



IOWA EVENTS CENTER
Community Choice Convention Center
EMC Expo Center | Casey's Center

730 3rd Street | Des Moines, IA 50309
T: 515.564.8000 F: 515.564.8001

Iowa Events Center Exhibitor Services Policies and Procedures

ALCOHOL -- The Iowa Events Center maintains a strict no outside food or beverage policy within all areas of the facility. This policy applies to all guests, clients, vendors, and exhibitors. Any food or beverage service, including sampling, distribution, or giveaways, must be arranged and provided exclusively through the Iowa Events Center's authorized Food and Beverage Department. In particular, the Iowa Events Center operates under its own state-issued liquor license. Because of this, no outside alcohol may be brought into the facility under any circumstances. This restriction includes but is not limited to alcohol displayed, stored, distributed, sampled, or offered at vendor or exhibitor booths. It is important to note that under state regulations, the distribution of alcohol is considered a "sale" even when the alcohol is provided at no cost or is offered as part of a raffle, prize, or promotional giveaway. As such, alcohol provided by vendors or exhibitors who are not licensed by the facility is strictly prohibited. All alcoholic beverages served or distributed within the Iowa Events Center must be managed by our licensed and trained staff to ensure compliance with state law, maintain the integrity of our liquor license, and uphold the safety of all guests.

ANIMALS -- For the safety and comfort of all our visitors, animals are not permitted in the IEC except in conjunction with an exhibit, display or performance approved by the IEC. The Customer is responsible for obtaining all appropriate permits. Guide, signal or service dogs (as defined by Law) are allowed in the IEC. All sanitary needs for animals are the responsibility of the Customer.

COOKING (DEMONSTRATIONS) AND COMMERCIAL COOKING -- For the safety of our exhibitors and employees, all cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Marshal and installed in accordance with the provisions of the City Building and Fire Codes. Cooking equipment shall be placed on a noncombustible surface, such as metal, hardwood board or glass and be separated from each other by a minimum horizontal distance of 2 ft. Countertop fryers not exceeding 288 square inches and single well may be used without the necessary ventilating hood and surface protection requirement, provided there are two (2) ten (10) pound B.C. extinguishers positioned on each side of said fryer. All cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e., Underwriters Laboratory or Factory Mutual. All cooking equipment shall have regulator(s) at appliance and gas cylinder(s). All supply lines (tubing or hoses) shall be lead-tight and in good repair. Hoses shall be listed for the type of product it supplies

FOOD SAMPLES -- Food and beverage samples must not be greater than 3 oz. and must be manufactured, processed or distributed by the exhibiting firm and must be related to participation in the event. For public health reasons, restrooms, concession stands and/or facility kitchens may not be used as exhibitor clean-up areas. Costs associated with the disposal of trash, waste, grease, etc. from exhibitor sampling are the responsibility of the Client. Securing of all necessary licenses, permits, etc. is the responsibility of the exhibitor. Exhibitors are responsible for complying with all Polk County Health Department regulations regarding food sampling, storage, equipment, temperature, etc. If they are not in compliance or do not obtain the proper permits, the Health Department can shut down their booth. Please reach out to Carrie.Petersen@oakviewgroup.com if you are inquiring about having food samples and we will connect you with a Catering Sales Manager.

HANGING SIGNS -- Fire safety laws demand that all electrical and neon signs must conform to national electrical codes and are required by the IEC. The IEC graphic, signs or advertising displays may not be blocked in any manner. All Exhibitor 2D and 3D Banners and Signs must be installed and removed by the Iowa Events Center and requests must be submitted to Carrie.Petersen@oakviewgroup.com at the Iowa Events Center 10 business days prior to the event move in date. Quotes and more information will be provided upon request and payment will be required prior to installation.

HELIUM BALLOONS -- Distribution of helium balloons in the IEC is not allowed. If helium balloons become detached from a display, the labor cost to retrieve the balloons will be charged to the Customer (which helps hold down labor costs for everybody). For safety reasons, compressed gas cylinders used to inflate balloons must be properly secured to prevent toppling and must be removed from the hall before the guests enter.

SHIPPING INFORMATION -- If your event is using a decorator to provide services for your event, they will handle the shipment in and out of the exhibitors' freight. If your event is not using a decorator, please contact the show organizer and they will provide additional information.

UTILITIES -- For safety reasons, installation of all utility services involving electrical, air, water, water drainage, or internet connections must be performed by the IEC. All electrical equipment must meet the approval rating of U.L. (Underwriter's Laboratory). The IEC electrical equipment, such as electrical panels, spotlights and fixtures are not to be removed by exhibitors, show managers, service contractors, or any other unauthorized persons. Violators will be assessed an appropriate charge for any removals. Under no circumstances shall distribution panels or mechanical equipment be blocked or access impeded. Floor boxes may not be accessed by anyone other than the Iowa Events Center Personnel. Refunds are not available for services installed but not used.

VEHICLES ON DISPLAY -- Automobiles, trucks, tractors, machinery, and other motor vehicles utilizing flammable fuels, which are placed on display inside the IEC shall have no more than 1/4 tank or five (5) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and batteries shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in event of emergency. Visqueen must be placed underneath the vehicle for any possible leakage. Snow must be removed from all vehicles before entering the facility.

Please contact our Exhibitor Services Coordinator, Carrie Petersen if you have any questions
(515-564-8018 or Carrie.Petersen@oakviewgroup.com.)

All Exhibitor Services orders can be placed through our Exhibitor Services page on the Iowa Events Center website:
<https://www.iowaeventscenter.com/convention-center/eventstickets/exhibit>