

IRVING CONVENTION
CENTER OF LAS COLINAS



IRVING CONVENTION CENTER
AT LAS COLINAS

EVENT PLANNING GUIDE

YOUR GO-TO GUIDE FOR BUILDING INFORMATION AND PLANNING STRATEGY



Welcome to the Irving Convention Center at Las Colinas – a premier convention, meeting and trade show venue in the U.S.

We take pride in the appearance and efficient operation of our facility. We have created this event planning guide to help you produce your most successful event ever. All the questions and answers you may have concerning your event and this facility should be addressed in the following pages.

The Irving Convention Center is a state-of-the-art facility owned by the City of Irving and operated by SMG. Based in Philadelphia, SMG is the world’s largest private management company for public assembly facilities in the world. Working hand-in-hand with our partners at the Irving Convention and Visitors Bureau, our management philosophy is based on service. From your initial contact with our office to post-event reviews, our goal is to provide you with the highest levels of service and personal attention. The resources of our event services department will be available to you throughout your event planning and implementation. Furthermore, our commitment to service will be extended to your exhibitors and attendees, and reflected in the success of your event.

Our experienced event staff will lend additional information and guidance throughout the planning stages of the event. We encourage you to communicate with your event manager frequently. Keeping the doors of communication open will help ensure the success of your event.

We are very pleased that you have selected the Irving Convention Center to host your event, and we look forward to serving you each step along the way to its success.

Sincerely,

A handwritten signature in black ink that reads 'Tom Meehan'. The signature is written in a cursive, flowing style.

Tom Meehan
General Manager

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INTRODUCTION

The 275,000-square-foot Irving Convention Center at Las Colinas features a 50,000-square-foot, column-free exhibition hall, a 20,000-square-foot, column-free ballroom and 20,000 square feet of breakout space in 20 meeting rooms. The facility's highly flexible, stacked design allows it to host several different types of events and meetings concurrently, and the building's unique architecture, vertical design and interior finish create a new niche in the marketplace.

Ideally situated on 40 acres in the heart of Irving's Las Colinas Urban Center, the convention center is just one phase of a mixed-use entertainment district, that will be completed in 2018, and includes a 350-room Westin Convention Center Hotel (November 2018) and the 8,000-seat Music Factory entertainment venue with dozens of unique restaurants, shopping and entertainment options.

Home to thousands of corporations and the global headquarters of five Fortune 500 companies, Irving understands high-level business meetings and events, and the customer service needs that accompany these. More than 75 hotels, including the state's only five-diamond resort, are literally within 10 minutes of the convention center. In fact, 18 hotel properties are within a two-mile radius of the center. With Dallas/Fort Worth International Airport just a few miles west and Love Field just a few miles east, access to the Irving Convention Center is quick, efficient and easy. For your added convenience the DART Rail offers direct rail connections to both Airports. With stops throughout the Dallas area, including the Irving Convention Center.

The Convention Center is operated by SMG, the world's largest private management company for public assembly facilities. SMG's commitment to service for our clients is paramount. We have assembled a first-class service staff that will work with you from the first stages of your event planning to the final evaluation of your event. Our goal is not only to provide you with the most superior service available, but also to ensure that your organization will come back to the Irving Convention Center at Las Colinas. We want to make the Irving Convention Center your group's business address.

Prices, rental rates and equipment rental charges noted herein are subject to change without notice and supersede any version of this guide produced prior to October 2017. This Event Planning Guide and its contents are incorporated by direct reference in your License Agreement. Circumstances and operations not covered in these rules and regulations will be subject to interpretations, stipulations, and decisions deemed necessary and appropriate by the Irving Convention Center's general manager.

MEET OUR TEAM

LISTED IN ORDER OF PROGRESSION

Get to know our staff and all the talent, experience and knowledge behind your successful event.

SALES

Our sales department has worked with you since the initial booking of your event, as well as detailing and administering your license agreement. Your license agreement is our legal commitment to each other and as such is not a complete partnership until signed by you and executed by us. This guide, its policies, rules and regulations are included as part of your license agreement. Please feel free to contact your Sales Manager with any questions as they are a valued source for understanding your contract and event guidelines.

It is crucial that you let your Sales Manager know if you have made any changes to your event that will affect your contract. At which time, an amendment may be executed to ensure both parties are in agreement and fully aware of the changes. If you are interested in exploring dates in the future, please call your Sales Manager directly.

Learn more about our [Sales Team](#).

EVENT MANAGER

Your Event Manager is the go-to player on our team. Following the execution of your license agreement an Event Manager will be assigned to your event. This process can take an upwards of two weeks. Once assigned your Event Manager will contact you and will remain your primary Convention Center liaison through the conclusion of your event. Your communication and relationship with your Event Manager is as crucial to the success of your convention, trade show, or event as any member of your own staff.

Use your Event Manager as the principal source of information during the planning process and while on site. As they are the link to all of our operation departments. Your Event Manager will answer your questions, convey information to all pertinent departments. We encourage you to communicate regularly with your Event Manager during the planning process to ensure the successful production of your event.

Please use this guide and your Event Manager as your go-to resource. We have provided a link to a [checklist](#) that will assist in providing essential information to your Event Manager. Due dates for this information will be customized by our Event Manager. Missed due dates may incur a late fee not to exceed 500.00.

FOOD & BEVERAGE SERVICES

Catering for all events at ICC is provided exclusively by SAVOR... Las Colinas. Our experienced culinary and service professionals are able to offer truly customizable catering menus. Whether you have a unique theme for your event or have specific dietary concerns, we'll cater to your individual meal requirements. Your Event Manager will be your contact for all your Food & Beverage Needs.

For an in-depth look our Food & Beverage Department please see section 4 of our event guide.

EXHIBITOR SERVICES

Exhibitor Services will coordinate exhibitors electrical, utility and telecommunication needs. The ICC uses Boomer Commerce online ordering system for your exhibitor's convenience. Once Exhibitors Services receive the appropriate exhibitor list, each exhibitor will receive a personal log-in to order Exhibitor Service items. Your Event Manager will work closely with our exhibitor services in communicating your event details to ensure your exhibitor needs are met.

For detailed exhibitor information please [click here](#).

OPERATIONS

Our Operations Department sets all tables, chairs, risers and other equipment, within the limits of our ICC inventory. They also handle partitioning walls and your changeover requirements. Some services may involve a labor charge, please ask your Event Manager about changeover fees.

[Click here](#) for a guide to equipment pricing.

HOUSEKEEPING

Our Housekeeping Department keeps the restrooms, lobbies, corridors and other public areas clean and presentable during your event. Meeting rooms will be monitored and refreshed according to the event schedule. Please inform your Event Manager about special cleaning schedules or restricted areas.

SECURITY

The ICC maintains 24-hour in-house security for the premises. Security Staff coverage for the Convention Center includes the perimeter areas, internal corridors and life safety alarm system. Building Security will also secure exterior and interior access doors, as well as monitor internal traffic flow.

All incidents of injury, vandalism, fire, theft, etc. should be reported to the Security Office immediately through your Event Manager. Life threatening matters please call 911 followed by contacting your Event Manager. Following notification security staff will initiate appropriate reports and investigations.

Additional security may be required depending on event type and attendance. Event security may be arranged through your Event Manager.

For our evacuation and emergency plans please contact our Security Manager at (972) 401-7743.

FINANCE

While our Finance Department may be behind the scenes, they are an integral part of our team. Contact with our Finance Department will be minimal as your Event Manager will handle all deposits, estimates of charges, and final invoicing. However, there are situations that will involve a member of our finance team stepping on to the scene to assist when needed.

AMENITIES AND IN-HOUSE VENDORS

LISTED IN ALPHABETICAL ORDER

The Irving Convention Center of Las Colinas has a variety of services on site that help to make your event planning experience seamless. Learn about our preferred-on site services and vendors.

ACCESSIBILITY

In accordance with ADA, the ICC provides ramp access, restroom facilities, and Braille elevator buttons, phone and fire alarms for the hearing-impaired, patrons with disabilities and wheelchairs. Furthermore, motorized scooters and wheelchairs are available through your Event Manager.

AUDIO VISUAL

We are fortunate to have J&S Audio Visual as our preferred in-house provider. The team at J&S will handle all audio-visual requirements for your event including use of house sound and is the exclusive provider of all rigging needs on our property. You are welcome to bring your preferred supplier pending preapproval. For more information on services J&S provides, please contact JSAV at (972) 401-7798.

AUTOMATIC TELLER MACHINES

For your convenience, three twenty-four-hour ATM machines are located throughout the facility.

BUSINESS CENTER

The on-site business center is located on the meeting room level of the ICC. The hours of operation are based on event needs, but regular business hours are Monday through Friday, 8:00 AM- 5:00 PM. Services include printing, Internet access, copying, fax transmission and more. For further information, please contact the Business Center at (972) 401-7778.

CONVENTION AND VISITOR BUREAU SERVICES

The helpful, award-winning employees of the Irving Convention and Visitors Bureau are dedicated to assisting you in making the most of your event. [Click here](#) for more information and a sample of the convenient, complimentary services offered.

DIGITAL MONITORS

The ICC offers digital display monitors outside each meeting room and main entrance into both ballrooms. You may display a custom logo, meeting name and itinerary on monitors adjacent to your rental space. Ask your Event Manager for more information about this complementary service.

For marquee signage outside of our building image 289 pixels wide by 129 pixels tall looks the best. For digital monitors outside of meeting rooms and ballrooms, please send an image 1366 pixel wide by 758 pixels tall in either a ppt., jpg., or png. format.

LIGHTING

Our Exhibit Halls contain fluorescent dimmable lighting. Fifty percent (50%) “work lights” will be provided at no charge in Exhibit Halls during move-in and move-out. One hundred percent (100%) “show lights” will be provided one (1) hour prior to the show opening and meetings. Lighting requests outside these parameters will be charged at the prevailing hourly rate.

Our meeting rooms and ballrooms are equipped with fluorescent and dimmable incandescent lighting. Panels in each room allow lighting to be adjusted to suit various functions. Room lighting will be programmed according to your request in the event schedule provided to the Event Manager.

LOADING DOCK

The convention center has ten covered loading docks with dock levelers for easy loading and unloading. Loading docks provide direct access to the Exhibition Hall and the service elevators to the Meeting Room and Ballroom Levels. Two drive-on loading docks make exhibit hall event staging very efficient. Access to the loading dock requires preauthorization and proper ID. Please contact your Event Manager for detailed dock regulations and details.

PARKING

The Center has approximately 750 garage parking spaces. Parking rates based upon agreed terms will be noted in your License Agreement. Overnight parking is not allowed without prior written authorization. Please contact the Event Manager to request valet parking or service parking passes. Any request must be in writing from the Licensee. Additional charges may apply. Supplemental parking is available if needed. Contact your Event Manager for additional information.

[Map of parking garage](#)

SAFETY SERVICES

The health and safety of your attendees and exhibitors is very important to us. The Irving Police and Fire Department will provide off-duty officers, fire marshals and paramedic services for life safety enforcement and crowd management. Both police, fire marshal and paramedic/EMS services are arranged through your Event Manager. For additional information and rates please contact your Event Manager.

SUPERIOR EXPO SERVICES

We are pleased to have SES as our preferred in-house decorator. SES is a general service contractor for tradeshow and expositions. Working hand in hand with you and your Event Manager, their team will put the perfect solution together for your convention, conference or event. Please contact their team for any expo services or decorating needs.

For more information please contact SES at (972) 401-7778.

TELECOMMUNICATIONS/INTERNET

The ICC offers complimentary WIFI for you and your guest. Exhibitors will receive a password for Exhibitor WIFI at no additional fee. The ICC has an exclusive telecommunications provider, including services for all remote, high-speed Internet. All meeting rooms and ballrooms are equipped with Ethernet connection and capabilities. Telephones are installed and billed per order specifications. For rates please see [click here](#).

SAVOR... LAS COLINAS OUR FULL SERVICE IN-HOUSE CATERER

As the Irving Convention Center's exclusive caterer, SAVOR is renowned for its impeccable, world-class service and truly delectable cuisine.

CULINARY TEAM

Proudly lead by our Executive Chef- Eduardo Alvarez, our Culinaricians are committed to providing Craveable Experiences with Raveable Results. Offering only the finest and freshest ingredients to create a truly extraordinary dining experience for you and your guests. Our catering menu offers a wide variety of savory and sweet options to satisfy your event attendees from high-attendance conventions and productive meetings, to elegant wedding receptions and chic cocktail hours, we offer the perfect catering options to meet your specific needs.

ALCOHOLIC BEVERAGES

Events involving alcohol require one Irving Police Officer per bar at an additional rate. Distribution and the selling of alcoholic products must be done exclusively by a TABC-certified bartender/attendant from Savor... Las Colinas. ICC practices responsible alcohol service and therefore reserves the right to refuse alcohol service to anyone, including the right to terminate the service of alcoholic beverages of your event if deemed necessary by ICC.

CONCESSIONS

Open one of three concession stands or our on-site café for guests to enjoy on the mezzanine level. Our permanent and portable concessions will enhance any event's program by featuring a variety of foods serve such diverse, fresh fare as house-made deli sandwiches; grilled hamburgers, paninis, pizzas, house-made salads and more. Please contact for Event Manager for more information.

WE PROUDLY SERVE STARBUCKS

LINKS TO:

[CATERING MENU](#)

[EXHIBITOR MENU ORDER FORM](#)

UNCOVERING ANCILLARY CHARGES

LEARN ABOUT OUR “ANCILLARY” CHARGES TO HELP IN YOUR BUDGET PLANNING PROCESS

We suggest contacting your Event Manger during your budget planning process to help you identify possible charges based upon your event needs. Your Event Manger will prepare an estimate so that you are able to plan accordingly. By working closely with your Event Manger, you will know in advance your “ancillary” charges.

COAT AND BAGGAGE CHECK

For guest conveniences, a coat and baggage check service can be provided for your event. Rates for this service is on a per attendant bases with a 4-hour minimum.

ELECTRICAL AND UTILITIES

The main exhibit hall provides electrical services in floor ports. 200-amp and 400-amp show power is also available in select locations on the wall and ceiling. Water service is conveniently available through access points located in the exhibit hall. Electrical service is available upon request in all meeting rooms and ballrooms. ICC charges for electrical connections (amperage) in the exhibit halls, meeting rooms, and ballroom, which are included in the final settlement. The Event Manager will prepare an estimate during the show with the total. For rates please [click here](#).

ROOM SETS AND CHANGEOVERS

This is one topic that we encourage you to read carefully- especially if you are a meeting planner who has worked primarily in hotels or if you are new to working in a convention center.

We provide your initial standard set up at no charge, as long as we receive your set up requirements in accordance with the date due given by your Event Manager. Your initial standard set includes all of your non-exhibit areas unless otherwise stated in your license agreement. Non-exhibit areas include our Level 1 Pre-Function, Exhibition Hall and our Level 2 and 3 Terraces. On the rare occasion that your equipment needs exceeds our inventory, we will assist you in locating another source for equipment rental.

SECURITY

Security may be required for your event and will be dependent upon the size of the show, the type of show, expected attendance, alcohol, dock security for load in/out, etc. All required posts are exclusive to the ICC in-house security. All requirements for armed security must be filled through your Event Manager by the Irving Police Department. Final determination on the number of guards will be evaluated and confirmed by your Event Manager.

FACILITY OPERATION GUIDELINES

TAKE A MOMENT TO LEARN MORE ABOUT THE FUNCTIONALITY OF OUR BUILDING

Policies may occasionally change so please consult your Event Manager throughout the planning process for the most up-to-date information.

AIRWALLS

The moveable air walls/partition walls in the exhibit hall, meeting rooms and ballroom are to be installed and removed by Convention Center personnel only. An additional set-up charge will apply if they need to be moved on the same day of the event, unless otherwise addressed through the use license agreement.

ANIMALS

In accordance with the ADA, guide/service animals (dog or miniature horse) may accompany a disabled or physically challenged person in the Convention Center. Service animals must have a harness, leash or other tether, unless the handler is unable to use a tether because of a disability or the use of a tether would interfere with the service animal's ability to safely perform its work or tasks. In these cases, the service animal must be under the handler's control through voice commands, hand signals, or other effective means. All animals should leave the facility in the same way they arrived. For more information, please contact your Event Manager.

CONTRACTOR/VENDOR REQUIREMENTS

All contractors/vendors wishing to provide service to your event are subject to approval by the ICC prior to your event. This applies to all contractors supplying any and all show services. Prior to approval contractors/vendors are required to submit a copy of their liability insurance and workman's comp coverage to your Event Manager.

Contractors/Vendors without approval will not be allowed to work on property.

DECORATIONS

Decorations may not be taped, nailed, tacked, stapled or otherwise fastened to ceilings, doors, floors, glass, columns, painted surfaces, fabric or decorative walls. Damage resulting from the improper and/or unauthorized installation of materials will be charged directly to Licensee. Helium Balloons, glitter and confetti is prohibited. Pressure-adhesive stickers, decals or similar promotional items cannot be distributed or sold within the facility. ALL candles are subject to approval.

DISPLAYED VEHICLES

Vehicles approved to be inside the building as exhibition must contain no more than ¼ in the gas tank or an excess of 5 gallons of fuel, whichever is less. Once the vehicle is established, fuel cap must be taped shut or fitted with a locking cap, the battery must be disconnected and drip-pan placed under the car due to possible leakages. Vehicle key must be provided to ICC security staff. Insurance may be requested. Contact your Event Manager for details.

FREIGHT

All freight must be shipped to your service contractor/decorator. Any freight scheduled for delivery during move-in periods must be to the attention of your service contractor/ decorator. The ICC will not accept freight deliveries on behalf of the Licensees, service contractor, decorator, exhibitors, etc. Events that do not have a service contractor/ decorator can make arrangements for shipping materials through SES (Superior Exposition Services). For cost and contact information, [click here](#).

Move-in or move-out through the facility lobbies is strictly limited to hand-carried items. Dollies, flatbeds, pallets jacks, or anything mechanical is prohibited unless entered through the loading dock and taken to its destination via back of house. Passenger elevators and escalators are designed for passenger use only; not intended to carry freight.

FIRE MARSHAL APPROVAL

According to the Irving Fire Department Rules & Regulations, floor plans must be submitted through your Event Manager, 10 business days prior to event move-in. It is required to submit floor plans for Fire Marshal's approval for tradeshow, expos, and special events (for example: graduations, fashion shows, and others) and events with an attendance of 800 people or more when set up in classroom or theatre-style. In addition to International Fire Code requirements, the City of Irving may also require additional elements, including the strict limitation of temporary canopies or tents with exhibits. Please discuss the use of these elements with your Event Manager.

HAZARDOUS WASTE MATERIALS DISPOSAL

Chemicals, solvents and/or solutions considered hazardous are not allowed to be disposed of through the sewer lines or drains of the ICC.

All items must be handled and disposed of in accordance with the latest Environmental Protection Agency regulations at the time of your event. Transportation, storage, security, disposal and MSDS documentation is the sole responsibility of the material owner. Please check with your Event Manager prior to the tradeshow to make the necessary disposal arrangements for any hazardous waste materials.

HOURS OF OPERATION

The standard hours of operation for the administrative staff are Monday through Friday from 8:00 a.m. to 5:00 p.m. Our standard operating hours for client-leased spaces are 7:00 a.m. to 11:59 p.m. daily.

For any special requests, please discuss with your Event Manager.

INSURANCE

All Licensees are required to provide a Certificate of Insurance. Specific insurance requirements are referenced in the Use License Agreement. Certificates must be furnished to the Center 30 days prior to the first move-in day of the event. When an event is booked within two weeks or less than the date of the first move-in day and the client does not have an active policy on record with the ICC, SMG will automatically supply at the client's expense, the appropriate insurance policy. No client is allowed to move-in without an approved insurance policy.

[Click here](#) for insurance requirements.

All lost and found articles are logged and placed in our Security Office. We attempt to identify the owner and return all articles. To inquire about lost items, please contact your Event Manager.

PLUMBING

Hook-ups for compressed air, water, and drainage for exhibit booths are available in the exhibit halls through the ICC Operations Department. Please let your Event manager know in advance if these services will be required.

PRESS/MEDIA

Your Event Manager should be notified whenever you expect members of the media to attend your event as approval is required.

PUBLIC AREAS

Pre-function space, common areas and food facilities are considered public areas and not under Licensee's control. All activities using public areas, such as registration, special exhibits or displays, temporary advertising, etc., must be communicated to your Event Manager to be approved by the ICC and the Fire Marshal. Please note that clear access must be maintained for concurrent events, as well as to lounges, permanent food service facilities, restrooms, telephones, elevators for disability access, and all exit or entrance doors.

RIGGING

Rigging at the ICC must be done by the Convention Center's exclusive in-house contractor, JSAV.

SHIPPING AND MATERIAL HANDLING

Material handling is the process of receiving your materials, during move-in; delivering them to your booth; removing empty containers for storage during the show (when applicable); returning the empty containers to your booth after the show; delivering your materials back to the dock and loading for the outbound shipping. Charges will apply. Superior Expositions Services handles our shipping and material handling processes. For more information, contact Terrye Houser at 972-401-7778.

SHUTTLE DROP-OFF/PICK-UP

The primary drop-off/pick-up location for shuttle buses, taxis and special needs patrons is located directly outside the Center's main lobby.

SIGNAGE

Signs, banners and related materials may not be taped, tacked, stapled, or nailed to painted surfaces, columns, fabrics, ceiling or decorative walls. ICC's permanent signage may not be blocked in any manner. Handmade signs are not allowed under any circumstance. Standing banners are accepted and recommended.

Hanging banners are allowed in the Center. **NO EXTERIOR SIGNAGE IS PERMITTED.** City Ordinance restricts any signage to be hung outside. Consult your Event Manager for details regarding ALL signage.

The ICC has three designated smoking locations. Please contact Event Manager for more information.

Level 1 Outside - 20 feet from entrance doors

Level 2 Outside of Café - 20 feet from entrance doors

Level 3 Mezzanine - 20 feet from entrance doors

SUSTAINABILITY

The ICC places a great deal of attention on maintaining a clean environment and promoting green practices. The City of Irving (building owner), Irving Convention and Visitors Bureau, and SMG (building operator) recognize the importance of their roles in protecting the environment. The ICC has been registered for LEED certification by the U.S. Green Building Council.

TAPE

The ICC requires the use of Shurtape PC-628 GAFFERS tape, or approved equal. Licensee and service contractors are responsible for the removal of all tape and residue marks. The use of high residue tape is prohibited. Tape or residue left on any surface will be removed by the ICC and the cost for the removal will be billed to Licensee. Note: Every cable must be taped down for the security of our guests.

TRAFFIC CONTROL

Traffic control for all areas within the Convention Center District will be provided by the City of Irving Police Department in cooperation with the ICC. Please discuss any concerns for your particular event with your Event Manager. The Center reserves the right to require minimum levels of traffic control staffing at Licensee's expense.

RESOURCES

USE PROVIDED WEB ADDRESS FOR ADDITIONAL RESOURCES AND INFORMATION THAT ARE REFERENCED IN THIS GUIDE.

[CATERING MENU](#)

[CERTIFICATE OF INSURANCE REQUIREMENTS](#)

CLIENT EMERGENCY PLANS- Please contact ICC Safety Manger at 972-401-7743

[ELECTRICAL AND UTILITES RATES](#)

[EQUIPMENT AND SERVICE RATES](#)

[EVENT CHECKLIST](#)

[EXHIBITOR KIT](#)

[FACILITY SPECIFICATIONS](#)

[J&S AUDIO-VISUAL](#)

[MAP/DIRECTIONS](#)

[MATERIAL HANDLING/SHIPPING RATES](#)

[SUPERIOR EXPO SERVICES](#)

[TELECOMMUNICATION SERVICE RATES](#)

[VISIT IRVING](#)

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