LANCASTER COUNTY CONVENTION CENTER

Dear Exhibitor,

Thank you for being an exhibitor at the Lancaster County Convention Center.

The Lancaster County Convention Center is the exclusive utilities and food and beverage provider for the facility. To order utilities, please complete and return the order forms located in this packet along with relevant payment information. Please be sure to read materials carefully. Included are:

- Driving Directions
- Exhibitor Guidelines
- Loading Dock Procedure
- Packages & Freight
- Parking Options
- Loading Dock Diagram
- Motorized Vehicle Information
- Electric Order Form
- Fork Lift Form
- Furniture Order Form
- Audio Visual & Internet Form

Our website, www.lancasterconventioncenter.com, offers a detailed outline of the facilities policies and procedures and exhibitor forms. These items are located under Exhibitors, as well as other helpful information to assist you with your planning.

We are looking forward to a successful show for all. If you need additional assistance at any time, please contact us using the information below.

Sincerely,

Lancaster County Convention Center - Convention Services Department

For additional assistance, please contact your Conference Service Manager

or email the Director of Convention Services – kara.shannon@aimbridge.com

LANCASTER COUNTY CONVENTION CENTER

Directions to Lancaster County Convention Center Loading Area

Lancaster County Convention Center
3 East Vine Street
Lancaster PA 17602

LCCC Loading Dock (for GPS)
65 S Christian Street
Lancaster PA 17602

Directions from Harrisburg & South

- From Highway 283, take the PA 72/Manheim Pike exit. Keep right at the fork and follow signs to "Downtown Lancaster." Turn right at Fruitville Pike.
- Fruitville Pike will become North Prince Street. Proceed south of North Prince Street to Vine Street, and take a left on Vine Street.
- Cross over Queen Street. After you pass the main entrance to the convention center, turn left into the alley. Loading docks are along the left hand side of the building.

Directions from Baltimore & South

- From Highway 83, turn right onto Highway 30 East. From 30 take the PA 72/Manheim Pike exit. Keep right at the fork and follow signs to "Downtown Lancaster." Turn right at Fruitville Pike.
- Fruitville Pike will become North Prince Street. Proceed south of North Prince Street to Vine Street, and take a left on Vine Street.
- Cross over Queen Street. After you pass the main entrance to the convention center, turn left into the alley. Loading docks are along the left hand side of the building.

Directions from Philadelphia & East

- From the PA Turnpike, take Highway 222 to Highway 30 West. Take the Fruitville Pike exit and turn left onto Fruitville Pike.
- Fruitville Pike will become North Prince Street. Proceed south of North Prince Street to Vine Street, and take a left on Vine Street.
- Cross over Queen Street. After you pass the main entrance to the convention center, turn left into the alley. Loading docks are along the left hand side of the building.

Directions from Gettysburg & West

- From Highway 30, take the Fruitville Pike exit and follow signs to "Downtown Lancaster."
- Fruitville Pike will become North Prince Street. Proceed south of North Prince Street to Vine Street, and take a left on Vine Street.
- Cross over Queen Street. After you pass the main entrance to the convention center, turn left into the alley. Loading docks are along the left hand side of the building.

Exhibitor Guidelines

We welcome you to the Lancaster County Convention Center. We would like to thank you in advance for your cooperation in helping to assure that everyone has a safe and successful event. The Convention Center has a loading area for vendor vehicles on the loading dock. This space is reserved to allow safe access for exhibitors to transport materials to and from exhibit areas. Your Show Manager will publish the dates and times established for the use of the loading zone in advance. Access to the Exhibit area or loading area will not be granted outside of these arranged times.

- Exhibitor Vehicle Access during Load In/Out
  Exhibitor may use loading dock access from Vine Street entrance at the Lancaster County Convention Center. Loading through the Queen St, King St or Parking garage entrances is reserved for limited items able to be transported in one trip.
- Bring your own carts
  The Convention Center has a limited number of carts available on a first come, first serve basis. Carts are checked out at the loading dock. Please return the cart when finished. We encourage you to bring your own cart to expedite the load in process.
- Children
  Children under 16 are NOT permitted on the loading docks during Load In / Out.
- Balloons & Confetti
  The use of lighter than air (Helium) balloons is prohibited. As well as confetti or steamers dispensers.
- Trucks with Trailers, Tractor Trailers and Container Trucks
  Trucks, Trailers and Containers may be parked at loading docks 1, 2 and 3 for loading/unloading purposes only and must be moved as soon as emptied. They may not remain on the loading dock for the duration of the show unless previously authorized. Under no circumstance may trucks or trailers be left on the loading docks overnight.
  Loading dock can accommodate up to 53ft trailers.
- Tobacco
  The Lancaster County Convention Center is a smoke and tobacco free environment. Please do not smoke in the facility, smoking is only permitted 10 feet from any entrance.
- Firearms
  Firearms are strictly prohibited on the Lancaster County Convention Center and Lancaster Marriott Property. Should firearms be part of your exhibit, please reach out to show management to get approval for display weapons and information on required safety checks.
- Animals
  Animals other than Guide or Service Animals, are allowed in the Lancaster County Convention Center only for Exhibits and / or Entertainment. All Animals for those purposes must be approved by management and a proper permit must be obtained. All sanitary needs or animals will be the sole responsibility of the client.
- Food and Beverage
  Outside food and beverage is not permitted in the facility without written consent from appropriate Lancaster County Convention Center staff.
- Security
  The Lancaster County Convention Center will not assume responsibility for any damage or loss of any property, merchandise or articles brought to the Event. Arrangements must be made through the Event manager for Security of exhibits, merchandise and/ or audiovisual equipment.
- Fork Lift / High Lift
  All Forklifts, or other mechanical lifts are required to run on propane or electrical power. No combustible engines will be allowed to run in the Convention Center. All Lifts are to be operated by trained personal only, with a current operator's license.
- Fire Safety and Decorations
  All fire, safety and Convention Center regulations must be strictly followed. No propane, acetylene, explosive materials or other flammable items are allowed. Gasoline powered vehicles may be displayed. Please review Motorized Vehicle section. Drapery and booth decorations cannot block or cover the Fire Extinguishers, AED boxes or the Fire Alarm Strobes.
  -Pyrotechnics either indoors or outdoors, are not permitted
  -Water, chemical or dry ice fog/ haze are not permitted inside the Hotel or Convention Center without prior written permission from the Security Manager. Request must be submitted 30 days prior to the first day of the Event. Fog/ haze machines will require a fire watch service. Please note this is not a complimentary service, charges will be discussed prior to the event, varying with time, duration and size.
  -Material Safety Data Sheet is required for any chemical utilized in facility including vendors & outside contractors

Loading Dock Procedure

Arrival procedure

Step 1: Unload

Once the exhibitors arrive at the loading dock, they must unload their items onto a cart. After their items have been removed from their vehicle, they should be placed either in the loading dock area or the vicinity of their booth. **NOTE:** Vendors with smaller setups that can be brought in by cart or carried, PLEASE USE Queen St curbside entrance or load in through lobby via attached Penn Square parking garage.

Step 2: Park

Exhibitors must return to their vehicle and move it to the authorized parking area. Vehicles are to be removed from the loading dock before exhibitors spend time "arranging" or "setting up" their booth. Vehicles may not be left in the loading dock area for any reason except for loading and unloading.

Departure Procedure

Step 1: Pack Up

At the designated conclusion of the show, exhibitors will begin to promptly pack up the items at their booth space. Please ensure all items are secured via shipping boxes, containers, plastic wrap or other means as appropriate for your items. If you require assistance with getting your shipping crates or containers brought to from your booth, please ask the convention services staff.

Step 2: Visit Loadmaster

A designated member of venue security (Loadmaster) will be on hand near the large roll-up door in Freedom Hall. Once your items are packed, please visit the loadmaster and inform them your booth is completely packed up. The loadmaster will check to ensure everything is ready. Once verified, the loadmaster will instruct you to bring your load out vehicle into the Christian Street loading dock area.

Step 3: Visit Dock Coordinator

A designated member of venue security (Dock Coordinator, may be same person as load master) will be on hand in the Christian Street loading dock area. When you bring your vehicle into the loading dock area, The Dock Coordinator will instruct you where to park your vehicle. Once parked, you must promptly load out your items to your vehicle and then depart the property. There are many vendors waiting to load out and a sense of urgency is required on your part to make this a smooth process.

Packages

The Lancaster County Convention Center has no storage facilities for exhibit materials.
All packages and freight incoming and outgoing MUST be coordinated with our material handling/drayage partner, General Exposition Services (GES).

There is a material handling fee which varies depending on size of package and if you will need delivery and/or pick up to convention center. All arrangements must be made in advanced. GES will have coordinator onsite during designated load in and load out days to ensure delivery, pick up and assist as needed.

Access – GES Exhibitor Portal

You should receive an exhibitor instruction letter with a link and event specific access code.
Or you can visit their website www.generalexposition.com. Then click on the Online Services button located in the upper right hand corner of the Web page. This will take you to the log in page.

If you have any questions about the material handling services, please give call GES at 610-495-8866, mention the event name, and one of their Customer Service Representative will be happy to assist you.

LANCASTER COUNTY CONVENTION CENTER

Parking Options

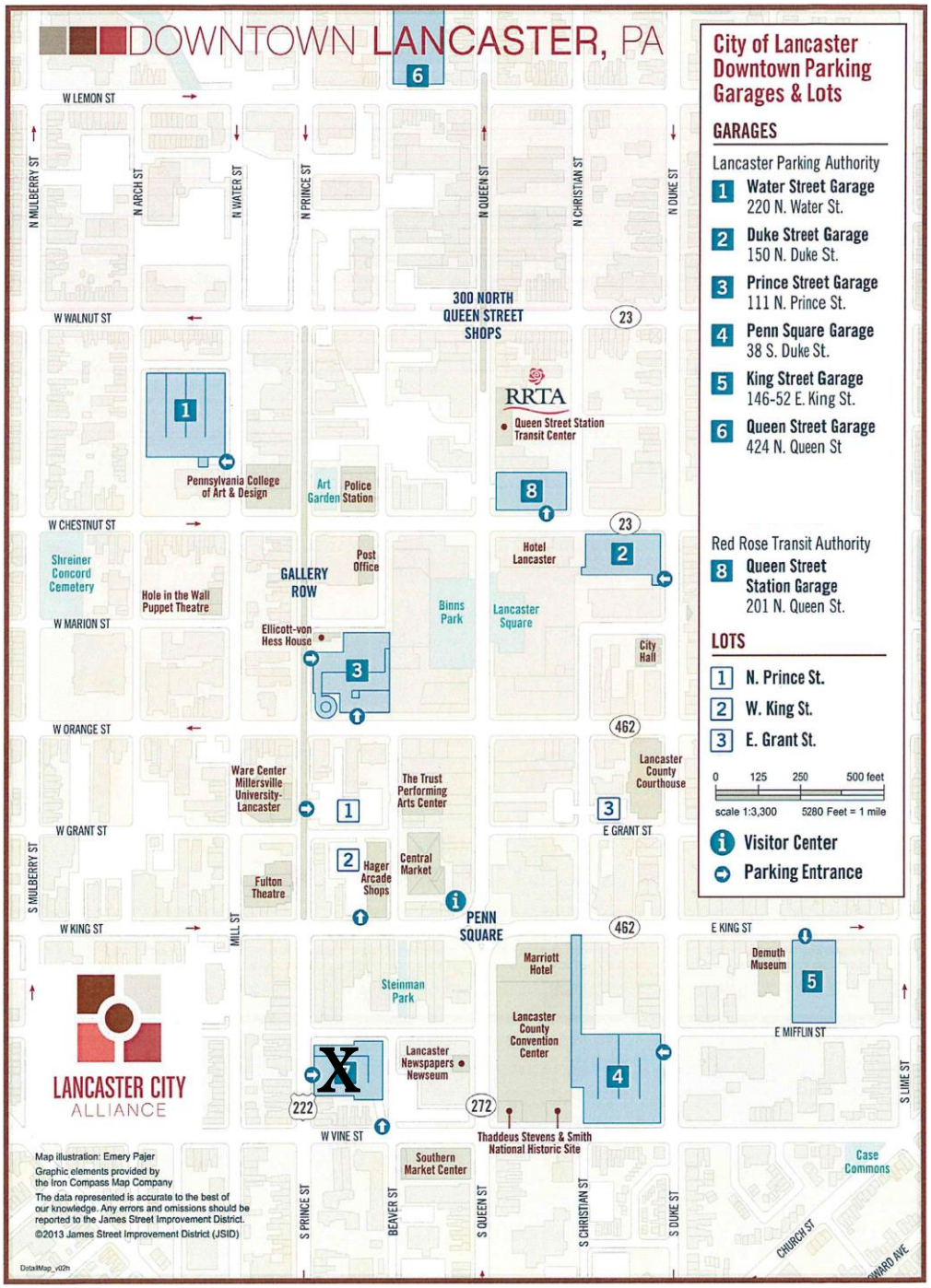
All regular sized vehicles (cars, minivans, SUV's, pickup trucks) can park in nearby garages, open lots, or on street parking - all of these are operated and maintained by the Lancaster Parking Authority and are subject to their current parking rates. Please see maps below. Parking in the loading area is prohibited.

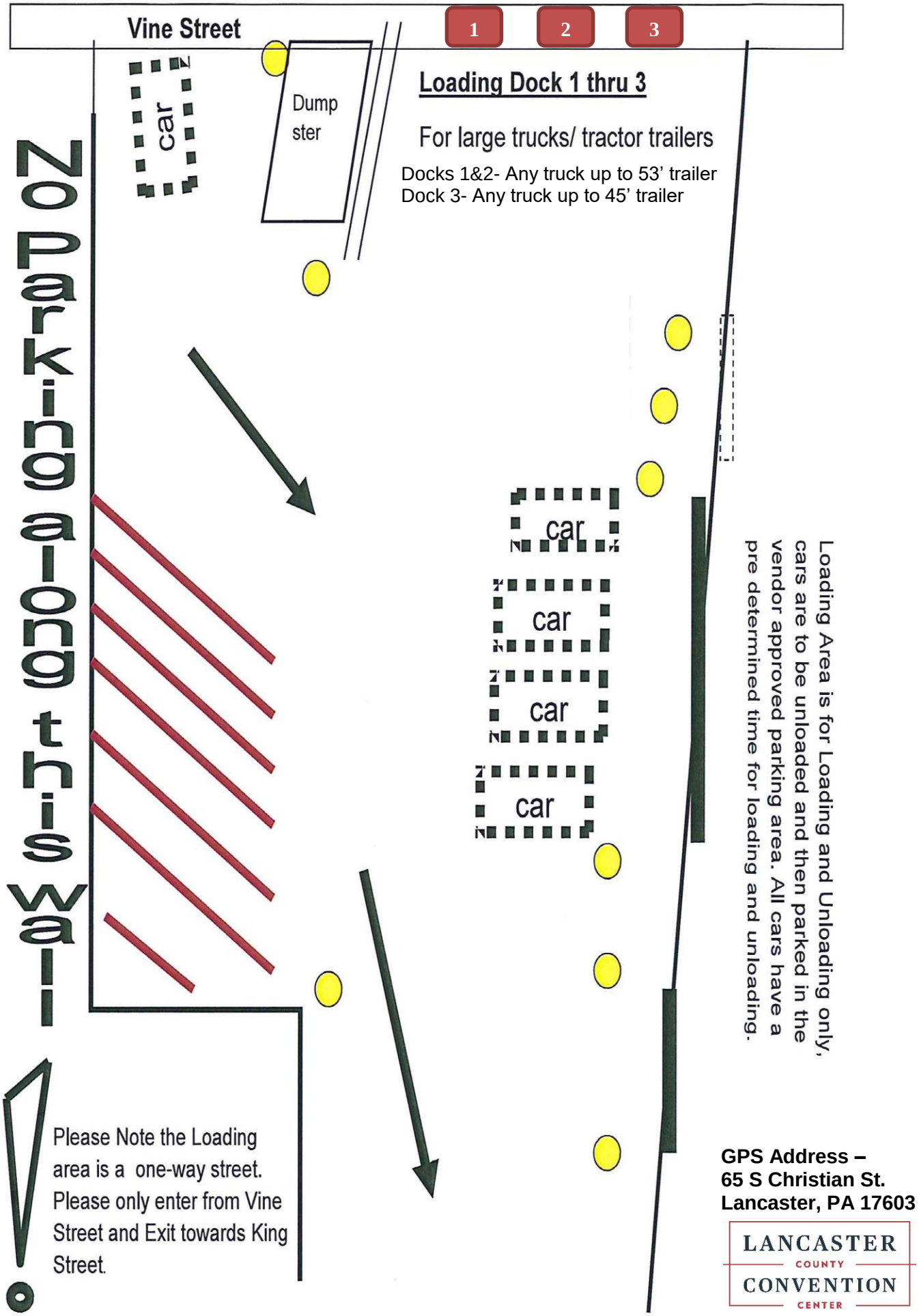
GARAGES

The Penn Square Garage (closest to the Convention Center and Hotel) & Prince St Garage can fit vehicles under 6' 8" in height. East King St Garage can fit vehicles under 8' 2" in height.

STREET PARKING

You can also reserve street parking ahead of time through the Lancaster parking authority on the street on our block (Vine St, Queen St or Duke St) or other nearby streets. Phone: (717) 299-0907 - www.lancasterparkingauthority.com - On Street Parking





GPS Address –
65 S Christian St.
Lancaster, PA 17603

LANCASTER COUNTY CONVENTION CENTER

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Motorized Vehicle Policy for the Exhibit Hall

General Policy
Motorized vehicles are prohibited from entering or being operated on the exhibit hall floor without prior written approval from the Safety and Security Director. The only exception is for authorized display vehicles that have obtained the required permit.

Definition of Motorized Vehicles
For the purpose of this policy, a motorized vehicle is defined as any vehicle propelled by an internal combustion engine using Class-1 or Class-2 fuel. This includes, but is not limited to:

- Automobiles
- Trucks
- Motorcycles
- Aircraft
- Watercraft

Display Vehicle Requirements
All display vehicles must comply with Pennsylvania State Fire Code, Lancaster City Fire Code, and the National Fire Protection Association (NFPA) 1 Fire Code. The following mandatory safety requirements apply:

- Fuel tanks must contain no more than ¼ tank of gas or 5 gallons, whichever is less (as required by Pennsylvania and Lancaster City Fire Code).
- The battery must be disconnected upon arrival and remain disconnected for the entire duration of the event.
- A non-permeable poly sheeting must be placed under the vehicle to prevent oil leaks while inside the facility.
- All fuel tank openings must be tightly sealed to prevent vapors from escaping.
- The vehicle must not be started or operated while inside the building.

Visqueen Installation and Removal Service
The Lancaster County Convention Center will provide Visqueen installation and removal services for the load-in and load-out of display vehicles, including automobiles, trucks, motorcycles, aircraft, and watercraft. This service includes the placement of non-permeable poly sheeting beneath each vehicle to prevent potential oil leaks, as well as coverage of entrance and exit routes associated with the movement of these vehicles. Labor and material costs will be billed to the Client, and the total cost will vary based on actual labor hours, material usage, and the total square footage of the area to be protected.

Permit Application & Fees
All display vehicles must obtain a Display Vehicle Permit by submitting an application to the Safety and Security Director at least thirty (30) days prior to the event. The application must include:

- Vehicle Make, Model, and Year
- Proof of Insurance

A permit fee of $25 per vehicle applies.

Load-In & Load-Out Procedures

- Display vehicles will be assigned a specific load-in and load-out time.
- Upon arrival at the Lancaster County Convention Center loading area, the driver must present a green "Display Vehicle Approval Form" to the Loading Master for entry authorization.
- The Safety and Security Director must inspect the vehicle within 30 minutes of entry, verify fuel levels, and supervise the battery disconnection. A Display Vehicle Permit will then be issued.

Battery Reconnection & Fire Code Compliance

At no time shall a vehicle's battery be reconnected without the explicit approval of the Safety and Security Director. Unauthorized reconnection violates fire code regulations and may result in penalties, removal from the event, or further enforcement actions.

Indemnification & Liability Waiver

The vehicle owner and/or exhibitor assumes full responsibility for any damage, injury, or liability resulting from the display vehicle.

"The exhibitor and/or vehicle owner agrees to indemnify, defend, and hold harmless the Lancaster County Convention Center, its management, employees, affiliates, and contractors from any and all claims, damages, injuries, or losses arising from the presence, operation, or display of the vehicle within the facility."

Emergency Procedures

In the event of a fuel leak, fire, or other emergency involving a display vehicle, the Safety and Security Director must be notified immediately. Emergency response procedures, including potential vehicle removal, will be determined by security personnel in coordination with local fire authorities.

Enforcement & Violations

Failure to comply with this motorized vehicle policy, including unauthorized battery reconnection, exceeding fuel limits, or failure to submit required permits, may result in:

1. Immediate removal of the vehicle from the premises.
2. Fines or additional permit fees as determined by the Safety and Security Director.
3. Restriction from future events at the Lancaster County Convention Center.

Acknowledgment of Compliance

All exhibitors and vehicle owners must sign the acknowledgment form below before receiving approval.

Acknowledgment of Compliance
"As the owner/exhibitor of the vehicle, have read and agree to comply with the Motorized Vehicle Policy. I acknowledge that failure to adhere to these regulations may result in removal, fines, or further action."

📌 Signature: _____ Date: _____

Shaun Cooney, Director of Security and Safety
(717) 207– 4054
shaun.cooney@aimbridge.com

Lancaster County Convention Center
25 South Queen Street
Lancaster, PA 17603

LANCASTER COUNTY CONVENTION CENTER

Display Vehicle Permit Application

Company Name : _____

Owner Name : _____

Contact Number : _____

Owner Address : _____

City, State : _____

Driver Name : _____

Contact Number #2 : _____

Event Name : _____

Event Date : _____

Make : _____

Model : _____

Year : _____

Color : _____

Notes: _____

LANCASTER COUNTY CONVENTION CENTER

Lancaster County Convention Center
25 South Queen St
Lancaster, PA 17603

P: (717) 207-4000

ELECTRICAL SERVICE ORDER FORM

Name of Event		Event Dates	Booth #
Company Name		Phone Number	
Address	City	State	Zip
Contact Person	Email		Date

Payment Notice: All electrical charges must be pre-paid prior to services rendered by utilizing this credit card authorization form or by check made payable to Lancaster County Convention Center. ELECTRICAL SERVICE WILL NOT BE SUPPLIED UNTIL PAYMENT IS RECEIVED IN FULL. Prices are subject to change without notice.

STANDARD ELECTRICAL SERVICE

120 VOLTS per single receptacle	**Standard Rate**	**Quantity**	**# of Days**	**Item to be Hooked Up**	**Total**
20 amp (1920 watts)	$80/day				$
208 VOLTS/TWO or THREE PHASE	**Standard Rate**	**Quantity**	**# of Days**	**Item to be Hooked Up**	**Total**
20 amp*	$150/day				$
30 amp*	$200/day				$
40 amp*	$225/day				$
60 amp*	$275/day				$
100 amp*	$450/day				$
400 amp*	$700/day				$

*** If this is needed, please note the NEMA # for the plug and receptacle and if it's hard wired or not.**_____

Miscellaneous	**Standard Rate**	**Quantity**	**Total**
Power Strip	$75		$
			$
			$

****For any hook-up not listed, please provide specific requirements.**

Subtotal	
PA 6% Sales Tax	
SERVICE TOTAL	
$50 Late Fee	

Completed forms can be emailed to adrienne.fonti@aimbridge.com **or mailed to the address at the top of the page.**

Please make checks payable to*: Lancaster County Convention Center* or fill out the credit card information below.

If payment by credit card is chosen, payment will be posted to your credit card 5 days before the day of the event.

VISA MasterCard AMEX Discover

Card Number _____ **Exp.** _____

Name_____ **Date** _____

Signature_____

*****Please note, electric added on site is subject to a late fee of $50 *****
Electric can't be added once show has begun.

LANCASTER COUNTY CONVENTION CENTER

Lancaster County Convention Center
25 South Queen St
Lancaster, PA 17603

P: (717) 207-4000

LIFT ORDER FORM

Name of Event	Event Dates	Booth #

Company Name	Phone Number

Address	City	State	Zip

Contact Person	Email	Date

Payment Notice: All forklift charges must be pre-paid prior to services rendered by utilizing this credit card authorization form or by check made payable to Lancaster County Convention Center. FORKLIFT SERVICE WILL NOT BE SUPPLIED UNTIL PAYMENT IS RECEIVED IN FULL. Prices are subject to change without notice.

	Standard Rate	Date of Use	Time of Use	Weight of Item	Total
Fork Lift Only Driver must provide certification to receive keys	$100/hour				

	Standard Rate	Date of Set up	Date of teardown	# of Items	Total
Fork Lift with Operator (4 Hour minimum)	$150/Hour				$

DESCRIPTION OF ITEM:

Subtotal	
PA 6% Sales Tax	
SERVICE TOTAL	

Completed forms can be emailed to adrienne.fonti@aimbridge.com **or mailed to the address at the top of the page.**

Please make checks payable to*: Lancaster County Convention Center* or fill out the credit card information below.

If payment by credit card is chosen, payment will be posted to your credit card 5 days before the day of the event.

VISA MasterCard AMEX Discover

Card Number _____ **Exp.** _____

Name_____ **Date** _____

Signature_____

Easy Ordering

As the exclusive Technology Provider of The Lancaster Marriott and Convention Center, Encore is committed to making your experience as easy and stress-free as possible.

Self-service option available through our online store – EventNow

Step 1

Visit EventNow and select your show

Step 2

Browse our technology catalog

Step 3

Select from a list of available products/product packages and service packages, then check out.*

EventNow℠

offers a range of solutions for any exhibitor:

As the exclusive Technology Provider of The Lancaster Marriott and Convention Center, Encore is committed to making your experience as easy and stress-free as possible.

- Large and small format HD monitors (40" monitors and above include floor stands)
- PC Based Laptops
- Various Audio Packages
- Wireless Presentation Controls
- HDMI Cables, Distribution Amplifiers, and Adapters
- Power Strips, Extension Cords, and Charging Stations
- LED Lighting
- Flipchart Packages
- Power and Internet Connectivity Packages

Once your order is completed, a confirmation email will be sent with all your order details and a dedicated professional will still be on-hand to answer any questions regarding your order.

We make it easy

- **Easy ordering options**
- **Confirmation email is sent with your order details**
- **We regularly maintain and service all equipment**
- **Encore delivers, installs, and tests equipment**
- **After the show, Encore picks up your rental equipment**

Need assistance or products/solutions not offered in EventNow?

Reach out to your Encore on-site contact directly:

Jacob.Arbutus@encoreglobal.com
717-207-4084

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