



Three Rivers Convention Center

EVENT PLANNER'S GUIDE



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EVENT PLANNER'S GUIDE

PLANNING CHECKLIST AND TIMELINE

So much goes into planning an event and making sure all the little details are taken care of. To help keep things on track, we've pulled together some general guidelines for navigating the planning process. Your timeline may be longer or shorter, but the steps remain the same. Your Sales Manager and Event Manager will work with you to develop a timeline that fits your needs.

Book your event: Call the Sales Department at 509-737-3700

- Sign and return Use Agreement (14 days after receipt)
- Review the Planner's Guide, which includes rules/regulations
- Submit deposit with signed Use Agreement

6 Months Out (for exhibits and large events)

- Provide a copy of the draft convention or event agenda to your Sales Manager
- Submit your floor plan to your Sales Manager for approval before selling booths

3 Months Prior to Event

- Review your event requirements with your Event Manager
- Provide electrical and IT requirements to your Event Manager
- Note any contract service providers you will be using (if utilizing outside AV services, review our Outside AV Policy)
- Provide preliminary event and exhibit schedule and set up to your Event Manager to receive an estimate of costs
- Submit any custom catering request to your Event Manager

2 Months Prior to Event

- Provide any revised floor plans
- Submit revised agenda and set up requirements for review
- Submit revised A/V, telecommunications, and equipment rental needs
- Submit all catering selections to Event Manager

PLANNING CHECKLIST AND TIMELINE CONT'D

30 Days Prior to Event

- Submit Certificate of Insurance
- Submit updated agenda, setup, event requirements, and exhibit show diagram
- Review estimated catering, labor, and equipment charges with your Event Manager

One Week Prior to Event

- Discuss any changes to event requirements, setup, or timeline
- Submit guarantee numbers to Event Manager no later than noon:
 - **For Functions 500 & Below**
Five full business days prior to the first day of your event (Monday to Friday), advise your Event Manager of the exact number of guests attending.
 - **For Functions 501-1000**
Seven full business days prior to the first day of your event (Monday to Friday), advise your Event Manager of the exact number of guests attending.
 - **For Functions 1001-Above**
Fourteen full business days prior to the first day of your event (Monday to Friday), advise your Event Manager of the exact number of guests attending.
- Make sure all scheduled payments have been submitted as arranged.

Onsite During Event

- Communicate with Event Coordinator if any adjustments need to be made.

Within one week after the event

You will receive a customer response form via email that we hope you will take a few minutes to fill out and return to us, so we can assess our service and work on any areas that need attention.

Our goal is to provide excellent service to you and your attendees and to continually improve in all areas. We appreciate your input!

EXHIBITOR GUIDELINES

Exhibitors

- Exhibitors are to have all proper licenses and permits required by the State of Washington and the City of Kennewick and comply with the regulations of the Kennewick Fire Department and the Benton Franklin Health Department.
- All exhibitors must be properly identified when on site. Exhibitors without event identification will not be allowed in the service corridor or loading dock.

Facility

- The Three Rivers Convention Center storage space is limited, therefore, the facility cannot receive goods prior to the scheduled move-in time without Event Manager approval or store them past the contracted move-out time (3 business days before and after the event date). Goods arriving prior to the authorized move-in times will be refused and required to return at the scheduled move-in time.
- By law, smoking is prohibited at all times in the Three Rivers Convention Center or within 25 feet of any entrance or air intake system.
- With the exception of service animals and animals participating in contracted events such as dog or cat shows, animals are not allowed in the Convention Center without prior written approval from the Event Manager.

Set Up

- Loading in and loading out must be done through the designated loading docks assigned to the show. **Loading in and loading out through the Convention Center lobby is strictly limited to hand carried items only** and must be approved in advance. Materials that require the use of a wheeled apparatus must go through the dock area. Loading docks are for loading and unloading only. All unauthorized vehicles left in the loading dock will be towed away at the owner's expense.
- Limited carts are available for exhibitor use on a first come, first serve basis. It is best to bring your own. Use by Convention Center staff precludes use by exhibitors.

EXHIBITOR GUIDELINES

Set Up Cont'd

- Aisle ways and exits must remain clear and cannot be obstructed in any way during show hours. Please do not throw trash generated during show hours into the aisles.
- Exhibitor-owned or leased vehicles are NOT allowed to drive onto the exhibit floor to unload or load without prior approval from show management. Access to the exhibit floor for display vehicles must be arranged in advance through show management. No vehicles with studded tires will be allowed inside the building.
- Painting of any kind within the Three Rivers Convention Center is prohibited. Exhibitors may not glue, tape, nail or in any way affix to any interior or exterior surface of the Three Rivers Convention Center.
- Helium balloons are prohibited unless a helium waiver has been signed by the contracted client and is on file with the Event Manager. This waiver acknowledges that bringing in helium balloons may result in additional retrieval, removal, and cleaning charges. The responsibility for all charges incurred in relation to helium balloons will be the clients. Three Rivers Convention Center reserves the right to be the sole provider of retrieval, removal, and cleaning services.
- Basic rules for load-in and load-out:
 - Client is responsible for packaging all shipments, making arrangements with preferred carrier, placing labels, and delivering packages to the shipping area of the loading dock.
 - **For safety, children under 16 are not permitted on the event floor or loading dock during move-in and move-out times.**
 - No consumption of alcoholic beverages .
 - No horseplay, practical jokes, throwing objects, or display of unsafe objects.
 - No use or possession of illegal or controlled substances.
 - No speeding or reckless use of vehicles, carts, or equipment.
 - No blocking fire lanes or exits

EXHIBITOR GUIDELINES

Services

- Food and Beverage, electrical and telecommunication services are exclusively provided by the Three Rivers Convention Center.
- TRCC allows no outside food or alcohol to be brought into the facility. In addition, no food or beverage will be allowed to leave the facility. Attendees must use TRCC's exclusive caterer for all food and beverage functions.

Food Sampling

- A full list of exhibitor booth food and beverage services—everything from nuts and coffee to finger food, sandwiches, and heavy hors d'oeuvres—is exclusively available from the Convention Center. This service can be a great advantage to exhibitors.
- Any exhibitor interested in distributing their own food or beverage must be the manufacturer of said product or be exhibiting in a food or beverage-related show. Only “bite size” samples of no more than two (2) ounces of food or beverage may be distributed by exhibitors. Exhibitors cannot participate in cash sales of said product during the show.
- Any products that are sold for off-premise consumption must be packaged to discourage on-premise consumption.
- All persons dispensing product must have proper food handling permits for the City of Kennewick and State of Washington.

TRCC CODE OF CONDUCT

At the Three Rivers Convention Center, we are dedicated to fostering a safe, pleasant, and enjoyable environment for all guests attending events. To ensure a positive experience for everyone, we ask that guests adhere to the following guidelines:

- Treat all guests with respect and courtesy.
- Refrain from disruptive behavior, including the use of foul language or obscene gestures.
- Consume alcoholic beverages responsibly; our team will promptly address any issues related to intoxication or underage drinking.
- Participate only in your event and be courteous of other events occurring in the building.
- Aggressive behavior such as fighting, throwing objects, or attempting to access restricted areas will result in immediate removal from the Convention Center.
- Please refrain from smoking anywhere on the premises.
- Avoid displaying signs or wearing clothing with obscene or indecent messages.
- Follow instructions from our staff regarding facility operations and emergency protocols.
- Guests causing disruptions that divert resources from other attendees will not be tolerated.
- Entry may be denied, or individuals may be trespassed if they pose a threat to staff or fellow patrons.
- Our staff are trained to intervene when necessary to ensure all guests can enjoy the event. Those who violate the Code of Conduct may be removed, cited, or subject to arrest by local law enforcement. Season ticket holders may risk losing their subscriptions.

We appreciate your cooperation in helping us maintain a welcoming environment at the Three Rivers Convention Center. Thank you for your understanding and support.