

# Waterloo Convention Center Vendor Services

## Polices and Procedures

**Standard Booth Information:** The Waterloo Convention Center standard booth includes a 10'x10' space with 8' Black Drape at the back and 3' Black drape on each side (unless otherwise decided by event), an 8' adjustable height wooden table set to 29" clothed and skirted in black, two black exhibitor chairs, and 1 small wastebasket that is refreshed once per event show day.

**Additional In Booth Equipment:** Items are subject to availability and charged as listed. Selections can be made on the included order form. Forms must be submitted at least 2 weeks prior to event to guarantee pricing. Once received a confirmation will be provided by the facility Event Manager. Most equipment is available to be added once on-site but is subject to price increase and must be paid for prior to receiving service. If equipment is not listed that you need call to check availability or for best alternative options.

**Billing:** Order form pricing is priced for the show duration. All selections made will be invoiced and billed to the Billing Contact and must be paid in full 10 days prior to arriving or are subject to cancelation. If you are a tax-exempt organization, tax-exempt information must be submitted with your order form. Any on-site additions must be paid by the On-Site contact prior to receiving requested items. Items may be paid by check or via card. If paying by check, please let the Event Manager know at time of invoicing to avoid order cancelation. Card payments are processed through Square and are subject to a 3% Credit Card Processing Fee.

**Food and Beverage Policy:** The Waterloo Convention Center is the sole provider of food and beverage for the facility and does not allow outside Food and Beverage. Any Vendor interested in having Food or Beverage at their booth must have pre-approval from the venue at least 2 weeks prior to arriving at the venue. Vendors may be subject to buyout fees or required to purchase items through the Convention Center as determined by the Director of Food and Beverage. Meals for vendors during the event can also be arranged if needed if not provided by the event client. Coolers can be made rented, but subject to availability and will require an electrical hook-up. Call for more information.

**Utilities:** Free public Wi-Fi is provided throughout the convention center. If a private connection is need than a wired connection will be required. Electrical hook-ups are provided by a single outlet ran to the back corner of the booth. Vendors are welcome to bring their own extension cords or power strips to direct the power to where they need, or such items can be rented form the convention center. Anything higher than standard 120 Volt 20 AMP power is considered a Custom Connection. If found plugging yourself into nearby outlets or using another booth's power for your own use the items will be unplugged and not be allowed to plug back in until proper payment for power is processed.

**Safety:** For the safety of yourself, the staff, and all attendees of the event the Waterloo Convention Center must abide by all OSHA and Fire safety regulations. Please know that all items you wish to display must be maintained in your booth as to not block the aisle ways. No items may be placed in a way that would block or hinder someone from accessing any doors or safety equipment. Site lines to emergency and facility signage must not be blocked. The use of open flames is not allowed within the facility. If safety equipment, such as a fire extinguisher, is needed at your booth for extra safety please contact the venue for more information. All safety equipment provided by the venue will be charged to the vendor and subject to the same charging procedure listed above.

# Waterloo Convention Center Vendor Services

**Shipping:** The Waterloo Convention Center does not have the capabilities to handle Drayage service. If you are needing to ship items for this event this can be arranged via standard shipping. Standard shipping via DHL, FedEx, UPS, or USPS is accepted, but we require you to notify the event manager prior to shipping. Charges are incurred per package and will be placed at your booth at move-in. Understand the Waterloo Convention Center is not responsible for your package(s) or its contents if they are lost, broken, or stolen. Packages shipped should not arrive any more than 3 business days prior to the start of the event. Freight deliveries will not be accepted prior to the event. If shipping items back after the it must be arranged prior to leaving the facility, shipments must be packaged and labeled, and pick information must be provided to the Event Manager. Any items not picked up after 2 weeks following the event will be disposed of. Keep in mind that the Convention Center is open for standard business hours Monday-Friday from 9am-5pm.

**Address:**

Waterloo Convention Center  
C/O "Exhibitor Company" Booth "Booth Number"  
200 W 4th St  
Waterloo, IA 50701

**Trash and Cleaning:** The in-booth trash can will be refreshed at the end of each event day. Please set your trash can, and any items that do not fit in the bin in front of your booth at the end of the event day for refreshing. During move-in and move-out designated areas where large trash can be placed will be made known to you and cleared by our staff. Waterloo Convention Center staff do not enter your booth area unless to clean up a spill or upon special request of the vendor themselves while they are present. We ask your help to keep our facility clean by notifying event or facility staff promptly of spills and messes. If you are displaying any items that may cause stains floor covering may be required at vendor's expense. A cleaning fee up to \$1000 may be charged if space is not returned to the considerable initial condition.

**Miscellaneous:** In addition to the above information The Waterloo Convention Center asks that you help keep our facility looking its best by following these guidelines. Please do not hang anything on the walls without approval. Painter's tape and Command Strip style hooks can be used upon approval. Banners and signs can be hung on drape poles using S-Hooks or larger banners can be arranged to be hung by staff. Helium balloons must be securely tied down during the event, and properly disposed of after event by popping and placing in a trash receptacle. Per fire code we do not permit the use of open flames. The staff asks that small confetti and glitter not be used.

This information as well as the order form can be found on our website at:

<https://waterlooconventioncenter.com/exhibitors>

# Waterloo Convention Center Vendor Services

## Vendor Services Order Form

Please indicate selections and include how many of each item you are requesting.

Event: \_\_\_\_\_ Event Date: \_\_\_\_\_

Exhibitor Company: \_\_\_\_\_ Booth ID/Location: \_\_\_\_\_

On-Site Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Billing Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_ Zip: \_\_\_\_\_

Billing Email: \_\_\_\_\_

I would be interested in information regarding vendor meal options or catering at my booth: \_\_\_\_\_

**Tables and Chairs:** I do not need the included table: \_\_\_\_\_ I do not need the included chairs: \_\_\_\_\_

**Additional Chair (\$2):** \_\_\_ **Additional 8'x30" Table (\$10):** \_\_\_ Set At: 29" \_\_\_ 42" \_\_\_

**6'x30" Table (\$10):** \_\_\_ Set At: 29" \_\_\_ 42" \_\_\_ **30" Round Table (\$12):** \_\_\_ Set At: 29" \_\_\_ 42" \_\_\_

**Extra Tablecloth (\$10):** \_\_\_ **Extra Table Skirt (\$5):** \_\_\_ **30" Round Table Spandex Skirt (\$5):** \_\_\_

### Electrical and Utilities:

**Single Standard 120v 20 AMP Outlet (\$45):** \_\_\_ **Power Strip (\$15):** \_\_\_ **Extension Cord (\$15):** \_\_\_

**Wired Internet Connection (\$100)** \_\_\_ **Custom Connection (Call):** \_\_\_ **Water Fill (Call):** \_\_\_

### Audio and Visual:

**LED TV on Rolling Stand (\$150):** \_\_\_ **Speaker (\$75):** \_\_\_ **Audio Hook Up (\$30):** \_\_\_

**Microphone:** Wired (\$30) \_\_\_ Wireless Handheld (\$60) \_\_\_ Lavalier (\$60) \_\_\_ \*requires speaker\*

**Banner Hanging:** From S Hook on Drape (\$5) \_\_\_\_\_ From Ceiling using scissor lift (\$20): \_\_\_\_\_

**Shipping:** I will be shipping items to the convention center: \_\_\_\_\_

**Carriable by hand (\$5):** \_\_\_\_\_ **Requires cart or dolly (\$10):** \_\_\_\_\_

Email a copy of the completed form to [Info@WaterlooConventionCenter.com](mailto:Info@WaterlooConventionCenter.com)