

# *Services and Policies...*

## **ADA**

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*The Centre* is compliant with the American Disability Act. Reserved seating in the Auditorium is available for patrons with disabilities and listening-assisted devices are available at *The Centre* box office. The Exhibit Hall, Ballroom, and meeting rooms have listening-assisted systems installed; please contact the Event Coordinator/Technical Director for receivers.

- All public restrooms are wheelchair accessible. Specific dressing rooms also have disabled access. Please contact a Centre Event Coordinator regarding this.
- The Evansville Auditorium has Sennheiser infrared hearing assistance headsets.

## **Catering**

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SMG Catering is proud to be the exclusive food service provider within *The Centre*. SMG Catering strives to be everything the event producer, corporate meeting planner or private party could ask for when it comes to full-service catering. For more information, contact the Catering Sales Manager.

## **Audio Visual**

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Sound and lighting can be key features for a successful event. Therefore, our trained in-house Audio/Visual Department allows you both the convenience and peace of mind of having presentation services readily available within our facility. The Exhibit Hall, Auditorium, Ballrooms, and Meeting Rooms all consist of separate audio subsystems, which are capable to be routed together with advance notice.

Outside AV companies may provide their services within *The Centre*. Your own sound equipment or outside vendors may connect to our in-house audio system upon approval from our Technical Director. There is a hook-up charge and technical supervision is required for the duration of your event.

*For more information regarding your audio needs/capabilities ask your Event Coordinator.*

## Access

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Client access is to the booked/contracted area only. For load-in purposes, this area may be extended to include areas of the loading dock. However, this area is not available while the show is open to the public and no business should be conducted on the dock. At no time may the public be given access to the loading dock or other support areas without the company of a Centre representative. Media access to an event is at the client's discretion, unless event takes place within the lobby areas of the facility.

## Booking Policies & Procedures

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All requests for dates at *The Centre* will be considered tentative until such time as a booking confirmation or contract has been signed and the necessary deposit received. As a minimum, a deposit in the amount of a one-day room rental for the most expensive, contracted space will be required with the signed agreement. This deposit will be non-refundable and non-transferable. Public areas adjoining licensed spaces are generally not under Lessee's control. As such, requests for registration areas, special exhibits, displays, etc. must be approved in advance by *The Centre* management. Activities taking place in public spaces must take into consideration other tenants using the facility.

## Cooking

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Shows and events requiring the use of cooking equipment such as ranges and gas grills require the presence of an on-call fireman due to safety regulations. The hourly cost of such personnel is the responsibility of the tenant and will be added to event settlement. Please consult your Centre Event Coordinator.

## Copyright Fees & Royalties

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Any and all ASCAP, BMI, SESAC or other copyright fees applicable to an event will be the full responsibility of the tenant.

## Electrical Service

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Centre staff or an agent thereof must make all electrical connections to the in-house systems. For rates and more information consult your Event Coordinator.

## Rigging

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Rigging is possible in the Exhibit Hall, Auditorium and Ballroom areas. Rigging plots are available from The Centre showing all areas and obstructions where rigging may occur. All rigging plans must be submitted in advance for approval by *The Centre* Management. Rigging may also include the use of stagehands. The cost of stagehands is the responsibility of the tenant.

## Security

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Consult a Centre Event Coordinator to address your security needs. It is Centre policy that all events serving alcohol will be required to have uniformed security present during the event. The cost of security is the responsibility of the tenant.

## Parking

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The following are the options for exhibitors and guests

- Civic Center Parking Lot (free to the public) – directly behind *The Centre*
- Martin Luther King Jr. Blvd and Locust Parking Lot
- Executive Inn Hotel Parking Garage Paid (free for guests)
- Off-Street Parking

Other area Parking Garages at the corner of

- 3<sup>rd</sup> and Locust
- 5<sup>th</sup> and Locust
- 6<sup>th</sup> and Locust