV Provider**

If you decide to use an outside AV provider, Meydenbauer Center requires that the safety of all persons present in the facility take precedence over an issue or dispute regarding a room set

up or vendor request. Event Managers are authorized to define safety hazards and to take any corrective action necessary to alleviate the safety violation, including having the violation removed completely regardless of the impact to an event. Any outside AV provider must have its own insurance coverage equal to or greater than the coverage required for your group.

Outside audiovisual providers may bring their own stand-alone sound system for voice amplification and recording. If they choose to use Meydenbauer Center's sound system, patch fees to offset the staff costs for operating and maintaining the system will apply. Charges for the electrical service to power the company's equipment will also be applied.

The following presentation equipment is included in the room rental for all groups using AV Factory or an outside AV provider:

- One lectern-including dimming light and gooseneck microphone stand
- One wired microphone
- One drop-down projection screen (fourth floor, fixed locations)
- Two 10-amp electrical connections for event management purposes (*registration, name tag printers, communication devices, etc.*)

For additional information about AV Factory prices and services at Meydenbauer Center please inquire with your Event Manager.

## **Technical Services (Telecom/ Internet/Electrical)**

Meydenbauer Center offers comprehensive in-house services and professional staff to ensure seamless coordination of all technical needs for your event. Meydenbauer Center is the exclusive provider of all telecommunication and Internet services for the facility, offering a single point of contact and coordination throughout planning, set-up and the event itself. Your Event Manager and our technical team will work with you to coordinate equipment and services and troubleshoot day-of-event issues to keep everything running smoothly.

Technical Services rates vary depending on when orders are placed. To receive the Advance Rate, orders must be received fourteen (14) days prior to the show's first contracted move-in day. The Standard Rate applies to orders placed thirteen (13) days or fewer prior to contracted move-in date.

### **Your Exclusive Internet Provider**

Meydenbauer Center is fully wired to easily provide connectivity to event management, exhibitors and attendees throughout the facility. Meydenbauer offers bandwidth from 3Mbps shared to 10Gbps. Our bandwidth is delivered via internal gigabit fiber backbone with 10/100Mbps speed to the exhibit halls, meeting rooms and public spaces.

We offer:

- Shared Ethernet connection

- Dedicated managed V-LAN, providing access to a connection
- Dedicated unmanaged V-LAN, for connection to personal servers
- Building-wide wireless
- Customized services upon request

## Wireless Connectivity

Meydenbauer Center provides internet access service through the operation of wireless 802.11ac Smart Wi-Fi Access Points. The building-wide system provides several levels of connectivity for event management, exhibitors and attendees.

You can select one of several options to meet the needs of you and your guests:

- 2<sup>nd</sup> Floor Hotspot, a limited hotspot on the Level 2 balcony
- MC Show Management, two complimentary wireless connections at registration for show management
- MC Get Wi-Fi, a robust building-wide network that allows guests to purchase individual connections with download speeds up to 5Mbps
- MC Event Wireless, easy internet access for up to 4,000 devices with access speeds up to 5Mbps and customizable SSIDs and landing pages
- Customized services upon request

Meydenbauer Center's wireless system is ideal for web surfing, messaging and checking web-based email. Access to service is provided through specific wireless networks. If the data requirements for your event attendees are high, or if simultaneous interactive data transmission is a desired element of your event, Meydenbauer Center may be able to configure a more robust custom wireless network to accommodate your needs. Please speak with your Event Manager for additional information.

Meydenbauer Center does NOT recommend wireless services for mission critical services such as product presentation or demonstrations. For demonstrations or to present products and other mission critical activity via the Internet, Meydenbauer Center recommends that clients purchase dedicated hardwired services.

Any wireless service is inherently vulnerable to interference from devices that transmit similar radio frequency signals or that operate within a shared frequency spectrum. Meydenbauer Center cannot guarantee that interference will not occur.

## Restrictions:

Due to the extensive coverage provided by Meydenbauer Center, customer-provided access points are discouraged for use within the facility. Individual "hotspots" delivered through

cellular providers are one of the leading sources of interference that can impact the quality of the service. We strongly encourage event management to support this message and we have resources available to assist you if needed.

### **Lawful Use:**

Meydenbauer Center's wireless service is intended to allow you to access the internet in order to use, amongst other things, the worldwide web, email and messaging services. We require that your behavior while using the service will be lawful, honest and proper. This means that you may not use the service for any illegal purpose, access or attempt to access the service provided to any other user, use the service in such a manner as to host a web or other server, send or facilitate the sending of bulk email or collect third party personal data without appropriate consent or exceed any relevant download limitations.

We may terminate your use of service at any time without notice if we become aware of any behavior that is unlawful, has a negative impact on our equipment, our network, the internet in general or damages, or potentially damages, our reputation or standing.

### **Wireless Guaranteed Attendance**

In order for us to deliver service to your group, we require that you notify us of your final guaranteed attendance no later than four business days prior to your event. This number will be considered your final guarantee, which cannot be reduced. The guaranteed attendance for your food services will match the guaranteed attendance for wireless.

Should we not hear from you prior to the specified time, we will consider the originally estimated number as your final attendance guarantee.

### **Electricity**

If you need five amps to power a laptop and LCD projector, power for a full lighting production, or a distributed electrical network for trade show exhibitors, Meydenbauer Center can configure, route and deliver the power necessary. With advance notice, on-site technicians can assist in specialty hook-ups as well. Meydenbauer Center does not have an on-site electrician. An electrician will need to be brought in to support bare wire connections and other specialty connections. Please inquire on pricing with your Event Manager.

\*Clients using AV Factory, Meydenbauer Center's preferred AV provider, will receive a discounted power rate for AVF power needs.

### **Rigging**

A rigging plan showing all loads and methods of suspension must be pre-approved by Meydenbauer Center at least 30 days in advance of your event. Rigging plans must include a

list of all flown equipment as well as point weights. A review of the rigging plan will be conducted at the organizer's expense. During review any overweight points or non-compliance with regulations will be addressed and corrected, upon which, plans must be resubmitted for approval. Any rigging that is found to be incorrect or unacceptable shall be made safe or removed at the expense of the contractor responsible. All rigging must be completed by a certified rigger.

All steel in the Center Hall grid is encased in a soft, black, fired retardant material. Canvas, burlap, carpet or similar wrapping must be provided to prevent damage.

If your event involved rigging in Center Hall please note the following information:

- The grid centerline in the exhibit hall is not the room centerline. Grid steel center to center measurements are 30' typical and 31.5' above the floor. CAD diagrams are available upon request to show the grid with all potential rigging points in Center Hall.
- Do not use the copper mesh on the Center Hall ceiling or associated hardware as an attachment point for anything.
- Rigging is not permitted in any 4<sup>th</sup> floor meeting rooms.
- "Beam walking" is strictly prohibited. Overhead work must be performed within OSHA/WISHA standards including the appropriate use of lifts and harnesses.
- Do not place cable, wire or lines across or around dance floors.
- Do not rig from movable walls, wall tracks or associated trim and hardware, light fixtures, speaker boxes, conduits, sprinkler pipes, "EXIT" signs, door hardware, ventilation grills, or any other non-approved rigging 'point.'
- Conductor cable, wire and other lines must go 'up and over' any door or egress aisle displaying an "EXIT" sign and must be rigged at least 8' above the floor. Cable troughs are provided in each of the fourth floor meeting rooms to support this requirement; however, AV companies must provide the appropriate amount of cabling to support the set.
- Cable ramp must be used in certain situations and requires approval from Meydenbauer Center's Technical Services personnel.
- Contractor(s) assume all liability in regard to the use of cable ramps.
- Limited banner hanging is permitted in the lobby space. Check with your Event Manager for approved locations.
- CAD diagrams are available upon request.

## Parking/Transportation

### Meydenbauer Center Garage

Meydenbauer Center has a 430-stall underground parking garage. Parking is available on a first come-first serve basis. The garage height limit is 6'9", which can accommodate most full-size, half-ton vans without roof racks or air vents. Trailer and long-term truck parking is not permitted in the garage. Additional accessible stalls may be coordinated with your Event Manager if needed. Meydenbauer Center will determine a parking plan to meet your specific event needs.

### Event and Daily Parking Rates

Standard, daily parking rates are hourly and do not include in-and-out privileges. Flat event parking rates may be established depending on event activity and length of event. Parking can be validated for your staff and/or attendees, or guests can pay on their own. If parking is validated, the charges will be added to the group's final invoice. Each event receives two complimentary parking passes.

### Overflow Parking

In the event Meydenbauer Center's garage fills, arriving vehicles will be directed to the nearest available off-site parking area. Meydenbauer Center's parking manager can arrange overflow parking availability and direct guests for easy and seamless parking solutions. A current list of nearby parking facilities is available upon request. Overflow parking for oversize vehicles may be available. Contact your Event Manager if you need to arrange for oversize vehicle parking.

### Additional Transportation Options

As multiple events in the building may sometimes limit availability, we encourage you to discuss alternate transportation and parking options with your Event Manager. You may also want to check Metro's commuter services at the **King County Metro** website. The Bellevue Transit Center is approximately one block west of Meydenbauer Center on NE 6<sup>th</sup> Street and 110<sup>th</sup> Avenue NE providing quick and convenient access to most Seattle-King County area transit routes.

### Exhibitor Move in/Move out

Meydenbauer Center will provide flatbed carts for use during move-in/move-out, on a first-come, first-serve basis. Flatbed carts are not intended for use in the passenger elevator. To avoid congestion and delays, exhibitors are encouraged to bring their own wheeled equipment to help with freight movement.

For tradeshows, consumer shows or meetings with over 30 exhibitors, Meydenbauer Center will contract two additional staff members to assist with exhibitor move in and move out at the meeting planner's expense. These staff members will be on site for the duration of exhibitor move in and move out to provide carts and directions to exhibitors.

We ask meeting planners to provide Meydenbauer Center with a schedule of all exhibitor and third party deliveries, as well as move-in/move-out times. A schedule of delivery arrival times is required 15 days prior to the first move-in day. Meydenbauer Center has three options available for exhibitor access.

### **Option #1 – Parking Garage**

Vehicles without trailers, and those that are no higher than 6'9", should use the designated load/unload area inside the Meydenbauer Center garage. During posted hours, the reserved exhibitor load/unload area on Level P1 is serviced by a convenient freight elevator that provides access directly to the Exhibit Hall floor.

### **Option #2 – Exhibit Hall Roll Door**

Vehicles that are higher than 6'9" or those with trailers may use the outside area along the north side of the Exhibit Hall if arrangements are made in advance. Because of space limitations, vehicles should be unloaded as quickly as possible then moved to alternate parking areas.

### **Option #3 – Exhibit Hall Loading Dock**

The three-bay loading dock is reserved for larger vehicles that can easily transfer a load to a 48" high platform. For efficiency, vehicle arrival times will be scheduled through show management and confirmed with your Event Manager. To accommodate other scheduled deliveries, vehicles should be unloaded as quick as possible then moved to alternate parking areas.

Staging in the alley adjacent to the loading dock or on 112<sup>th</sup> Ave NE is strictly prohibited. Exhibitors who attempt to stage their trucks in those locations will be redirected to an oversize vehicle parking lot.

## **Freight Deliveries & Storage**

Please notify your Event Manager of any special delivery requirements. Meydenbauer Center can accept advance show management freight shipments up to three business days prior to the effective date of the License Agreement depending on storage space availability. All deliveries arriving during the period of your License Agreement will be received by Meydenbauer Center Security and delivered to your event space. All deliveries should be



shipped to our standard mailing address (11100 NE 6<sup>th</sup> Street, Bellevue, WA 98004) and prominently labeled with client contact information and event name.

Storage space is limited in the Center, so storage of exhibitor materials should be coordinated through a contracted show decorator.

## **Pallets & Crates**

Mats to protect carpeted areas will be provided by Meydenbauer Center and must be in place prior to any pallets being set on the carpeting. All event-related pallets and crates must be removed from the facility by the expiration of the License Agreement. Failure to remove pallets and crates will result in additional fees on the final invoice.

## **Security**

### **Meydenbauer Center Security Officers**

Meydenbauer Center provides 24-hour security staff for general building security. Their responsibility includes periodic patrol of the interior and exterior of the facility, response to requests for assistance, door lock and unlock as necessary, and emergency response.

### **Hired Event Security and Armed Police Officers**

Some events may be required to provide approved security staff and/or law enforcement personnel depending on event size and/or event activity. If law enforcement personnel are required for event security, only City of Bellevue Police Officers may be hired. Washington State Patrol Troopers may be scheduled if city police are unavailable. All onsite security staff will be required to show a current and valid State of Washington Security License. All Meydenbauer Center provided security and police personnel have a minimum shift requirement of four hours. Arrangements for security personnel can be made through your Event Manager.

Bellevue Police Officers may be required in the following circumstances:

- Planned attendance of over 1,000
- Event open to public admission
- Large quantities of alcohol are to be served during the event
- Age of attendees (youth, teen, elderly)
- Dance, prom, concert
- Potentially dangerous and/or controversial activity
- Requirement to disable fire detection equipment during event activity

Event Security Officers may be required in the following circumstances:

- Crowd control before, during, and after event hours
- Exhibit or event area security patrol (during event or after hours)
- Registration or ticket sales area security
- VIP or cash security and escort
- Pre-opening exhibitor and vendor check-in
- Hand Stamp (ultraviolet/ black light available)
- Door Guard/Fire Watch
- Badge or ID Check/Ticket Taker
- Multiple event guest screening

### **Video Surveillance**

Meydenbauer Center has video surveillance equipment in all lobby spaces and fourth floor meeting rooms for the purpose of monitoring the building. Lobby space surveillance equipment is located in areas where there is no reasonable expectation of privacy and must remain on for safety and security concerns. Meeting space surveillance equipment may be turned off at the request of the meeting organizer when additional privacy is required. Please direct all privacy requests to your Event Manager.

### **Emergency Medical Support**

Meydenbauer Center requires a dedicated nurse, doctor or certified trainer be on site and accessible to competitors during any sporting event for the sake of emergency medical support. We ask that show management ensures that all teams or competitors know the location of this person in advance of the competition and that the emergency medical personnel be connected with our on-site security officer upon arrival. Meydenbauer Center security staff will assist in coordinating with ambulance or fire services if necessary for a medical emergency.

If show management is unable to provide a dedicated nurse, doctor or certified trainer to provide emergency medical support during a sporting competition, Meydenbauer Center will contract local EMT services at the prevailing labor rates billable to show management to provide this service. Meydenbauer Center may also assist in coordinating the service for non-sporting events upon request.

### **Key and Door Locks**

Keys for rented areas can be issued at no charge upon request. Keys will be issued on the effective date of the License Agreement and must be returned at the conclusion of the event. A charge for each key not returned will be added to the final invoice.

If additional security is required, meeting room doors can be re-keyed and new locks can be installed for an additional charge. If new door locks are installed, the on-duty security officer will be the only Meydenbauer Center staff member with access to the key. Rented areas that have been re-keyed cannot be cleaned or refreshed unless the client is present to provide access.

### **Lost and Found**

Lost and found items should be delivered to show management at their registration or information area during event hours. All found items remaining after an event are turned in to building security. Items are logged and secured for a maximum of 90 days. To inquire about lost items please call Meydenbauer Center's 24-hour Security Department at 425-766-7496.

### **HVAC**

Room temperatures will vary based on the occupancy and building use. Please note we do not provide HVAC on move-in/move-out days. Temperatures have been programmed for maximum comfort and typically range between 69-72 degrees. Every effort will be made to achieve the appropriate temperature one hour prior to the contracted event start time until one hour after contracted event ending time.

Within the operational limits of the mechanical system, Event Managers may authorize modifications to space temperatures upon request. Please note that while our goal is to ensure your comfort, every effort is being made to use energy efficiently. We appreciate your support in minimizing waste.

### **Drones/Unmanned Aircraft Systems and/or Vehicles**

The operation of unmanned aircraft vehicles (UAV) within Meydenbauer Center is prohibited unless advance approval is received from the Center. If the licensee would like to operate a UAV within the facility, the following documentation must be submitted to the Event Manager for review and approval at least 30 days prior to the event start date:

- Name of pilot operating the drone
- Pilot's experience level and other events where s/he has flown drones
- Make and model of the aircraft
- Proposed payload and payload weight
- A floor plan of designated fly-zone area to include at a minimum:
  - Description of proposed space
  - Height of safety netting proximity of general public viewing area
  - Location of safety buffer zone

- Designation of “fly-zone”
- Designation of “spectator/participator zone”
- Designation of “operator zone”
- Schedule for operation
- Proposed safety procedures to reduce potential harm to attendees and property

### **Smoke, Haze and Fog**

Theatrical use of smoke, haze or fog is not permitted inside the facility without prior approval from your Event Manager.

### **Concerts and Dances**

Publicly ticketed events, such as concerts and dances, may require approved security staff and/or law enforcement personnel depending on event size and/or event activity. If law enforcement personnel are required for event security, only City of Bellevue police officers may be hired. Washington State patrol troopers may be scheduled if city police are unavailable.

Bellevue Police Officers may be required in the following circumstances:

- Planned attendance of over 1,000
- Event open to public admission
- Alcohol is to be served during the event
- Age of attendees (youth, teen, elderly)
- Dance, prom, concert
- Potentially dangerous and/or controversial activity
- Requirement to disable fire detection equipment during event activity

Before contracting any concert or dance, Meydenbauer Center will conduct a thorough review of the event and develop a security plan. The security plan must be approved by both parties and included in the contract as an addendum. Meydenbauer Center may take up to 7 business days to develop a security plan.

Concerts and dances are held to our standard booking minimums.

### **All-Age Public Events**

Public events, such as dances and concerts, which are targeted at underage attendees, must be sponsored by a sanctioned organization, such as a school or non-profit group. The organizer will be required to work with their Event Manager to establish an appropriate security and staffing plan that will ensure the safety and well-being of the attendees. A contract will not be issued for the space until such a plan is in place.

## **Building Damage**

Any event-related damage to the building or its facilities beyond normal wear and tear is the responsibility of the client. You may request arrangements to visually inspect the facilities before and after your event. If damage has occurred related to the activities of your event, the cost of repair will be added to your final invoice or billed separately upon completion of the repair.

## **Maintenance**

### **Housekeeping**

General cleaning of the contracted room is included in the room rental. Events using a contracted decorator should make the appropriate cleaning arrangements through the official decorator. Clients, exhibitors and decorators should remove all signage or exhibit materials by the end of their contracted move-out time.

### **Booth Cleaning**

If you are renting exhibit booths from a decorator or other third-party vendor, booth cleaning services for your exhibit booths should be arranged through your contracted decorator. If you are renting Meydenbauer Center's exhibit booths (maximum of twenty available), cleaning services (vacuuming and trash removal) are included in your rental fees. Appropriate arrangements for these services can be made through your Event Manager.

### **Garbage Removal**

Arrangements for the disposal of any anticipated large trash or recycle quantities or handling of specialized waste removal such as food waste, shipping crates, pallets, large volumes of packaging materials, etc. should be made through your Event Manager. Appropriate fees will be assessed for events that generate large waste volumes.

### **Recycling**

We are committed to recycling in all aspects of our business and make recycling simple by co-mingling aluminum, paper, plastic, cardboard and glass. Large recycling bins are provided inside the event space during large move-in and move-out periods.

### **Hazardous Materials**

Under no circumstances will hazardous waste materials be allowed on the premises.

## Registration

Lobby areas adjacent to the exhibit halls, meeting rooms and the theatre are considered public circulation spaces but can be used for services such as registration, information and message centers, food service, publication distribution, and ticket sales. Use of these public lobby spaces is subject to approval by Meydenbauer Center.

Registration space will be provided as necessary and in consideration of other tenants. Lobby areas adjacent to your room will be provided at no charge. Meydenbauer Center provides limited equipment and services for your registration purposes.

## Operable Air Walls

Operable air walls are used throughout the facility to divide meeting spaces and provide sound buffers. These walls extend from floor to ceiling in panels and are locked in place. For safety reasons, only Meydenbauer Center staff will handle the movement of the air walls. In order to maintain the viability and appearance of these operable air walls we prohibit rigging, banner hanging and adherence of any materials to these surfaces.

## Exits and Aisles

Aisles and exits shall be maintained free and clear of obstructions at all times. Booth constructions shall be substantial and fixed into position in specified areas for the duration of the show. Aisle width will be determined by your Event Manager and will vary depending on the room set up and occupancy level. Chairs, signs and demonstration areas shall not be placed in the required width of any exit.

Additional requirements include:

- All aisles and pathways to exits must be kept clear and accessible at all times.
- All aisles, pathways, and exits must comply with applicable disability access laws and regulations.
- All aisles established for trade show exhibitions must be at least eight feet in width, unless otherwise specified on the approved floor plan.
- Chairs must be ganged in rows of no more than 18 to allow for safe egress.
- All cables must be set up and over all doors and egress aisles.
- Emergency exits cannot be blocked from view without prior review and approval from your Event Manager
  - Once approved, illuminated "EXIT" signs are required on all drape covering the path to an emergency exit.

## **Signs and Special Decorations**

Materials approved for hanging must be adhered to wall surfaces using pre-approved adhesive squares. Signs, banners and posters should not be physically attached to furnishings, fixtures or any part of Meydenbauer Center without prior approval of your Event Manager.

Display rails are available to display materials in all of the meeting rooms on Level 4. Easels are available upon request and availability. Banners hung from the railings by Meydenbauer Center or AV Factory may result in labor charges to the client.

Meydenbauer Center reserves the right to remove any display (signs, show decorations, posters etc.) that have been posted without approval or that Meydenbauer Center finds objectionable and not in the best interests of the Center.

For safety reasons, all decorative materials must be effectively flame proofed before installation.

All materials (signs, show decorations, posters etc.) not removed by the client by the end of the move-out period will be removed by Meydenbauer Center and all associated disposal costs and other related costs will be the responsibility of the client.

## **Event Equipment Rentals**

The Center has the equipment to meet most of your event requirements. Your Event Manager can help arrange for any special equipment needs. Special equipment requests should be made 30 days prior to the event date to ensure availability. Associated fees may be charged to your event.

## **Plumbing**

There are six standard faucets available in the exhibit hall. Meydenbauer Center does not provide equipment for ongoing service needs (i.e. spa or pool filtering or heating systems). Water service to other locations in the building requires "tying in" to the building plumbing system. A professional plumber must be contracted to do the work and can be arranged through your Event Manager.

A drain service will consist of the simple emptying of a container into a city storm drain. The water must be uncontaminated, untreated and shall not cause a hazard to the environment. Water supply and drain service fees are based on gallons of usage with a minimum order of 500 gallons. Labor charges to fill, monitor or drain client equipment will also apply. The client assumes all risk and responsibility for damage caused by water, sewer and drain leaks. Meydenbauer Center can recommend plumbing contractors familiar with the facility and the

client will be responsible for all charges related to this type of service during their event if such services are needed.

### **Animals**

Service animals and police dogs are permitted in Meydenbauer Center. The animals must be leashed and under the supervision and control of their owners at all times while inside the facility.

Non-service animals are not permitted in Meydenbauer Center except in conjunction with an approved exhibit, performance or other event activity legitimately requiring the use of animals. Any animals within an event space may affect the scope of food and beverage services permissible under local health codes. Your Event Manager can assist you if your event requires the presence of animals.

### **Smoking**

Meydenbauer Center is a non-smoking facility, including the parking garage. Smoking is only permitted outside of the building. Authorized exterior smoking areas are limited to 25 feet from the entrance doors on Level 1. This applies to both traditional and electronic cigarettes.

### **Gifts and Gratuities**

The staff at Meydenbauer Center is prohibited from accepting any gifts or gratuities as a result of performing their duties. This policy includes any form of cash, certificates, discount coupons, contest entries, food, beverage, event/exhibit promotional material, or any other item that may have a nominal value. If you would like to recognize their efforts, we encourage you to send a letter to the individual or management.

### **Safety and Emergency Procedures**

Meydenbauer Center has the following procedures in place to address potential emergencies.

### **Medical Assistance**

Meydenbauer Center does not require but encourages emergency medical service (EMT) for most events. EMT service is available and can be arranged through your Event Manager.

Meydenbauer Center does have first aid supplies but does not provide or have emergency medical services on site. Medical assistance will be called in when necessary.



## **Fire Alarm**

Meydenbauer Center is equipped with a state-of-the-art life safety system. The entire facility is protected with automatic water sprinklers and is monitored by early warning smoke and heat detectors. Building security personnel are also on duty 24 hours a day to monitor and respond to the fire/life safety system.

In the event of alarm activation, all elevators will be recalled to the ground floor and meeting room and corridor doors will automatically close. Security personnel will be dispatched to the area in alarm, and a public address announcement will be made throughout the building advising everyone to standby for further instructions. The local fire department automatically responds to all alarms at the Center.

As soon as the cause of the alarm is determined, a second, building-wide announcement will be made advising every one of the cause of the alarm and appropriate actions to take as needed.

## **Earthquake**

Meydenbauer Center is constructed to the latest building codes and will withstand substantial earth movement. In 2001 we experience a significant earthquake with no internal or external damage. If an earthquake occurs during an event, guest should immediately seek cover under a table, desk or doorway. During and immediately after an earthquake occupants should not leave the building as outside hazards are usually more prevalent. Evacuation of the facility is not called for unless hazardous conditions are found which would affect guest and employee safety.

Immediately after an earthquake, building maintenance, engineering and security personnel conduct a thorough inspection of the entire facility. This inspection includes building foundations and floors, structural supports, gas, water and electrical lines, and window glass. A representative from the city building department will also conduct an inspection and issue a permit stating whether the building is safe for occupancy or not. If it is determined that a hazardous condition exists, occupants will be asked to vacate the facility until it is determined safe to re-enter.

## **Building Evacuation**

In the event the facility must be evacuated, a tape-recorded announcement will play throughout the building. This announcement advises everyone to walk to the nearest designated emergency exit and to leave the facility. Meydenbauer Center staff will help direct guests to the nearest safe exit. All individuals will remain outside until advised that it is safe to re-enter the building.

## **Firearms – Armed Security**

By contracting our space, the event organizer agrees to prohibit any person, except for law enforcement officers and on-duty security personnel, from possessing firearms at their event except when carried by off-duty City of Bellevue officers or Washington State Patrol, commissioned law enforcement personnel or displayed in conjunction with a contracted event. Any firearms that are displayed as part of an event or an event must remain unloaded at all times.

## **City of Bellevue Fire Department Guidelines: Fire & Life Safety for Tradeshow, Exhibitions, Public Events and Theatrical Performances**

### **Flame Retardant Treatment**

All decorations including, but not limited to, the following shall meet the flame-resistant requirements as set forth in U.F.C. Section 1103.3.3.1. Exception: Approved live vegetation

- Drapes, signs, banners, foam plastics, non-foam plastics, hay, straw, moss, split bamboo, wood, and other combustible decorative materials shall be flame-resistant or flame-retardant coated
- Oil cloth, tar paper, sisal paper, nylon, orlon, and/or other such materials cannot be made flame retardant and shall not be used
- A Certificate of Flame Resistance for all decorative materials shall be available for review by the Bellevue Fire Department.
- Treatments used to render materials flame resistant shall be renewed as often as necessary to maintain the materials' flame resistance.

### **Combustible Materials**

Storage of combustible materials (e.g. cardboard boxes, papers, etc.) shall be neat and orderly. Such materials shall not be stored on top of electrical wiring, near heating device, in exits or exit enclosures, or within 18 inches of sprinkler heads. Empty cardboard boxes shall be broken down and stored in an orderly manner, and/or removed from the building.

### **Fire Alarm/Fire Protection Systems/Equipment**

- All fire alarm, fire extinguishing, and/or fire protection systems shall not be disabled, tampered with or otherwise rendered out of service at any time during events.
- Alarm-initiating devices, alarm-signaling devices and annunciators shall not be concealed, obstructed or impaired.
- Class II standpipe hose stations, Class I and Class III standpipe outlets, and portable fire extinguishers shall not be concealed, obstructed or impaired.

- Additional portable fire extinguishers may be required or necessary during events if deemed the hazard to life or property has increased.

### **Vehicles/Internal Combustion Engines on Display**

All automobiles, trucks, motorcycles or other motorized vehicles or equipment used for display within the building shall be in accordance with the U.F.C. Section 2505, and/or the following:

- Batteries shall be disconnected in an approved manner.
- Vehicles shall not be fueled or defueled in the building.
  - All motor vehicle or equipment fuel tanks shall not exceed  $\frac{1}{4}$  of the tank capacity or 5 gallons, whichever is less.
  - Fuel tank openings shall be locked and sealed to prevent the escape of vapors.
  - Fuel for the vehicles or equipment shall be stored in approved containers in an approved location outside of the building.
  - Fuel spills shall be cleaned up immediately. Vehicles leaking fuel or other liquids shall be removed from the building.
- Vehicles or equipment shall not be started or run inside the building.
- The location of vehicles or equipment shall not obstruct or block exits, exit doors, or fire alarm or fire extinguishing equipment.

Any display vehicle or equipment which includes an internal combustion engine (gas or diesel) shall comply with the following requirements at all times while inside the facility:

- Drip protection will be required if displayed in a carpeted area
- Ignition and door keys for display vehicles will be left with building security while the vehicle is on display
- Taped wheels for carpet protection

Vehicles may only be operated for placement and removal during event move-in/out. Vehicles may not be operated, driven or moved during occupied event hours. Meydenbauer Center does not provide any means to elevate display vehicles. The facility has no equipment or staging that will accommodate the weight of most motor vehicles.

### **Candles and Open Flame Lighting**

Meydenbauer Center will allow minimal lighted candles to be used in assembly space with prior approval under the following guidelines:

- Candles are to be placed in stable containers of noncombustible construction which are built to not tip over easily.
- The flame should be protected, so that in the event the candle is knocked over, it cannot ignite surrounding material.

- The protection around the candle shall extend high enough beyond the flame so that nothing placed on top would ignite.

### **Electrical Cords and Multi-Plug Adapters**

- Extension cords shall be used only with portable appliances.
- Extension cords shall not be of less capacity than the appliance or device served, and shall be plugged directly into an approved receptacle.
- Extension cords shall serve only one portable appliance and shall not be “daisy chained” together.
- Extension cords and flexible cords shall not be affixed to structures; extend through walls, ceilings, floors, under doors, or floor covers; or be subject to environmental or physical damage.
- Multi-plug adapters such as power taps or power strips shall be of the polarized or grounded type and shall be UL listed or FM approved.
- All spliced wires, electrical devices, appliances and other equipment which are modified or damaged and constitute an electrical shock or fire hazard shall not be used.

### **Fire Department Permits**

A “Temporary Use” permit shall be obtained from the Bellevue Fire Department, Fire Prevention Division when the following activities, operations, practices or functions are conducted:

- To use open flame or candles in connection with assembly areas.
- To display liquid or gas-fueled vehicles or equipment inside an assembly area.
- To erect or operate a tent or air-supported temporary membrane structure having an area in excess of 200 square feet, or a canopy in excess of 400 square feet
- To use pyrotechnic special effects

### **Advertising, Publicity and Promotion**

We are pleased to assist you in communicating with the public about your event. You will be asked to complete an [Event Publicity Form](#) that will request contact information, event hours, admission costs—if any—and a brief description of your event. If you do not wish to be included in any of our publicity materials please indicate accordingly on the form.

Meydenbauer Center’s Event Publicity Form can be found at the following link:

<http://www.meydenbauer.com/event-publicity-form>.

All contracted events will be listed in the following Meydenbauer Center communications:

- Within five days of your event, on the telephone information line 425-637-1020
- Signage in all lobby areas posted on event days

## Optional Listings

Should you choose, Meydenbauer Center may also list your event in the following:

- Schedule of events calendar on the website ([www.meydenbauer.com](http://www.meydenbauer.com))
- Outdoor marquee as available – day of event only
- Social media

Note: events are listed on a space available basis at the discretion of Meydenbauer Center. Not all events are listed in all advertising and schedules of events.

## Website Event Listing

Our website provides schedules of events, maps and driving directions and parking information. You can link directly to this information at [www.meydenbauer.com](http://www.meydenbauer.com). If you provide us with a link to your event website, we can link to it directly from our online event calendar listing.

## Promotional Materials

When you are creating materials to publicize events at Meydenbauer Center, please use the following address and phone numbers:

<b>Meydenbauer Center</b> 11100 NE 6th Street Bellevue, WA 98004 425-637-1020 <a href="http://www.meydenbauer.com">www.meydenbauer.com</a>	<b>The Theatre at Meydenbauer Center</b> 11100 NE 6th Street Bellevue, WA 98004 425-450-3810 <a href="http://www.meydenbauer.com/theatre">www.meydenbauer.com/theatre</a>
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Meydenbauer Center logos, building photos and maps of the downtown Bellevue area are available for use in event materials. This information can be downloaded from Meydenbauer Center's website at the following link: <http://www.meydenbauer.com/plan-event/resources>

## Meydenbauer Center Theatre

Meydenbauer Center Theatre is fully equipped rental house that is staffed by trained theatre professionals to serve all ranges of theatrical and commercial events.

### Box Office

- Two-window ticket booth with telephone, backstage intercom, and privacy curtains
- The Theatre at Meydenbauer does not provide box office personnel. Brown Paper Tickets is the preferred box office vendor for Meydenbauer Center. For more information, visit [www.brownpapertickets.com](http://www.brownpapertickets.com) or call 800-838-3006.

### Seating

- 410 numbered seats (total room occupancy) including up to 8 ADA accessible wheelchair locations
- Four aisles, each with two-door vestibules to the lobby

### Theatre Staff

- Staffing is determined by the nature of the event as rates and services may vary.

## **Stage**

### **Proscenium**

40' wide by 20' high opening; 34' stage depth; 14' apron D.S. of Plaster line; +15' wings; separate crossover backstage; sprung wood stage deck; Masonite surface. Roscoe brand vinyl dance floor available for an additional charge.

### **Pit**

Suitable for up to 24 musicians. The stage supervisor and the theatre personnel reserve the right to limit the instrument and performer capacity as well as dictate the custom configuration of the orchestra pit in the interest of safety.

### **Fly and Drapes**

50' high grid with 32 total line sets arranged on 9" centers (some empty slots). Grand drape and valance, mid-stage and upstage travelers, 5 black leg sets 4 black borders; white cyc; black scrim; and 10 to 12 empty battens available for scenic use; 10'x20' framed front projection screen.

### **Orchestra Shell**

Wenger portable shell with ceiling for up to 70 musicians; 50 musical stands and lights.

### **Miscellaneous Electrical**

200 amp three phase and a 100 amp (Appleton) three phase. Located stage right. Non-dim circuits: 1 down stage left; 1 down stage right; 1 up stage.

### **Dressing Rooms**

Divisible chorus room for up to 24 performers with mirror wall and adjustable height barre; 2 triple dressing rooms; 2 star dressing rooms; green room; secured prop area; secure orchestra case/coat storage area.

### **Lighting**

177 2.4w available, dimmer-per-circuit system; ETC Ion, 2x20 Fader Wing, touchscreen display, wireless remote; 3 FOH catwalks; 4 box booms; 4 wired electric's onstage; 276 lighting instruments. Two 2K follow spots. Upper control room for follow spots and/or camera set-up.

## Equipment

- The Theatre is equipped with 40'w x 34'd x 20'h stage, an orchestra shell for up to 50 musicians, five music stands and lights, a pit suitable for up to 24 musicians and dressing rooms.

## Safety

- First aid kits are located in the Theatre for your use. You may be charged for any supplies deemed wasted. We strongly encourage you to provide your own safety equipment and first aid supplies. The Theatre at Meydenbauer Center does not provide ice or ice packs for dancers and non-emergencies.
- No bare feet or opened-toed shoes will be permitted on the stage or in technical areas. The only exception to this rule will be the production requirements.
- There is no running allowed backstage or in wing areas.
- An adult must accompany performers under 14 years of age when they are not onstage. It is recommended that one adult be responsible for no more than eight to ten minors.

## House Rules

- Smoking is not permitted anywhere in the building.
- Keep all yellow zones and yellow surfaces clear. All "EXIT" doors shall be properly accessible for emergency exits. Do not block the backstage cross over (gray floor in the loading area).
- Do not tape, staple, pin or otherwise attach anything to a painted wall, surface, or door. You will be charged for any and all damage resulting from a violation of this rule. Mounted corkboards and dry erase boards are provided for your use.
- Use approved low tack spike tape on the stage and in the rehearsal room. Remove all tape completely after your event. Only professional grade painter's tape (blue), gaff / spike tape, electrical tape, and glow tape are allowed in the Theatre. Absolutely no duct tape or masking tape allowed.
- No nails or screws into any Meydenbauer surface. Absolutely no "dry wall" screws allowed.
- Only certified staff will be allowed to operate the Theatre technical equipment.
- Musicians or crew are the only people allowed in the orchestra pit. Crew or approved visitors are the only people allowed in the control booths and technical rooms.
- The Theatre at Meydenbauer Center wardrobe equipment (washer, dryer, irons) is to be used by your certified dresser(s) only.
- Dressing room and green room furniture is not to be taken outside the facility, removed from its location or used as props.
- Music stands are to be issued by stage crew and not to be removed from the stage. They are not to be used for anything but the display of music or scripts.
- Please remove everything that belongs to you. Meydenbauer Center will not guarantee storage and/or security of items left behind without specific written arrangements made prior to load in.