



Greensboro  
Complex

# Promoter & Exhibitor Guide

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## Abandoned Property

- Any property unclaimed after thirty (30) days following the term of the licensee contract will be considered abandoned by licensee, its contractors or exhibitors. Greensboro Complex may take possession of it and treat it as its own or dispose of such property without liability. The lessee shall be liable for any cost incurred, including but not limited to storage, if applicable and disposing of the abandoned property.

## Advertising & Marketing Your Event

- For questions or concerns regarding marketing your event, please contact our Director of Public Relations and Communications.

## Animals

- With the exception of ADA service animals for guests with disabilities and/or special needs, no other animals or pets of any kind are allowed inside the venue. Service animals are must be kept on a leash or harness at all times. Emotional support animals are not considered service animals.
- Animals required and involved in shows must be reviewed and approved by the event manager prior to the show moving in.
- The event manager will work with shows to discuss and determine specific requirements for the following, but not limited to, cleanliness, designated waste areas, preventative floor covering and/or tarps, post-show cleanup, and other areas related to the health, safety, security, and needs of any animals.

## Balloons

- Helium balloons of any kind of are not permitted in Complex venues.
- Regular air balloons are preferred, with appropriate attached weights. All balloon usage must be used and approved with the event manager prior to the event.
- For a list of preferred vendors, please refer to [Appendix A](#).
- Balloons installed without approval are subject to a penalty/fee.

## Banners

- Banner hanging is permissible and should be discussed in advance with the event manager to identify the following in an effort to determine permissible locations and the manner in which the banner will be hung.
  - Quantity
  - Dimensions
  - Material
  - Weight
- Any banner rigged from the ceiling steel must be approved and will be installed by IATSE Local 574 or venue staff if available.
- Smaller banners may be hung from other locations (i.e. railings, drop ceiling, etc.) and must be approved in advance. These banners must be installed by venue staff if available or by the client with approved materials.
- All banners and signage installed, must be removed during the load-out process.
- Client is responsible for any fees related to the labor or equipment need to install and remove.

## Cashless Venue

- Greensboro Complex does not accept cash for parking fees, ticket sales, and concessions. All venues are cashless. A debit or credit card will be required for payment. Contactless and mobile payment options, including Apple Pay, Google Pay, and Samsung Pay, will be accepted at most payment terminals.

## Celebrity Appearances

- Any and all celebrity appearances must be submitted and reviewed with the event manager prior to the event in order to coordinate any additional logistical, security or staffing details.

## Event Participant Code of Conduct

- Clients and promoters are responsible for the behavior and conduct of all show staff, vendors, third-party staff, and any personnel hired or contracted to work for the client or promoter of the show. If issues arise, Complex staff will ask the client or promoter for first engagement of the respective personnel.
- Complex Management reserves the right for removal or trespass of vendor or staff.
- All products sold by vendors should comply with federal, state and/or county safety regulations.
- Mannequins, models and demonstrators must be properly clothed in good taste and proper appearance. Complex Management reserves the right to remove clothing or displays in poor or offensive appearance.

## Drone Policy

- As a general rule, drone usage is not permitted inside any Complex venues when attendees are present. If a show wishes to use drones inside any Complex venue when attendees are present, an exception request must be submitted to the event manager. The exception request must include, but not limited to, a full description of how the drones will be used (e.g. timing, location, flight plans), a copy of the agreement with any third-party vendor, a description of the safety measures that will be in place in connection to the use of drones, and all appropriate licenses and insurances related to the usage of drones. A demonstration may be required prior to use. All plans and requests must be submitted, reviewed, and approved prior to use.
- If a show wishes to use a drone outside of any Complex venue, all of the above requirements are applicable, plus any federal, state or local government requirements.
- The Greensboro Complex & Global Spectrum L.P dba Oak View Group (an agent of The City of Greensboro) must be additionally insured on all certificates of insurance. Please check with the event manager for all insurance requirements. The City of Greensboro must also be named as additional insured.
- Any footage obtained by the drone must be made available to the venue to review in the event of an incident.

## Emergency Procedures

### Medical

- The event manager should be notified of any medical emergency during an event.
  - If EMS is on site for the event, please alert the nearest staff member to call for EMS.
  - If EMS is not on site, call 911 and then alert the event manager.
- An AED is available in each venue on the complex. See “AED + EMS Room Locations” below.

### Safety

- Safety is always the most important aspect to any event at the Complex.
- Clients and vendors should take all necessary safety precautions during load-in, the event, and load-out, including but not limited to trip hazards, sharp objects, safety apparel, vehicle driving, correct equipment setup, and emergency access exits.
- Please alert the event manager with any questions or concerns related to safety.

### AED + EMS room location

- First Horizon Coliseum
  - Guest Services Booth at Section 104
  - Administration Office Hallway – near Kitchen
  - Operations

- Special Events Center
  - Lobby at ACC Hall of Champions
  - Lobby at EMS Room
- Novant Health Fieldhouse
  - Northwest Corner beside Section 110
- Terrace
  - Outside Restrooms
- Piedmont Hall
  - Between VIP Bar & Restrooms
- White Oak Amphitheatre
  - Green Room
- See [Appendix B](#) for a map of AED Locations

## Firearms

- Firearms are strictly prohibited on the grounds of the Greensboro Complex including off-duty sworn officials; local, state or federal officials.
- The Greensboro Complex does not permit the display of any type of gun, knife or other device designed to impact the lives of humans and animals.
- The Greensboro Complex does not permit the display of any type of gun, knife, or other device designed to impact the lives of human and animals.

## Fire & Safety Regulations

### Flame Retardant:

- All decorations, including, but not limited to drapes, signs, banners, acoustical materials, cotton, hay, paper, straw, moss, split bamboo, muslin ceilings, wood chips, and flame retardant foam core shall be rendered flame retardant to the satisfactions of the Fire Prevention Bureau. Proof of a satisfactory flame retardant treatment may include a field flame test.

### Generators:

- The use of generators indoors is strictly prohibited.
- Use of generators outdoors for an event must be approved in writing by the event manager.
- A minimum clearance of 20' from any portion of the venue must be maintained.

### LP Gas:

- LP Gas containers having a maximum water capacity of 2 ½ pounds may be used temporarily inside buildings for public exhibitions or demonstrations, including use in classroom demonstrations. Complex forklifts are powered by LP.
- Propane bottles 5 lbs or less are permitted in the building. All other propane tanks must be kept outside of the building, maintain a clearance of 10' from all doors and HVAC vent intakes.

### Machinery, Flammable Liquids & Materials:

- No one shall utilize any engine, motor or other machinery on the premises or use any gas, electricity, flammable liquid, materials or charcoal therein, without prior written approval of the assigned Event Manager.

### Pyrotechnics:

- The use of pyrotechnics (including cold sparks) at any event requires the procurement of a pyrotechnics permit followed by a pyrotechnics demo with the Fire Marshall. Clients are responsible for all fees associated with obtaining a pyrotechnics permit and the subsequent demo.
- Any show planning to use pyrotechnics during the event must notify the assigned Event Manager, who will facilitate the Guilford County permitting process.

### Floorplans:

- In the event of an exhibition presentation, i.e. trade show or consumer show, information shall be furnished to the Event Manager as to the exact location of all booths and equipment indicating utility connections and requirements, and must have such diagrams approved prior to move-in by the Event Manager. Cleaning or custodial service for booths, carpeted areas, or aisles is not provided by the Complex staff. The Decorator Service should provide such service at request of promoter. The decorator is also responsible for discarding packaging and storage of drayage. All floor plans must be submitted to the Event Manager 45 days prior to scheduled show dates for review and approval.

### Trade Show Requirements:

- Aisle width in line with local fire code must be maintained
- A minimum of 10' clearance is required around any concession stand
- Client or Decorator must specify any booths which require higher voltage and locate them accordingly
- Client or Decorator must specify any booths which require gas, water, and/or air connections and locate them accordingly
- Client or Decorator must use pre-approved chalk or tape to mark floors.
  - The following are prohibited for use to mark floors:
    - Paint, shoe polish, duct tape, sharpies
    - Clients will be responsible for any charges incurred to remove unauthorized marks on the show floor.

### Soil, Water, Animal & Garden Displays

- Must use a protective coating or fire-retardant plastic, visqueen or plywood to protect the floor and facility equipment. Lessee is responsible for any expenses related to removal or damage incurred.

### Food & Beverage

- Catering is available for events on the Greensboro Complex through OVG Hospitality. The event manager will connect you with the appropriate contacts for catering needs. Outside food and beverage is prohibited.
- Concession stands are in operation at most events. For questions regarding concessions, contact your event manager.
- Youth/Community Athletic Competitions
  - Participants may be granted permission to bring in individual snacks or electrolyte beverages. Please speak with the event manager if you feel this exception may be applicable to your event.

### Logos

- Any use of the Greensboro Complex brand or marks, including venue specific marks, must be reviewed and approved by the Greensboro Complex Marketing department.
- The use of Complex branding must be followed in all advertising.

## Lost & Found Procedures:

- Items found at the Complex during an event are turned into Guest Services and retained for 60 days. If you believe you lost an item at the Complex, please call 336-373-7400 during normal business hours.

## Move In & Move Out

- No move-in/move-out should be conducted prior to the end of the advertised show hours or when public attendees are still inside the event space.

## Ordering Utilities:

- To order electricity, water or internet please complete and submit the [Utilities Order Form](#).
- Vendors are not permitted to plug any cords in building electrical outlets. All power connections must be installed by building production staff.

## Permitted Bags

- The Greensboro Complex encourages all patrons to review the Bag Policy prior to attending any event. Bag restrictions may be found [here](#).

## Prohibited Items:

### Used by Vendors/Participants

- Helium Balloons
- Spray on tire shine (Wipe on shine is permissible)
- Gasoline

### Sold By Vendors

- Knives of any size (The sale of cutlery knives is permissible)
- Guns or Weapons, including but not limited to pepper, pellet, or any toy replicated weapons.
- CBD
  - Any vendor attempting to sell CBD must submit a request in writing to the event manager for review. This request must include a detailed list of products the vendor wishes to sell during the event and the specified THC concentration, not to exceed 0.3%
  - Sampling of all CBD products is prohibited
- Complex management reserves the right to prohibit the sale of any item by vendors that is determined to be in poor taste or a hazard to attendees.

### Guests Attending

- The Greensboro Complex Prohibited Items list can be found on our website, [gsocomplex.com](https://www.gsocomplex.com).

## Raffles:

- The Greensboro Complex must comply with the State of North Carolina Alcohol and Beverage Control Rules and Regulations and therefore cannot allow the LESSEE to operate games of chance (i.e., Lotteries, Raffles, Casino Nights, etc.) on the licensed premises. Failure to comply will result in immediate removal of all game, lottery, raffle, or casino items by Greensboro Complex Management.

## Scoters:

- Motorized and non-motorized scooters, and other vehicles, are prohibited in all Greensboro Complex venues during show hours or when guests are in the venue.
- Health or mobility vehicles are permitted.



- Additional requests must be submitted and reviewed by the event manager prior to the event.

## Shipping and Receiving

- Vendors/ Clients can ship packages to the Greensboro Complex no more than two (2) days prior to their event. Vendors/Clients must let their Event Manager know ahead of time how many packages are being shipped. The “ship to” must be in the following format:

*Greensboro Complex  
“Event Name”  
**ATTN: ‘Event Manager’**  
1921 West Gate City Blvd  
Greensboro, NC 27403*

- Pallets for vendors participating in trade shows should be shipped to the show decorator.
- If the vendor or client need to ship items after their event has concluded; they’re responsible to pack their shipments, arrange pickup and provide Bill of Lading (BOL) which will be held for pickup at dock security.

## Signs, Posters & Literature

- Lessees shall not be allowed to post or permit to be posted any signs upon the premises or permit anything that will tend to injure, mar, or in any manner deface the premises, and will not permit nails, hooks, adhesive fasteners, tacks, or screws to be installed on any part of the buildings or premises.
- Signs may only be posted on billboards provided for such use, and all signs, advertisements, show cards and posters must relate to the performance or exhibition to be given on the premises.
- The hanging of pictures, banners or any other items on walls or draperies requires prior written approval of the assigned Event Manager.
- Signage such as “yard signs” are not permitted on the Greensboro Complex grounds.
- All show signage must be removed and disposed of prior to the departure from the venue. Failure to take or dispose of event signage may result in an additional clean-up fee.

## Smoking /Alcohol

- The Greensboro Complex is a smoke free and vape free facility.
- The No Smoking Policy in City Ordinance 10-6 by the City Council shall be regulated and enforced by Greensboro Complex staff in accordance with this ordinance. Greensboro Complex and Show management will be responsible for enforcement of smoking regulations, including devices of any kind.

## Ticketed Events

- All ticketed events are required to use the Greensboro Complex ticketing systems and staffing. Any unauthorized ticketing of events are subject to a \$1,000 fine charged to the lessee at settlement.

## Vendors

### Merchandise Buyout

- Events with smaller scale merchandise vendors are subject to a \$250 merchandise buyout fee per vendor.
- This fee includes the following
  - Right to sell
  - (1) dressed 8’ table with (2) chairs

- (1) Power drop
- This merchandise buyout will be included on the overall event settlement. Promoters may cover the cost for their vendors or pass the expense onto the vendors directly. The Greensboro Complex will not collect merchandise buyout payments directly from vendors.
- **This does not apply to tradeshow vendors.**

#### Preferred Local Vendors

- For a list of preferred vendors, please refer to [Appendix A](#).

#### Sampling

- Sampling requires permission in writing and has limitations (i.e. 2 oz sample size). Please speak with your event manager to obtain approval.

#### Vendor Parking

##### *Parking Passes*

- Parking passes for vendors and show staff are available through your Event Manager. Parking Passes are \$3.00 each per show day. Passes will be billed directly through event settlement.
- Parking passes must be ordered a minimum of two weeks prior to the event.

##### *Overnight Parking:*

- Please complete and submit request form on our website: [Overnight RV Parking & Power Order Form](#)

##### *Complex Map*

- A map of the Greensboro Complex may be found on our website:
  - [Parking Map](#)
  - [3D Complex Map](#)

#### Vehicle Displays:

- Vehicles are permitted indoors as part of the event display. These vehicles must adhere to the following requirements:
  - All fuel tank openings shall be satisfactorily sealed to prevent escape of vapors.
  - The hot lead battery cable shall be disconnected from the terminal and remain disconnected while the vehicle is inside the building. Loose cable ends shall be taped to cover all the exposed metal.
  - Fueling or de-fueling is prohibited inside the venue.
  - Vehicles shall have less than (1) quarter tank of gas.

# Appendix A – Preferred Vendors List

Please speak with your event manager to receive a current list of our preferred vendors

# Appendix B – AED Locations

