

Event Planner's Handbook



A Note of Thanks

Welcome to the Atlantic Union Bank Convention Center and Downtown Raleigh! Thank you for booking your event with us. Our staff is ready to partner with you for an incredible event and an unforgettable experience for your attendees.

We are invested in your success and hope that you'll see our staff as an extension of your team. Now, let's bring your vision to life.

Here's to making moments together at the Atlantic Union Bank Convention Center!

Kerry Painter, CFE, CEM, CMP
Executive Director of The Complex

The Atlantic Union Bank Convention Center (AUBCC) is committed to providing an outstanding experience for all of our guests. We have developed the following policies and guidelines to ensure the safety, comfort, and enjoyment of all who visit and use the facility. We appreciate your careful review of this information and greatly appreciate your compliance during your time with us. If you have any questions, please contact your Event Manager/Coordinator.

[Book your event \(https://www.atlanticunionbankconventioncenter.com/planners/submit-rfp\)](https://www.atlanticunionbankconventioncenter.com/planners/submit-rfp)

On-Site Expectations

Sharing the Facility

The Atlantic Union Bank Convention Center is a multi-use facility that hosts a wide variety of events.

As such, there may be multiple events occurring simultaneously throughout the building. Lobby areas are available for use based upon contracted space but are considered thoroughfares for egress and must remain open to foot traffic.

To provide a positive atmosphere for all events, the customer will be responsible for the conduct of all event staff and service contractors.

Loud or profane language and disorderly conduct are not permitted at any time. The possession of alcoholic beverages and illegal drugs is strictly prohibited.

Period of Use

The customer's period of use of the facility (dates, times, and space) is outlined in the Booking Acknowledgement of the Lease Agreement.

Customers seeking to adjust the dates, times, or space of their period of use may contact their AUBCC sales representative to review availability and rates.

Please note that access times to rented spaces will be based on an event schedule that will be approved by the customer prior to the start of the event. AUBCC staff scheduling during the event is based on the approved access times, not contracted hours; estimates and labor are calculated from this schedule. Any changes to these items within 5 business days may result in an additional fee.

See Also: Services & Personnel > Cleaning

Smoking

The Atlantic Union Bank Convention Center is a tobacco-free facility. No smoking, no vaping, no tobacco in the venue nor on the grounds owned by the City of Raleigh, per City ordinance.

Moving In/Out

Loading Dock

The loading dock is designed for facilitating the unloading and loading of vehicles transporting event-related equipment. General parking for attendees, exhibitors, and event staff is strictly prohibited in the loading dock area. The Atlantic Union Bank Convention Center reserves the right to access dock spaces at any time to support in-house maintenance or service deliveries.

Load in/out plans must be discussed with and approved by an event manager no less than 30 days prior to the event's move-in period.

Pedestrian access is prohibited on the service road leading from Lenoir Street to the convention center's underground loading dock. Exhibitors are permitted to drive their vehicles into the loading dock for loading and unloading during designated move-in or move-out periods but otherwise must utilize local parking options and the main entrance to the AUBCC for ingress and egress.

Vehicles are not permitted to drive into exhibit halls at any time unless previously approved by event manager. Requests for vehicle access approval in exhibit halls must be received at least thirty days prior to the event's move-in period.

Event parking is not permitted on the loading dock, the loading dock driveway, or the backstage area of the Red Hat Amphitheater at any time.

The Raleigh Convention Center does not provide moving supplies, such as carts. The customer is responsible for arranging such amenities directly with exhibitors or via a general service contractor.

See also: On-Site Expectations > Sharing the Facility; On-Site Expectations > Freight Shipping + Receiving

Loading Dock Map

(<https://raleighconvention.production.carbonhouse.com/assets/doc/LOADING-DOCK-MAP-fe00bf3eb3.pdf>)

Entering the Dock/General Procedures

Facility access will not be available until the customer's contracted period of use, unless otherwise arranged with the event manager. A list of all vehicles/individuals requiring loading dock access must be provided to the event manager no less than 14 business days prior to the event move-in period.

For safety reasons, individuals under the age of 16 are not permitted within the loading dock during move in/out unless supervised by an adult.

The loading dock bays are assigned for use by the dock marshal based on building and event needs. Event parking is not permitted in the loading dock bays without approval from the dock marshal.

See also: On-Site Expectations > Sharing the Facility; On-Site Expectations > Freight Shipping + Receiving

Exhibitor Move-In

During event move-in periods requiring event dock staff (outlined below), a security guard will be placed at the loading dock entrance gate. Upon entry, security personnel will check in exhibitors and issue dock passes. Passes will specify date/time of allowed access as deemed appropriate by the dock marshal. Vehicles will be staged by the dock marshal or other designated personnel as space becomes available.

See also: On-Site Expectations > Sharing the Facility; On-Site Expectations > Freight Shipping + Receiving

Exhibitor Information

(<https://raleighconvention.production.carbonhouse.com/assets/doc/ExhibitorInformation-ae73a15fcd.pdf>)

Required Staffing

The dock marshal is provided at no cost to the event, and their primary responsibility is to ensure efficient event movement within the loading dock area. Events with exhibitor booths will be required to hire additional security to assist in move-in/out based upon the thresholds below:

1 to 21 booths*: 2 load in/out staff required

21 – 100 booths*: 3 load in/out staff required

101 – 200 booths*: 4 load in/out staff required

201 or more booths*: discuss with the event manager

A booth is defined as a single 8'x10' or 10'x10' space, tabletop display, or display vehicle. Booth staffing requirements are determined by the event manager.

The Atlantic Union Bank Convention Center reserves the right to assign additional load in/out staff at the customer's expense.

Loading dock access is also permitted for move-in/out to upper levels of the facility via freight elevators. For exhibitors who will require freight elevator access, an elevator operator will be required in addition to the dock staff listed above during all hours of exhibitor move-in/out period. This will be arranged by the event manager at the customer's expense. The procurement of an operator does not permit exclusive access to the freight elevators.

Move In/Out During Red Hat Amphitheater Activations

Due to the location of the loading dock access in relation to the backstage area of the Red Hat Amphitheater, admittance may be temporarily impeded or delayed during activations at Red Hat Amphitheater to ensure safety for all patrons and staff. If an event within the Atlantic Union Bank Convention Center is impacted by an amphitheater show, an event manager will notify the event organizer to discuss necessary adjustments to the production schedule.

Dock Equipment

Convention center equipment will be operated by authorized convention center personnel only. No one other than employees of the official service contractor(s) for an event are authorized to operate the service contractor's motorized carts, lift equipment, etc.

See also: Services & Personnel > Rigging + Forklift Operation

Exiting the Loading Dock

The customer should verify that all exhibition materials are removed prior to exiting the loading dock. Loading dock access will not be permitted outside of the previously approved load out period. Exhibitor vehicles are only permitted on the loading dock during active loading out and otherwise must be moved off-site. Violations of this policy are subject to towing at the driver's expense. The customer and its partner contractors are responsible for cleaning the loading dock of trash, debris, skids, pallets, and equipment. Failure to do so will result in additional charges to the customer.

See also: On-Site Expectations > Sharing the Facility; On-Site Expectations > Freight Shipping + Receiving

Marshaling Yard

The Atlantic Union Bank Convention Center offsite marshaling yard, located three minutes from the loading dock entrance, facilitates vehicle staging and movement during event load-ins and load-outs. The use of the marshaling yard reduces congestion in the loading dock and streets around the convention center. Customers and third-party service providers should coordinate with their event manager at least 30 days before the event to discuss procedures and use of the marshaling yard. A detailed exhibitor list with delivery, setup, and teardown schedule will be required and will be included in the event's security plan.

Salisbury Street Move In/Move Out

Event move-in and move-out through the AUBCC main lobby on Salisbury Street is permitted for hand-carried items only and must be approved by an event manager. Please note that the recessed bus lane is a shared space with the City of Raleigh's public transportation. Vehicles cannot be left unattended on Salisbury Street and third-party vendors are not permitted to utilize this space for event move-in or move-out.

See also: On-Site Expectations > Sharing the Facility

Freight Shipping + Receiving

The Atlantic Union Bank Convention Center will accept all previously approved customer shipments at the facility's loading dock. Any exhibitor shipments and/or freight handling must be arranged with an external general service contractor or drayage company.

Incoming Shipments

All packages received will remain on the loading dock until the event's move-in period, at which time it will be the responsibility of the customer to transfer these packages to contracted space and arranging labor to unload/load any large shipments within the contracted window.

Please discuss shipping needs with an event manager no less than 30 days prior to event move period. Packages for the event may not arrive more than 48 hours before the event move-in and will not be accepted outside of this period.

Please make sure deliveries are clearly marked in the format below:

[Sender's Name/Organization] [Conference Title]

[Room Number/Booked space(s)]

500 S. Salisbury Street Raleigh, NC 27601

Attn: [Your Event Manager's Name]

Packages must include the information listed above to be received by our loading dock staff. The Atlantic Union Bank Convention Center is not responsible for lost or misplaced shipments or any other items left on the loading dock.

See also: On-Site Expectations > Period of Use

Outgoing Shipments

Customer packages to be shipped out must be labeled correctly, arranged for pickup within 24 hours of the event move-out period, and placed in the designated "Pick Up" area of the loading dock.

Any article or equipment remaining at the convention center past the expiration date of the contract may be considered abandoned and, as such, may be disposed of by the convention center at the customer's expense. The Atlantic Union Bank Convention Center is not liable for any damages to or loss of such goods, wares, merchandise, or property which may be sustained by reason of such removal, nor any and all claims for damages of whatever kind of nature, including but not limited to non-use or unavailability of such property.

Exhibitor Drayage

The Atlantic Union Bank Convention Center will not accept or store deliveries of exhibitor freight for events. Please contact an exhibit contractor or freight handler for all exhibitor shipping and receiving services. Exhibitor/freight handlers are required to package, label, and coordinate pickup upon contracted move-out. All freight and exhibit materials must be moved in and out through the loading dock.

Passenger elevators and escalators may not be used for transporting freight.

Event Sound (Decibel) Policy

The Atlantic Union Bank Convention Center interior spaces equipped with conference sound systems can be used for all performances when reinforcement sound is necessary. When third-party audio/visual providers are traveling with a sound system, the Atlantic Union Bank Convention Center may permit amplifiers, mixers, and microphones to be attached to the house sound system.

The Atlantic Union Bank Convention Center reserves the right to determine acceptable sound pressure and audio quality throughout the venue for all amplified productions. Sustained sound levels of more than 95dB will not be permitted in the AUBCC as measured by a member of the convention center staff using a professional sound meter. The Atlantic Union Bank Convention Center representative shall be the final authority regarding sound levels. Customers shall adjust sound levels immediately when notified of non-compliance with this policy.

Any event programming featuring live performances that require amplified sound, including sound checks, must receive advance approval from the assigned event manager at least 30 days prior to the event's move-in period. The event manager will coordinate discussions between the client, third-party audio/visual providers, and other contracted groups to ensure their right to quiet enjoyment is respected.

Please refer to our **Sound Policy**

(<https://www.atlanticunionbankconventioncenter.com/assets/doc/AUBCC-SOUND-POLICY-53d91c8a39.pdf>)

Signage, Banners, + Branding

Please review your signage plan with event manager at least 30 days in advance of your event move-in period for approval, which will be based upon a review of contracted space usage. All signage should be installed/removed within the event's period of use, as outlined in the Contract Agreement (see "*On-Site Expectations > Period of Use*"). Please reference the "*Services + Personnel > Rigging and Forklift Operation*" section, outlining requested verification of liability and certifications if the use of a lift is required to install signage.

See also: On-Site Expectations > Period of Use; On-Site Expectations > Sharing the Facility; Services & Personnel > Suspended Signage

Shimmer Wall Programming

Customers may request approval to choose the lighting color of the facility's architectural feature, the Shimmer Wall, during the period during-which the event is contracted. A fee will apply for approved lighting color selections. The Atlantic Union Bank Convention Center may also accommodate public/outside requests for the Shimmer Wall lighting color.

Sir Walter Statue Rental Policy

The Sir Walter Raleigh statue on the convention center plaza may be dressed in event-related clothing items and/or accessories during the event's period of use if the statue was contracted part of the event. Non-event use of the statue is not permitted. All items intended for such use must be approved by the event manager no less than 30 days from event move-in.

Adhesives

Please discuss use of adhesives with the event manager at least 30 days prior to the event's move-in period.

The Atlantic Union Bank Convention Center requires that customers, exhibitors, or their contractual representative(s) remove any carpet tape and/or tape residue marks on the floors prior to event move-out.

The customer will be billed for any costs incurred due to the removal of adhesives.

Exhibitors may not distribute stickers, decals, or similar items with adhesive backing in the building. The customer will be held responsible for restricting the use of these materials.

No decorations or signage may be attached to AUBCC equipment or the building walls, ceilings, columns, windows, or other painted surfaces by way of nails, tape, tacks, screws, wire, etc.

Damages

Damage to the building beyond what is considered reasonable wear and tear, the cost to repair or replace any damage incurred by event staff, attendees, exhibitors, or contracted partners will be billed to the customer.

The following guidelines have been established to reduce the risk of damage to the building;

Motorized Equipment

The customer is required to ensure that all motorized equipment operated in the convention center does not drip oil or any other staining solution. Any vehicle found to leak oil or other solutions that could stain the floors must be removed immediately.

Motorized vehicles are not permitted in permanent carpeted areas without approval from the event manager. A covering (plywood, polyethylene, carpet, plastic/Visqueen) will be required to protect carpeting.

Bicycles and personal transporters, e.g. Segways, skateboards, hoverboards, etc., are prohibited in the building.

Decor

Only AUBCC personnel may move plants, lobby furniture, artwork and/or other AUBCC equipment in public areas.

The use of balloons of any kind must be approved by the event manager at least 30 days prior to the event's move-in period. Improper disposal of balloons may result in additional cleaning fees.

The following items are also not permitted in the building unless approved by the event manager (cleaning fees may apply):

- Canned string/silly string or similar products

- Glitter, confetti, or streamer cannons

See also: On-Site Expectations > Adhesives

Building Modifications/Construction Materials

Holes may not be drilled, cored, or punched in the building or AUBCC equipment.

Sand, gravel, dirt, mulch, and other loose materials may not be brought into the building without approval from the event manager at least 30 days prior to the event's move-in period.

Brick, stone, and other similar materials may not be cut on the premises.

Painting or applying any covering to the walls, ceilings, floors, or other areas of the convention center or its furnishings or fixtures is not permitted.

Drains are intended for water and sanitary waste only. Dumping food or chemical waste into sinks, toilets, or other drains is strictly prohibited.

See also: Safety & Security > Fire Watch

Video + Filming

Any video/filming on the premises of the Raleigh Convention Center that will be used for public promotion must be approved prior to release. Filming in the back-of-house areas is not permitted.

General Policies & Guidelines

Timeline

A detailed, thorough event timeline must be provided to the event manager with setup requirements at least 30 days prior to the event's move-in period, as outlined in the lease agreement. Please refer to the *Event Planner's Checklist* for full timeline.

Event Planner's Checklist

(<https://raleighconvention.production.carbonhouse.com/assets/doc/EventPlannerChecklist-bc21b6f7aa.pdf>)

Insurance

The Atlantic Union Bank Convention Center requires a Certificate of Insurance that meets terms outlined in the event's contract. This certificate must be submitted to the event manager at least 30 days prior to the event's move-in period. The policy must list the following as additio

insured: The City of Raleigh, its officers, employees, and agents.

City of Raleigh
P.O. Box 590
Raleigh, NC 27602-0590

If the event includes catering through our exclusive food & beverage provider, the provider must also be listed as an additional insured:

Service America Corporation dba Sodexo Live!
500 South Salisbury Street
Raleigh, NC 27601

Equipment Inventory

The Atlantic Union Bank Convention Center's equipment inventory is based on availability. The rate sheet is available under "Building Information" section of this document. Please confirm setup requirements and availability with the event manager.

Parking

Parking is available at prevailing rates in parking lots and decks surrounding the Atlantic Union Bank Convention Center. Parking in the loading dock or inside the building, with the exception of move-in and move-out during the time designated in the customer's contract is strictly prohibited and violators will be towed at owner's expense. Please refer to the Downtown Raleigh map below for additional details.

Alternate parking options for oversized vehicles should be discussed with the event manager. The Atlantic Union Bank Convention Center is not responsible for providing parking unless such parking is delineated in the customer's contract.

Downtown Raleigh Map

(<https://raleighconvention.production.carbonhouse.com/assets/doc/DOWNTOWN-RALEIGH-MAP-67f9a42d5e.pdf>)

Soliciting

Outside solicitors or pickets are strictly prohibited.

Gratuities

The Atlantic Union Bank Convention Center does not allow its employees to accept gifts, gratuities, or favors, including samples or handouts from exhibitors.

Holiday Surcharge

During a City of Raleigh observed holiday, a holiday surcharge will apply.. A fee of \$5,000.00 per day will be assessed for bookings on City of Raleigh observed holidays..

A full list of City of Raleigh observed holidays is available upon request, but a general list follows below;

New Year's Day

Martin Luther King Jr. Day

Good Friday

Memorial Day

Juneteenth Holiday

Independence Day

Labor Day

Veteran's Day

Thanksgiving Holidays - 2 days

Christmas Holiday - 3 days

The holiday surcharge does not include premium or holiday pay rates for event labor, which will be billed separately based on staffing requirements for the event.

Operational Surcharge

Events utilizing less than one-third of the convention center, when scheduled as the only event in the building and without significant ancillary services such as food and beverage, will be subject to an operational surcharge of \$10,000 per day. This fee helps cover the additional operational expenses required to open and operate the venue.

Safety & Security

Building Security

The mission of the convention center's security team is to provide a safe and friendly environment for everyone. They manage general building security including oversight of a 24/7 command center, building access, building perimeter patrols, securing of leased spaces, public areas, concourses, and back-of-house areas. Additionally, they are responsible for the approval of show security deployment plans, coordination with Raleigh Police Department and federal law enforcement agencies and providing first aid services including automatic external defibrillators (AEDs). The security team also maintains relationships with local and federal emergency response agencies and oversees emergency preparedness and response planning.

For your safety, areas of the AUBCC labeled "Authorized Personnel Only" are restricted to all persons except for the Atlantic Union Bank Convention Center staff. Customers are not permitted to prop open exterior doors or remove any automatic closing device, panic hardware, or mullion from any door of the facility.

To ensure the safety and cleanliness of the building, designated staff are permitted unrestricted access to all contracted spaces. Only AUBCC personnel are authorized to operate airwalls, lock/unlock remote-access doors, and adjust locked lighting panels.

Event Security

The Atlantic Union Bank Convention Center reserves the right to require event security staff at cost billed to the customer. Security needs may include, but are not limited to, staffing for crowd control, door guards, and roaming personnel in exhibit halls, ballrooms, and prefunction areas.

Events deemed to have an elevated security risk - even after plans have been submitted and approved - may require additional measures, such as unarmed security staff, uniformed police presence, magnetometers, or bag restrictions.

Security Plan Requirements:

The customer must submit a comprehensive security plan to the assigned event manager at least 30 days prior to the event's move-in period. The plan should include:

- Staffing assignments for designated locations

Identification of high-security areas (e.g., cash-handling rooms, VIP rooms, etc.)

A credential list for attendees and staff, if applicable

Uniformed Police Requirements:

Local, uniformed Raleigh Police Department officers are required for events involving:

Active cash handling (e.g., box office, registration, cash boxes)

Alcohol service and consumption

High-capacity attendance

Off-duty officers will be scheduled by the event manager and billed to the customer. Armed security services are provided exclusively by Raleigh Police Department.

Minors:

Children under 16 must be supervised by a parent, guardian, or responsible adult. For events with a significant youth presence, the Atlantic Union Bank Convention Center reserves the right to require additional security staff billed to the customer.

Fire Code Rules + Regulations

The following guidelines are based upon the provisions of the 2021 International Fire Code ensure event safety.

Upon receipt of setup requirements, the event manager will review and notify the event if a Fire Marshal inspection is necessary. Fees may apply based upon the anticipated set. The Fire Marshal or inspector may or may not be visible or identifiable on site.

If a Fire Marshal's inspection is deemed necessary, the customer will be billed directly by the City's Office of the Fire Marshal for the inspection and permit.

Common Fire Safety Standards

Marked exits and fire doors must always remain visible and clear of obstructions.

Aisleways must remain at a minimum of 5 feet (60 inches) wide.

Any use of haze or pyrotechnics will require onsite Fire Watch supervision (additional fees apply)

Display vehicles, tents and other structures will need pre-approval and must meet specific requirements.

General Regulations

All exhibitors and contractors must comply with all applicable federal, state and local fire codes

The Atlantic Union Bank Convention Center is a smoke-free facility.

All empty shipping cases, cartons, or crates must be labeled and removed to a storage location they will be removed as trash.

Fire lanes in and around the facility must remain clear and unobstructed.

Exhibitors are responsible for the correction of all fire code violations found in their booths. Violations are required to be corrected within the time determined by the Fire Marshal or duly authorized representative. Failure to comply may result in a citation or the denial of clearance for the event's opening.

Floorplans

Floorplans

Exhibition and trade show floor plans must be submitted to an event manager no later than 10 business days prior to the first contracted date. Plans will be reviewed and the customer will be notified of any required changes.

The use of pipe and drape in AUBCC prefunction spaces (Ballroom Lobby, Main Lobby, North and South Hallways, and Mezzanine) is strictly prohibited. Exhibitor tabletops (6' or 8' tables) are permitted.

Floorplans should be drawn to scale and have the following information clearly indicated:

Decorator (service contractor) if available

Number and booth configurations drawn to scale, including all base dimensions height, and location

Revision number and date

Aisle widths (no less than 10')

Aisles to be carpeted

Emergency exits (must not block)

Locations and dimensions of any stages, platforms, scaffolding, etc.

Location and dimensions of entrance headers or kiosks

Registration area, drawn to scale

Service desk

Vehicles

Covered exhibits (canopies, tent tops, umbrellas, enclosed or partially enclosed structures, etc

Cooking demonstrations

Proposed temporary food service areas

Exits & Aisles:

All exit doors and aisles must be kept clear and unobstructed.

Directional and exit signs must function properly and be visible from all areas.

Aisles should be no less than 10' wide, and must remain clear of crates, easels, trailer tongues, any exhibit materials at all times.

Seating:

All seating arrangements for events must be in accordance with Chapter 10 of the 2021 International Fire Code.

Any special arrangement must be approved by the event manager.

Seating approval will require a final site inspection by the Fire Marshal or duly authorized representative prior to opening to ensure compliance with the previously approved plan.

Fire Marshal

Once all diagrams are revised and approved, the Atlantic Union Bank Convention Center will submit the final floor plan to the City of Raleigh Office of the Fire Marshal on behalf of the customer. The Fire Marshal will conduct a walkthrough during move-in and issue the permit or site, contingent upon compliance with the approved plan. The customer will be billed directly by the City of Raleigh Office of the Fire Marshal for the inspection and permit.

Construction/Decorations/Stage Scenery

All decorations—including drapes, curtains, table coverings, skirts, carpet, signs, banners, acoustic materials, plastic fabrics, linen, and similar items—must be flame-retardant. Proof of flame-retardant treatment (certificate) must be available for inspection by the Fire Marshal. Fire protection and emergency equipment must remain fully accessible; portable fire extinguishers, stations, standpipes, and strobe lights must not be hidden or obstructed.

Tents & Canopies

Tents, canopies, and similar structures can impair sprinkler system effectiveness. Tents and canopies must be approved by an event manager at least 30 days prior to event move-in. These structures require a Fire Marshal inspection, which may result in additional fees.

Cooking & Warming Equipment

Cooking and warming equipment must have approval from the event manager no less than 30 days prior to the event move-in period.

Appliances must be listed by a nationally recognized testing laboratory (U.L. and/or F.M.).

Appliances should be isolated from the public by at least four feet (measurement should be from an aisle) or separated by a barrier between the public.

Appliances should be limited to 288 square-inches of cooking surface area.

Appliances should be placed on non-combustible surface material.

A Class K fire extinguisher is required for any cooking within the facility.

Small cans of Sterno may be used for food warming purposes when proper precautions are taken to prevent ignition of combustible materials.

See Also: Safety & Security > On-Premise Cooking Regulations

Electric Equipment

All electrical equipment must be UL listed and approved for its specific uses. Extension cords over 110 volt shall be grounded, 14 or larger awg. copper wire.

All temporary wiring must be accessible and should not be covered. Hard-back booths must have power supplies dropped within.

Approved multi-plug adapters must be plugged directly into an approved receptacle.

Approved extension cords are for one appliance only.

Extension cords should not be affixed to structures, extend through walls, ceilings and floors, run under doors, or cause environmental damage.

Compressed Gases/Open Flames/Explosives

Compressed flammable gases including LPG tanks are prohibited unless approved by the Atlantic Union Bank Convention Center. This includes acetylene, hydrogen, propane, and butane, as well as vehicles fueled by LP gas, such as RVs or forklifts. Please contact the event manager for approval at least 30 days prior to the event move-in period.

Compressed air or gas cylinders (non-flammable) used for inflation must be properly secured prevent toppling.

Non-flammable compressed gas cylinders must be stored in an upright position with gauges and regulator protected against physical damage.

NFPA 58 permits portable butane-fueled appliances in restaurants and in attended commercial food catering operations where fueled by no more than two 10 oz. (0.28 kg) LP gas capacity nonrefillable butane containers with a maximum 1.08 lb. (0.4 kg) water capacity per container.

Open-flame devices, including candles, are prohibited unless prior approval has been given by the Fire Marshal's office. Fire Watch and additional incurred fees may be required.

The use of explosive and blasting agents is prohibited. Ammunition and pyrotechnics may be allowed under certain conditions. Please contact the event manager for approval at least 30 days prior to the event move-in period.

Hazardous Materials

Hazardous materials are not permitted in the facility without approval from the event manager.

Exhibitors should submit a written list of any hazardous materials to the event manager along with the MSDS sheets no less than 30 days prior to the event move-in period. All hazardous materials must be properly labeled.

Display Vehicles

Vehicles shall not be parked in the fire lanes or block any exits.

Gas tanks shall have no more than 1/4 tank or five gallons of fuel, whichever is less. Motorcycle tanks cannot exceed 2.5 gallons of fuel.

Fuel caps must be taped shut or fitted with a locking cap.

Battery cables should be disconnected while in the facility. For electric/hybrid vehicles, the master switch located near the hybrid battery needs to be switched off.

There should be no fueling or de-fueling of vehicles on facility property.

Combustible materials must not be stored beneath display vehicles. All space beneath vehicle must be clear and visible.

Any vehicle (gas or electric) parked within the facility must leave keys with AUBCC security in addition to the operator's name and emergency phone number.

Drones:

Please refer to our **[Drone Policy \(/assets/doc/Drone-Policy-20bab42f43.pdf\)](/assets/doc/Drone-Policy-20bab42f43.pdf)**

Fire Watch

Atlantic Union Bank Convention Center reserves the right to require Fire Watch personnel at all times to ensure safety of attendees, show management, and facility personnel at the customer's expense.

Prior communication no less than 30 business days prior to the event's move-in period is imperative – on-site requests may not be feasible to accommodate given late notice.

Smoke/Haze

Fire Watch personnel will be required for all events utilizing smoke or haze in the building. This will be arranged and scheduled by the event manager and will be scheduled 30 minutes prior to onset of haze until 30 minutes after the haze machine has been turned off. Fire Watch will also be required during any tests or rehearsals to ensure alarms are not triggered.

Oil-based haze is strictly prohibited.

Vehicles

Fire Watch may be required during show hours based upon the intended use of vehicles at the discretion of the event manager.

Fire Watch personnel will also be required during move-in hours for all events featuring five or more vehicles to check gas levels and ensure compliance with current fire code as the vehicles enter the facility. AUBCC personnel will conduct inspections for events featuring fewer than 10 vehicles.

On-Premise Cooking

Fire Watch will be required 30 minutes prior to an event function which includes on-premise cooking through 30 minutes past the end of that function.

See also: Safety & Security > On-Premise Cooking Regulations

On-Premise Cooking Regulations

Sodexo Live! is contracted as the sole provider of all food and beverage within the Raleigh Convention Center.

Customers with on-premise cooking as part of their event must request approval at least 30 days advance of the event move-in period. Approval must be granted by the event manager, Sodexo Live!, and the Fire Marshal's Office.

Guidelines for on-premise cooking are as follows:

288-square-inches of cooking surface area.

Appliances shall be placed on non-combustible surface material.

A Class K fire extinguisher with a metal lid is needed for each appliance.

Small cans of Sterno may be used for food warming purposes when proper precautions taken to prevent ignition of combustible materials.

Compressed flammable gases including LP gas tanks are prohibited unless approved by the Fire Marshal's Office. Other prohibited flammable gases include acetylene, hydrogen, propane and butane.

NFPA 58 permits portable butane-fueled appliances in restaurants and in attended commercial food catering operations that are fueled by no more than two 10-oz. (0.28-kg) LP gas capacity non-refillable butane containers having a maximum 1.08-lb (0.4-kg) water capacity per container.

Open-flame devices are prohibited unless approved by the Fire Marshal's Office and will require a permit. Customers requesting the use of open-flame devices and candles must provide sample/picture to the event manager for approval at least 30 days before the event's move-in period.

Appliances must be listed by a nationally recognized testing laboratory (UL and/or FM).

Appliances must be isolated from the public by at least four feet (measurement will be taken from an aisle) or by a barrier.

See also: Safety & Security > Fire Watch > On-Premise Cooking

Prohibited Items Policy

To maintain a safe and enjoyable environment, the AUBCC prohibits the following items on the premises during events:

Weapons of any kind (e.g. knives, firearms, tasers)

Tobacco products, including e-cigarettes and vaping devices

Bulk outside food, beverages, and coolers

Outside alcohol for any purpose, including consumption, distribution, raffles, auctions,

giveaways, or prizes

Helium balloons

Pyrotechnics, combustible materials, or artificial noisemakers (e.g. air horns, whistles)

Athletic or projectile items used outside of designated areas

Portable or folding seating (e.g. camping chairs, lawn chairs, stadium seats)

Drones or aerial devices

The Atlantic Union Bank Convention Center reserves the right to prohibit any item not listed above if deemed unsafe or disruptive. All decisions are at the sole discretion of convention center management.

Accessibility & Animals

Americans With Disabilities (ADA) Act

The Americans with Disabilities Act (ADA) mandates federally enforceable standards that seek to address and eliminate the discrimination of individuals with disabilities. The customer, with assistance from the event manager, is responsible for ensuring that all exhibits, displays, meeting rooms layouts, aisles, etc. are compliant with current ADA standards.

The Raleigh Convention Center is not responsible for furnishing non-permanent auxiliary aides for the visually, hearing, and mobility impaired. If not provided, Atlantic Union Bank Convention Center reserves the right, but not the obligation, to provide or arrange such services as deemed necessary at the customer's expense or reimbursement.

Customers will also indemnify and hold harmless the Atlantic Union Bank Convention Center and the City of Raleigh, their agents, employees, servants, and officials from any and all claims, losses, damage or expenses, including reasonable attorney's fees arising out of or resulting from your failure, or failure of one of your exhibitors or contractors, to comply with the ADA or applicable regulations.

See also: Accessibility & Animals > Service Animals

Animals

The Atlantic Union Bank Convention Center only allows service animals and animals use as part of an approved exhibit or event inside the facility. Otherwise, no animals or pets are permitted in the convention center. Customers seeking approval for animals related to events or exhibits should submit an approval request to the event manager at least 30 days before the event's move-in period.

Service Animals

Atlantic Union Bank Convention Center welcomes all approved service animals recognized by the ADA. The role of service animals is to perform functions and tasks that an individual with a disability cannot perform for him or herself. Service animals are working animals, not pets. ADA approved service animals are currently limited to dogs and miniature horses.

See also: Accessibility & Animals > Americans with Disabilities Act (ADA)

Animals Related to Event/Exhibit

The customer assumes full liability for animals related to events or exhibits and will indemnify and hold harmless the Raleigh Convention Center and the City of Raleigh, their agents, employees, servants, and officials from any and all claims, losses, damages or expenses, including reasonable attorney's fees, arising out of or resulting from an approved animal. Any approved animals must abide by the following guidelines:

- Present, up-to-date medical records must be available for review for approved animals.

- The Certificate of Insurance must state that specific liability coverage is in place for any approved animals present in the facility. This coverage can be met by way of endorsement to the Commercial General Liability policy or by a separate Animal Liability policy.

- Approved animals must be kept on a leash, within a pen, or under similar control discussed with and approved by the event manager. When any display includes pens or enclosures containing live animals, the following minimal provisions must be made:

 - A protective covering such as plastic or Visqueen must be used to protect floors and convention center equipment.

 - Some type of absorbent (i.e., sawdust or fire-retardant wood shavings) must be placed within animal pens.

 - Curbing, fencing, or bike racks must be provided to contain animals.

 - Absorbents and waste must be disposed of properly off-site.

Animals are not permitted within 50 feet of any food service preparation or service area with the exception of service animals.

See also: On-Site Expectations > Damages

Services & Personnel

Exclusive Services

Catering

The Atlantic Union Bank Convention Center is proud to partner with Sodexo Live! as the sole provider of all food and beverage within the Atlantic Union Bank Convention Center. Every customer will be introduced to a Sodexo Live! sales representative to collaborate on a menu that suits the event's vision.

The Atlantic Union Bank Convention Center holds and maintains a full-service liquor license and abides by all rules and regulations set forth by the North Carolina Alcoholic Beverage Control Commission.

Outside alcoholic beverages are prohibited.

Electrical and Utility Services

The Raleigh Convention Center exclusively maintains in-house electrical and utility service personnel to service both facility maintenance and event requirements.

Please submit all electrical requests to an event manager at least 30 days prior to the event's move-in period. Electrical connections and data connections are available on all levels as well as in floor boxes, which are strategically located throughout both the Ballroom and Exhibit Hall floor on a 30' x 30' grid.

Compressed air and water are subject to availability based upon contracted space. A compressor must be supplied at the customer's expense when applicable.

Exhibitors may independently purchase power via the Utilities Order Portal at prevailing rates. These requests must be submitted prior to the event's move-in period in order to guarantee service availability.

Utility Order Information

(<https://raleighconvention.production.carbonhouse.com/assets/doc/UTILITY-ORDER-INFORMATION-4e6e4a8487.pdf>)

Place a Utility Order (<https://rcc.ungerboeck.com/prod/app85.cshtml?AppCode=COE&CC=2&OrgCode=10>)

Internet Service

The Atlantic Union Bank Convention Center provides comprehensive internet service throughout the interior perimeter of the building.

Wireless Internet Services

(<https://raleighconvention.production.carbonhouse.com/assets/doc/WIRELESS-INTERNET-SERVICES-36a8ce4496.pdf>)

Service Contractors

The Atlantic Union Bank Convention Center requires all contractors and subcontractors to be properly qualified and licensed. Service contractors (e.g. - decorators, AV service providers, display companies, etc.) may have access to the building for set-up and tear-down in accordance with the dates and times specified by the customer and approved by the event manager. The customer is responsible for contracting appropriate move-in/out time for contractors to set-up and tear-down any exhibits, displays, or decorations. Metal-wheeled carts, pallet jacks, and other similar equipment are not permitted on stone/marble floors.

Rigging + Forklift Operation

Rigging (Exclusive Rigging)

The convention center retains the exclusive rights of all overhead suspension (rigging) for events held on the premises, which shall be provided through the City's exclusive rigging contractor for the AUBCC.

The term "rigging" refers to the overhead suspension of objects from any portion of the physical building. The following requirements apply to rigging at the convention center:

Any production and theatrical equipment that hangs from the ceiling must be approved by the event manager and rigged by the AUBCC exclusive rigging contractor.

Rigging plots that show locations and weights are required for all items hung from the ceiling, rigging points, and steel beams.

Show decorators may hang aisle signs weighing less than 75 pounds within exhibit halls and ballrooms if approved by an event manager.

The assigned event manager will facilitate conversations between both parties and must approve all rigging plans. All rigging must be completed with rated, stamped, and approved hardware. The use of non-rated, unstamped, or unapproved hardware is prohibited.

Rigging Plan Submission

Customers or their contractors are expected to submit full rigging plans, to include both interior and exterior rigging with a schedule of move-in/out and intended call times to the Atlantic Union Bank Convention Center through the event manager. These documents must be submitted for review and approved at least 30 days prior to the event move-in period.

Cables crossing doorways should be properly taped down or covered using ADA-compliant cable covers.

The customer will be charged for any costs associated with damage caused to the building and will also be liable for any injuries that result from the installation and dismantling of rigged equipment.

Scissor Lift Use

The customer is responsible for renting applicable scissor lifts for event production. Rental lifts may arrive no more than 24 hours before an event's period of use and must be picked up no later than 24 hours past the event's contracted end time.

Forklift Use

The customer is encouraged to rent applicable fork lifts for event production from external providers. Fork lift certified personnel must also be secured to operate the fork lifts. Rental lifts may arrive up to 24 hours prior to an event's period of use and must be picked up within 24 hours past.

The Atlantic Union Bank Convention Center may be able to provide a limited number of fork lifts (paired with required certified in-house operators as availability permits). Requests should be submitted at least 30 days prior to event move-in period. City of Raleigh owned fork lifts must be operated by City of Raleigh personnel.

See also: On-Site Expectations > Moving In/Out > Dock Equipment

Facility Rigging Specifications

Space	Rigging Point(s)
Ballroom Lobby	The Ballroom Lobby has rig points with load limits of 1000lbs per point. Please consult rigging diagram for point placement.
Ballrooms	The ballrooms have rig points with load limits of 1000lbs per point. Please consult rigging diagram for point placement. Airwall Tracks: Rigging on the airwall tracks is strictly prohibited unless approved by the event manager.
Exhibit Hall	The exhibit halls have rig points with load limits of 2500lbs. Please consult rigging diagram for point placement. Rigging from the beams is allowed when a protective wrap of carpet is used around the structural beam to shield the fireproofed structural trusses.
Main Lobby	The main lobby has been designed with rig points with load limits of 1000lbs per point. Please consult rigging diagram for point placement. Due to the rigging points in this area being high in the ceiling, specialized lifts are needed to access these points and should be arranged in advance with the event manager.
Meeting Rooms	The meeting rooms are not equipped with rig points and rigging from airwall tracks and lighting fixtures are strictly prohibited.
Mezzanine	This area has been designed with rig points with load limits of 1000lbs per point. Please consult rigging diagram for point placement. Due to the rigging points in this area being high in the ceiling, specialized lifts are needed to access these points and should be arranged in advance with the event manager.
North Lobby	This area is not equipped with rig points and rigging from lighting fixtures is strictly prohibited.
South Lobby	This area is not equipped with rig points and rigging from lighting fixtures is strictly prohibited.

Suspended Signage

Signs, banners and decorations may not be affixed to the facility or suspended from any surface within the convention center without prior review and approval by the event manager. The suspension of such items must comply with the following guidelines:

All items should be freestanding and may not obstruct any stairways, exit doors, exit lights, alarm pull boxes, fire hose cabinets, fire extinguishers, or facility signage.

Suspension from light fixtures, sprinkler heads, conduit, HVAC ducts, etc. is not permitted at any time.

Banners may be hung over the balcony edge, walkways, or the north lobby, and affixed to the base of the handrail using either zip ties or tie line in compliance with the above contractual guidelines.

All banners solely hung from handrails must be made of lightweight materials weighing no more than 50lbs total.

Signage must provide 12' clearance from the floor below unless previously approved by the event manager.

The Atlantic Union Bank Convention Center reserves the right to deny or remove signage at any point if deemed unsafe or damaging to facility structures.

See also: Services & Personnel > Rigging + Forklift Operation

Audiovisual Equipment Rental + Services

The Atlantic Union Bank Convention Center offers a limited inventory of audiovisual equipment available for event rental. Please reference the rate sheet at the end of this document (under "Building Information") for offerings. The customer may secure a third party partner to provide audiovisual needs.

Cleaning

The Atlantic Union Bank Convention Center provides the general cleaning of contracted spaces as well as common public areas (i.e., hallways, lobbies, restrooms, etc).

The customer is responsible for all cleanup, including the breakdown of crates, large skids, abandoned exhibits, or other event-related items.

At the conclusion of the move-out period, the contracted spaces should be returned in the conditions outlined below:

All excess show and display materials should be removed from the premises and/or placed in trash containers (including the compactors) provided by the convention center.

All equipment not belonging to the convention center, including wooden crates, pallet skids, etc. should be removed from the building.

All adhesives or other marking methods used should be removed from all surfaces and floors.

All hazardous materials, which cannot legally be disposed of in the landfill, should be properly packaged and removed from the premises at the customer's expense.

All carpeting and/or construction materials must be removed from the premises and disposed appropriately offsite. The Atlantic Union Bank Convention Center dumpsters are not approved for the disposal of these types of materials.

A cleaning fee will be assessed when the above conditions are not met.

Additional cleaning services can be arranged by the event manager and may incur additional fees based upon the request.

See also: On-Site Expectations > Adhesives; On-Site Expectations > Damages > Adhesives

Room Refresh Policy

Convention center staff will refresh rooms based upon the event's scheduled agenda. In addition to regular refreshing of public spaces, staff will utilize breaks throughout the event to refresh garbage stations and provide a general sweep/tidying of space. Full refreshes will occur overnight to include straightening of room sets and vacuuming.

Forms & Facility Information

For your convenience, the forms and facility information referenced above are available below to view and download to assist in your event planning.

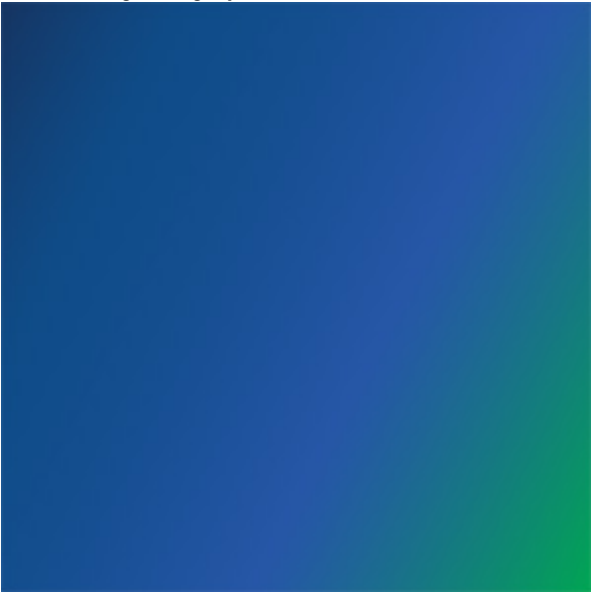
Building Information



[Event Planner's Checklist](#)
[More Info](#)



[Downtown Raleigh Parking Map](#)



[Getting to the AUBCC](#)
[More Info](#)



Drone Policy
More Info



Sound Policy
More Info



Rate Sheet

[More Info](#)



[Event Services and Suppliers List](#)
[More Info](#)

The Space



[Floorplans](#)
[More Info](#)



[Room Capacity Chart](#)
[More Info](#)



[Signage & Branding Guide](#)
[More Info](#)

Exhibitors & Utility Information



Exhibitor Information
More Info



Exhibitor Dock Policy
More Info



Utility Order Information

[More Info](#)



[Place a Utility Order](#)
[More Info](#)



[Wireless Internet Service Information](#)
[More Info](#)

Sodexo Live! Documents



Catering Information

More Info



Sampling Guide

More Info