



## BOOKING YOUR SHOW

As the exclusive event manager and caterer for the Chase Center on the Riverfront, Sodexo looks forward to making your show a success. A Sales Manager will tentatively hold a function date up to 14 days without a deposit or contract. To confirm an event as definite, a non-refundable deposit of 25% of the estimated revenue for the space reserved, and a signed contract is required.

## FACILITY

The Chase Center on the Riverfront is a smoke free facility located on the Wilmington Riverfront along the winding Christina River. The facility has ground floor access with over 92,000 square feet of event space.

**Facility Rental Usage Fees** depend upon the specifics of the event and the amount of space being utilized. Please inquire with our sales department for rental pricing.

Riverfront Ballroom:	12,800 sq. ft	17' ceiling
Christina Ballroom:	5,200 sq. ft	19' ceiling
Governor's Hall:	10,300 sq. ft.	24' ceiling
Wilmington Hall:	21,900 sq. ft.	21' ceiling
Meeting Rooms:	vary in size	8' – 12' ceiling

## SHOW DETAILS

All arrangements should be finalized at least four weeks in advance of your function. A Banquet Event Order and floor plan of your event will be submitted to you for approval. It is the client's responsibility to review all arrangements, notify your event coordinator of any changes, and return the agreement signed at least three weeks prior to the date of the function. Exhibitor kits will be provided in advance, it is the responsibility of the show producer to distribute to all exhibitors.

## PAYMENT

Sodexo accepts payments by money order, personal and/or corporate check. A signed copy of the contract and **deposit of 25% of the estimated** food, beverage and rental fee(s) is due within ten business days of receipt. The **final balance** must be paid in full by 12 noon, four days prior to the event based on the final guaranteed number of guests. Should proper payment not be received within the designated time, Sodexo reserves the right to cancel the event. **Any additional charges** during the event will be due within 5 business days following the completion of the event.

## STAFFING CHARGE

All food and beverage is subject to a 22% staffing charge. The Staffing Charge is not a gratuity, but covers labor expenses for staffing your event and may exceed our actual labor cost. Gratuity is offered at the sole discretion of the customer. Additional line item labor charges may still apply. Check with your sales manager for further clarification.

## SHOW INFORMATION

Please see our Show and Exhibit Information for hosting a public show or an event with exhibitors at the Chase Center. Show management should review all information closely and is responsible for managing and distributing this information to all exhibitors.



## SHOW AND EXHIBIT INFORMATION

### AMERICAN WITH DISABILITES ACT

The Chase Center on the Riverfront is ADA compliant with ground-floor access, comfortable aisle ways and accessible amenities. A limited number of wheel chairs are available for guest use upon request.

### ANIMALS

No animals, except those licensed to assist the physically challenged, are permitted inside the Chase Center as part of any exhibit, activity or performance, without prior written approval from the Center.

### AUDIO VISUAL SERVICES

All Audio Visual needs are serviced and provided by Riverfront Audio Visual, the exclusive in-house provider. Their services may include, but are not limited to, podiums, staging, sound, video projection, electric, power, internet, easels, flipcharts, drape, lighting, set design and production labor, as well as exhibitor power. There is a separate contract and separate invoice from Riverfront Audio Visual for these services. To speak to someone in RAV sales, call 302.472.0118 or visit [www.riverfrontav.com](http://www.riverfrontav.com).

### BANNERS AND SIGNAGE

Event Signage should be delivered 2 to 5 business days prior to the event, to the Chase Center Security Office, located in the rear of the facility. Signage should be labeled with the event name. Signage should be light-weight material, suitable for hanging indoors, with roping and grommets. No signage may be hung outdoors, unless renting the entire facility. No banners will be accepted or hung on the day of the event. All signage will be hung on interior pre-determined guide wires within your rented event space at the following pricing:

One to three banners	\$50
Four to six banners	\$100
Seven to nine banners	\$150
Ten banners	\$200
Each additional banner	\$10 each
Roping or zip ties	\$8 per banner

Complex or custom designed displays will be charged on an hourly basis to cover lift, time and labor.

Signage is hung and removed during regular business hours Monday - Friday. Special requests may incur additional fees. It is the Show Producer's responsibility to pick up signage within 3 business days after the event from the Security Office, or it may be discarded. No banners, posters or signs may be hung by anyone other than facility staff.

Signage is most commonly hung in the following locations dependent upon facility usage:  
Above the entrance to Christina Ballroom – maximum dimensions are 26' wide by 8' high.

From the center beam in the Lobby – maximum dimensions are 12’ wide by 12’ high.  
 From any of the columns (vertical signage only) – maximum dimensions 28” wide by 7’ high.  
 From guide wires in Christina Hallway (max. of four) – maximum dimensions 10’ wide by 6’ high.  
 Above the entrance to Riverfront Ballroom – maximum dimensions 12’ wide by 6’ high.  
 From the first row of beams in Governors’ Hall – maximum dimensions 18’ wide by 6’ high.

## BOOTHING PACKAGES

All boothing packages include 7” x 43” booth signs. It is the Show Producer’s responsibility to provide all signage information a minimum of 2 weeks prior to the function. Exhibitor information should be typed with Booth Name and Booth Number. Show Producer is responsible for all correct information.

Booth with Pipe, Drape and sign only (any size)	\$40
8’ x 6’ with 6’ Table, 2 Chairs	\$70
8’ x 8’ with 6’ Table, 2 Chairs	\$70
10’ x 6’ with 6’ Table, 2 Chairs	\$75
10’ x 8’ with 6’ Tables, 2 Chairs	\$75
10’ x 10’ with two 6’ Tables, 4 Chairs	\$80
8’ x 6’ with 6’ Table, throw cover, 2 Chairs, sign	\$65
8’ x 8’ with 6’ Table, throw cover, 2 Chairs, sign	\$65
10’ x 6’ with 6’ or 8’ Table. throw cover, 2 Chairs, sign	\$65
10’ x 8’ with 6’ or 8’ Table. throw cover, 2 Chairs, sign	\$65
10’ x 20’ with 6’ or 8’ Table. throw cover, 2 Chairs, sign	\$85

Tables have white vinyl covered tops and colored skirting. Skirting is available in Red, Royal Blue, Hunter Green, Black, Gold, Silver, Purple, Ivory, Teal, and Orange.

Banjo drape is available in Red, Royal Blue, Hunter Green, Black, Gold, Silver, Purple, Ivory, Teal, Orange, Dusty Rose and Burgundy.

6’ Table with throw cover, 2 Chairs	\$24
8’ Table with throw cover, 2 Chairs	\$24
6’ Table with throw cover, 2 Chairs	\$30
8’ Table with throw cover, 2 Chairs	\$30
6’ Table with vinyl top, skirting	\$30
8’ Table with vinyl top, skirting	\$30
6’ Table with vinyl top, skirting, 2 Chairs	\$32
8’ Table with vinyl top, skirting, 2 Chairs	\$32
6’ prep table with just vinyl	\$12
8’ prep table with just vinyl	\$12

For table top shows only throw covers are available in Red, Royal Blue and Hunter Green. Limited quantities of Black, Burgundy and Gray are also available.

Please inquire for pricing on other booth options or charges. Exhibitors may order additional booth upgrades and equipment from our in-house decorator. Order forms can be found in the Exhibitor Package.

## BUSINESS CENTER

Located behind the information desk, the business center is available upon request for copier, fax and office services, additional costs may apply. Wireless Internet access is complimentary throughout the facility. ATM machine located on-site.

## CLEANING

Every event space will be cleaned nightly between multiple day shows or at the end of one day shows and/or public events. Dedicated exhibit spaces including Wilmington Hall, Governor's Hall and the Lobby will have a charge of \$.15 per square foot utilized per day. Ballrooms and meeting rooms will have a charge of \$.16 per square foot utilized per day.

All shows with Food Vendors will be charged a facility cleaning deposit based on the space being utilized due four business days prior to the event. Should the facility require additional deep cleaning, the deposit will be applied to the final cleaning charges. Should the facility not require additional deep cleaning, the deposit will be credited to the final invoice.

## DECORATIONS

Decorations, posters, signs or displays brought into the Chase Center must be approved before the event. Items may not be attached to walls, windows, drapes and/or columns. The following machines are not permitted: Popcorn, Chocolate Fountains, Peanuts, Snow, Fog or Bubble, and Cotton Candy. No Confetti, Glitter, Silly String may be used in the facility. No open flame décor is permitted. Balloons are permitted only when weighted. Balloons may not be inflated inside of the facility unless by a preferred vendor. Charges will apply if a lift is required to remove any balloons from the ceilings, and if any additional cleaning is required.

A recommended list of vendors will be provided for any additional services your event may need.

## DISPAY MATERIAL FREIGHT OR SHIPMENT

The Chase Center will not accept any shipments of freight or display materials without written approval. All display materials should be pre-shipped to our decorator, who will receive, store your freight or display materials and deliver them to your booth, and ship it back to you at a cost per CWT OR brought in during exhibitor load-in times. The Chase Center will not receive any freight C.O.D. All items and trash should be removed during load-out times. Items to be shipped out should be handled through our decorator or be pre-arranged for pick-up. Shipments to Main Line Expo must arrive at the warehouse no later than 5 business days prior to the show.

Main Line Expo  
780 Fifth Avenue, Suite 160  
King of Prussia, PA 19406  
610-265-6200

## EQUIPMENT

While the Chase Center may have a large inventory of equipment, this inventory may be limited depending on the number of guests or the type of events. We may determine there will be additional costs based on your event.

3' square section of installed Dance Floor	\$20
4' x 8' deck of staging	\$25
8' high Banjo Pipe & Drape per linear foot	\$8
3' high Banjo Pipe & Drape per linear foot	\$6
10' high Banjo Pipe & Drape per linear foot	\$14
12' high Banjo Pipe & Drape per linear foot	\$16
60" Round with two 85" Linens	\$18
30" High Top with two 85" Linen	\$18
36" Round with 85" Linen & Chairs	\$18
6' x 30" Table with boxed Linen & Chairs	\$18

8' x 30" Table with boxed Linen & Chairs	\$18
8' x 18" Classroom Table with Boxed Linen	\$18
White or Black Wood Foldable Chair	\$5
Upholstered Pods	\$10
Collapsible A-Frame Easels	\$14
Coat Racks with hangers	\$30
Stanchions	\$5
Small Trashcan	\$5

Additional equipment is available for rental from our decorator.

## EVENT PROMOTION AND ADVERTISING

All advertisements, invitations, flyers, posters and promotions associated with your event should use the following name and address below. Please do not publish the Chase Center phone number for any reason.

Chase Center on the Riverfront  
 815 Justison Street  
 Wilmington, DE 19801  
[www.centerontheriverfront.com](http://www.centerontheriverfront.com)

The Chase Center Logo may be requested for use with consent from our marketing department, contact us at [info@centerontheriverfront.com](mailto:info@centerontheriverfront.com) or 302-425-3929

To have your event listed in our calendar of events on the Chase Center and Riverfront Wilmington's web sites, please submit a calendar release form (8) eight weeks prior to your event. The form is available on our web site.

## EXHIBITORS

Show Producer is required to distribute a customized Exhibitor Package to each exhibitor or vendor. These packages should be produced by the Chase Center at least eight weeks prior to your event. Please complete an Exhibitor Information Request Form.

All displays shall conform to the Chase Center's, federal, state and local inspection requirements. Chase Center staff will enforce all requirements. If satisfactory compliance is not evidenced, Chase Center has the right to remove the exhibitor. Show Producer is required to abide by and enforce all requirements.

It is the Show Producer's responsibility for managing their exhibitors, and communicating all guidelines and requirements to ensure they are being followed.

## FACILITY RENTAL AND USE

Facility Rental Usage Fee(s) depend upon the specifics of the event and the amount of space being utilized. Please inquire with our sales department for pricing.

Riverfront Ballroom:	12,800 sq. ft	17' ceiling
Christina Ballroom:	5,200 sq. ft	19' ceiling
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Meeting Rooms:	vary	8' – 12' ceiling



Events requiring extensive load-in prior to the event and/or load-out will be charged accordingly, based on space being utilized. Sodexo reserves the right to determine if an event requires a load-in/set-up day and/or a load-out/breakdown day.

## FACILITY REGULATIONS

### EXHIBITOR MOVE IN

No items may be pulled, dragged or pushed across the carpet, floors or thresholds. Items must be on wheels. I.E. handcart, dolly or pallet jack.

Floor load should not exceed 5,000 lbs.

### EXHIBIT DISPLAYS

Nothing may be attached in any manner to the walls, columns, draperies or mirrors in the facility. This includes signs, banners, pictures and/or fixtures. Pipe and Drape is available for rental.

Only approved tape; Gaffer's or Painter's may be used on carpeted areas and tiled floors. No duct tape is allowed in the facility.

Exhibits must stay in their confined spaces, and cannot block or obstruct exit doors, view of exit signage, fire apparatus or fire alarm pull stations. Exhibitor shall use care not to disrupt the flow of traffic in the aisles.

Exhibits must be confined to actual contracted booth space. Display elements over 3' high must be set back 3' from the aisle. Raw plywood, cardboard or other structural materials must be painted or appropriately covered. Display materials shall be non-flammable and fire-rated certified. Wood exhibit displays greater than 1/4" shall use treated fire-retardant wood. All fabric, canvas, tenting and pipe and drape must be non-flammable and have a label or marking noting such.

Exhibitors may not apply paint, lacquer, adhesives or other coatings, tacking strips to the facility's floors, walls, columns or booths.

Electric extension cords and electrical devices not provided by the Chase Center shall be commercial duty with grounded plugs (three-wire UL or FM compliant per NFPA Code 70.) Cords should be contained in the rented booth space and not pose a hazard to attendees. Cords must be approved by Riverfront Audio Visual.

No loud sound displays or flashing light displays are permitted in the building.

Waterbeds, aquariums, spas, pools, fountains may only be displayed with water in Wilmington Hall. In all other spaces items must be empty. Please submit water requests in writing to the Chase Center.

Any displays of heavy equipment or crated displays requires a mat or 6-mil plastic underneath the item. This includes bricks, sand, plants, trees and/or dirt. Extra precautions may be needed to protect the marble flooring in Lobby and Governors' Hall during load-in/load-out.

Any vehicle displays with combustion engines including: cars, trucks, motorcycles, boats, etc. must have between 1/3 or less tank of gas, unless they have never been fueled. The fuel fill tank must be locked and the positive and negative battery cables must be disconnected. Keys must be given to Show Producer or Chase Center on-site event supervisor. All vehicles require Visqueen plastic under the oil pan. Wet Wheel is prohibited from being applied in the facility.

Lighting displays cannot use 100 watt quartz stem halogen lamps with linear bulbs.

There may be no open flames, propane or flammable liquids, explosives or pyrotechnics. Any Exhibitor

utilizing an approved heat source (Wick sterno, cassette or induction burners) at their booth is to provide a Fire Extinguisher at the booth.

No animals are permitted with the exception of working Guide/Therapeutic Dogs who must be accompanied by a master.

Exhibitors shall have at least one attendant at their booth at all times while the event is open to attendees.

#### DECORATIONS

No Popcorn, Chocolate Fountains, Peanuts, Snow, Fog, Bubble, Confetti Canons or Cotton Candy Machines are permitted in the building. No Glitter or Silly String may be used on site.

No open flame votives or candles are permitted.

Balloons are permitted only when weighted. Balloons given to children must have a weight attached.

#### GIVEAWAYS

**Exhibitors may not bring food or beverage into the facility.** Check with Show Producer if kiosks or meals are being offered.

Vendors may not sell food or beverages. Exhibitors may only give away pre-packaged food such as wrapped candy. Samples or giveaways of unpackaged food or beverage items must submit requests in writing to receive special permission; supply a \$1M Certificate of Insurance naming Sodexo and Riverfront Development Corporation of Delaware as insured riders; and have a DE Board of Health temporary permit at their booth. See the Requirements for Food Vendors Addendum.

Any vendors serving or preparing food or beverage samples require a 6-mil plastic flooring or carpet runners in their preparation space. See the Requirements for Food and/or Alcohol Vendors.

The use of and/or dispensing of alcoholic beverages is prohibited with the exception of licensed Restaurant and Alcohol trade vendors. For alcohol tastings refer to Alcoholic Beverage Vendor Requirement.

#### EXHIBITOR MOVE OUT

All vendors are responsible for breaking down boxes/cartons/crates that need to be disposed and removed to either a designated area or by utility personnel. Dumpsters are located outside the Security Entrance for all waste. The facility should be left broom swept.

Show Producer should walk thru the facility after load-out with Chase Center Event Management to ensure there is no need for extra cleaning or trash removal.

#### FLOOR PLANS

All floor plans must be produced internally by the Chase Center or an approved vendor, and are subject to Fire Marshall approval.

Note that any booths requiring more than 30 amps of power are limited to Wilmington Hall's North, East or South wall perimeters only.

#### FOOD AND BEVERAGE

As the exclusive caterer, Sodexo holds the liquor license and board of health permits, no outside food, beverage or alcohol may be brought into the facility. Should your event require the service of exhibitor meals, crew meals or guest meals please inquire for menus and pricing.

Sodexo reserves the right to provide or deny kiosks based on estimated event attendance, or labor charges may apply.

## FOOD SHOWS

Any shows with Food Vendors distributing samples or tastings are subject to additional requirements as noted. Please refer to Food Vendor Requirements.

All shows with Food Vendors will be charged a facility cleaning deposit based on the space being utilized due four business days prior to the event. Should the facility need additional deep cleaning, the deposit will be applied to the final cleaning charges. Should the facility not require additional deep cleaning, the deposit will be credited to the final invoice.

## INSURANCE REQUIREMENTS

**All shows with exhibits or vendors require a \$3M Certificate of Insurance** with Sodexo and the Riverfront Development Corporation of Delaware named as the Insured Rider. Even though the Show Producer may provide an umbrella policy, the Chase Center on the Riverfront has the right to require additional insurance coverage from specific exhibitors if they pose risk. Note that any exhibitor preparing or serving food or beverage that is potentially hazardous or is not commercially pre-packaged must provide an additional \$1M Certificate of Insurance as well.

It is Show Producer's responsibility to collect and monitor all insurance riders from vendors. A copy should be given to the Chase Center prior to the load-in of your event.

## LOAD-IN / LOAD-OUT

All Exhibitors must utilize the Security Entrance for loading in and loading out. There are three roll-up doors (8' x 12'), two with electro hydraulic lifts with a 5,000 lb capacity. Vendors should supply their own carts or dollies due to limited supply available. Main entrance may be used only for carry in displays and materials with approval. All exhibitors should observe their designated load-in times assigned for the event to avoid congestion. All Exhibitors are to enter and exit through the Security Entrance for the length of the event unless otherwise instructed. Should your show require extensive load-in directly into Wilmington Hall off Justison Street (formerly South Madison Street), a Wilmington Police Officer is required to monitor traffic.

All exhibitors must check in at the exhibitor registration desk managed by Show Producer located through the rear Security Entrance. Exhibitors must wear an identifying wrist band (supplied by the Chase Center) or show badge (supplied by Show Producer). Any person in the building without such identification will be asked to leave. **All exhibitors will be given a parking permit to place on their dashboard.** Show Producer will check for all appropriate forms from each exhibitor at check in. **Should an exhibitor not provide the required forms (I.E. Temporary food permits, certificate of insurance etc.) they will not be allowed to set up.**

Exhibitors must move their vehicles to the designated vendor parking lot (Lot D on the East Side of the building across Justison Street) after loading in. No trucks, cars, vans, etc. are to be left parked in the rear areas or in fire lanes. Towing costs will be charged to the Show Producer.

There is an on-site Fork Lift available which includes a facility licensed driver. Contact Riverfront Audio Visual for pricing.



## OUTDOOR SPACE

Use of the parking or exterior areas requires a written request specifying your exact needs. Price determined by the space utilized. Sodexo will check availability and coordinate arrangements with appropriate lot owners.

## PARKING

There are over 2400 complimentary parking spaces surrounding the Chase Center, available on a first come, first serve basis serving a variety of attractions. Exhibitors will be directed to park in Lot D on the east side of the facility.

## PRE-SHOW / POST-SHOW REQUIREMENTS

A walk-through of the facility with Show Producer is required prior to the event, as well as a walk-through after the event to determine if any damage may have occurred. The facility should be left "broom swept clean." Any damage to the facility or excessive trash removal will be billed to the Show Producer.

## SECURITY

The Chase Center is a 24-hour secure building with an on-site security command center. All uniform security guards are CPR/First Aid trained. Cameras are located on the perimeter and in select interior rooms and hallways. As the exclusive provider of security, the Chase Center may determine the extent of your security needs and arrange for licensed interior/ exterior security and police, traffic police, and/or EMTs. City Council Ordinance 05-062 requires the City of Wilmington Police Department to be notified of any gatherings over 100 guests to determine if, and to what extent, a police presence is required at the costs below. Should you event require overnight on-site security, there will be an additional charge.

Security	\$35 per man hour
Armed Security	\$40 per man hour
Wilmington Police	\$55 per man hour
EMTs	\$55 per man hour

## SMOKING

The Chase Center is a smoke free facility as mandated by law. Designated outdoor areas are available at the West Entrance and Christina Vestibule doors.

## STAFFING

Each event requires specific staffing to meet the needs of the event. Sodexo will determine the number of staffing required for your event based on the anticipated number of guests.

Set-Up/Break-down Porters – <b>required for every event</b>	\$100 each
Coat Check Attendants (1 per 150 guests)	\$100 each
Bartenders (1 per 75 guests to 200, then every 100)	\$100 each
Restroom Attendants (1 per 150 guests)	\$100 each
Cashiers for Concession Stands	\$100 each
Utility Personnel for trash removal	\$100 each
Event Supervisors	\$150 each

## STORAGE

The Chase Center has limited storage facilities and does not provide storage prior to, or following an event for decorations, flowers, auction items, equipment or materials brought in by you, your subcontractors,