



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 Guideline
- Loading Dock Procedures
- Lancaster City Parking Map
- Motorized Vehicle Information
- Vines Street – Oversized Vehicle Lot
- Electric Order Form
- Fork Lift/Scissor Lift Form
- Furniture Order Form
- Audio Visual & Internet Form

Our website, [www.lancasterconventioncenter.com](http://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 you Conference Service Manager

or email [adrienne.fonti@aimbridge.com](mailto:adrienne.fonti@aimbridge.com).



## 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 flatbed carts available on a first come, first serve bases. 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.
- Parking  
Parking is available in the surrounding parking garages of Lancaster City. Please see attached map, your Show Manager may have arranged parking in a specific garage for Vendors. Parking in the loading area is prohibited.
- Children  
Children under 16 are NOT permitted on the loading docks during Load In / Out.
- Balloons  
The use of lighter than air (Helium) balloons is prohibited.
- 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. Once the truck is unloaded and before any equipment is set up the truck must be moved. **Loading dock can accommodate up to 53ft trailers.**
- Inbound Packages & Storage  
The Lancaster County Convention Center has no long term storage facilities for materials. **Should items be shipped to the facility for your Event; they cannot arrive more than 3 days prior of the Event.**  
Please mark all packages for your Event as follows:

<p><b>Exhibitor Name and booth # (if known):</b></p> <p><b>Event Name and Dates:</b></p> <p><b>Contact name and phone number:</b></p>
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Please include this as a separate label from the shipping label.

Please Note, the Lancaster County Convention Center will not be held liable for receiving damaged boxes.

- Outbound Packages & Freight  
Any packages shipping out after event must be sealed, labeled and carrier service pick-up scheduled. Exhibitor must notify Loading Dock Coordinator or Front desk agent of package location and pick-up time. We will take to designated pick-up area by security office.
- 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 review the Firearms section in the Lancaster County Convention Center Manual with the Event Manager. 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 may be made through the Event manager for Security of exhibits, merchandise and/ or audiovisual equipment.
- 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.
    - A Material Safety Data Sheet (MSDS) is required for any chemical unitized by Vendors, General Contractor, Show Manager, Production or AV Company
- 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 valid operator's

## Loading Dock Procedure

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### Arrival procedure

- 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 and placed either in the loading dock area or the vicinity of their booth, they must return to their vehicle and move it to the authorized parking area for Vendors.
- 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

- Load-out will not begin until the designated time approved by the presenter of the event.
- The loading dock interior and exterior doors will not open until the time posted in the show program pre-determined by the Show Manager.
- Exhibitor must have items packed and ready to load out either in the loading dock area or the vicinity of their booth.
- They should proceed to loading dock coordinator, who will verify they are ready to go.
- Once confirmed by Loading Dock Coordinator exhibitor can retrieve their vehicle and pull up to loading where instructed to load items into vehicle for departure.



# DOWNTOWN LANCASTER, PA



## City of Lancaster Downtown Parking Garages & Lots

### GARAGES

Lancaster Parking Authority

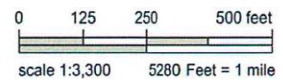
- 1** Water Street Garage  
220 N. Water St.
- 2** Duke Street Garage  
150 N. Duke St.
- 3** Prince Street Garage  
111 N. Prince St.
- 4** Penn Square Garage  
38 S. Duke St.
- 5** King Street Garage  
146-52 E. King St.
- 6** Queen Street Garage  
424 N. Queen St

Red Rose Transit Authority

- 8** Queen Street  
Station Garage  
201 N. Queen St.

### LOTS

- 1** N. Prince St.
- 2** W. King St.
- 3** E. Grant St.



- i** Visitor Center
- ➔** Parking Entrance



Map illustration: Emery Pajer  
Graphic elements provided by  
the Iron Compass Map Company  
The data represented is accurate to the best of  
our knowledge. Any errors and omissions should be  
reported to the James Street Improvement District.  
©2013 James Street Improvement District (JSID)







## Motorized Vehicles

At no time are motorized vehicles allowed to pull in and onto the exhibit hall floor, without approval from the Director of Security. Authorized display vehicles can be allowed if they that have obtained the proper permit.

Motorized vehicles shall be defined as any vehicle which is propelled by an internal combustion engine and using Class –1 or Class –2 fuel, such as but not limited to automobiles, trucks, motorcycles, aircraft and watercraft.

Display Vehicles:

- Must conform to State and City fire codes
- Must have less than 1/4 tank of gas
- Battery must be disconnected and stay disconnected for the duration of the show.

All display vehicles must file a permit application with the Security Manager or Convention Service Manager. The application containing Make, Model, Year and proof of Insurance must be submitted no later than fifteen (15) days prior to the Event date. The permit fee is \$25 for each vehicle.

There will be assigned load-in and load out time for the display vehicles

Upon arrival at the Lancaster County Convention Center loading area, Check in with the Loading master and they will verify appropriate paper have been received and present the green "Display Vehicle Approval Form" to place in vehicle. They will grant access and direct vehicle to the Exhibit area for display vehicles.

Upon entering, a non-permeable poly sheeting must be laid under the vehicle to prevent oil drips. The sheeting must remain under the vehicle for the entire duration the vehicle is in the building.

Within the first 30 minutes of the vehicle entering the building the vehicle must be inspected by the Security Manager or loading master, who will check the fuel gage level then confirm battery is disconnected. Once complete, they will sign Display Vehicle Approval Form and it should remain in the vehicle until load out. At no time should be the battery be reconnected without the Security Manager's approval.

Completed forms can be emailed or mailed to the address at the bottom 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 \_\_\_\_\_

Tiffany Bovell, Director of Security and Safety  
(717) 207- 4054  
[Tiffany.Bovell@aimbridge.com](mailto:Tiffany.Bovell@aimbridge.com)

Lancaster Marriott at Penn Square  
& Lancaster County Convention Center  
25 South Queen Street  
Lancaster, PA 17603



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: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tiffany Bovell, Director of Security and Safety  
25 S Queen St. Lancaster, PA 17603  
(717) 207- 4054  
Tiffany.Bovell@aimbridge.com

Please include a copy of the Insurance card with this Application

**Lancaster Marriott at Penn Square  
& Lancaster County Convention Center**

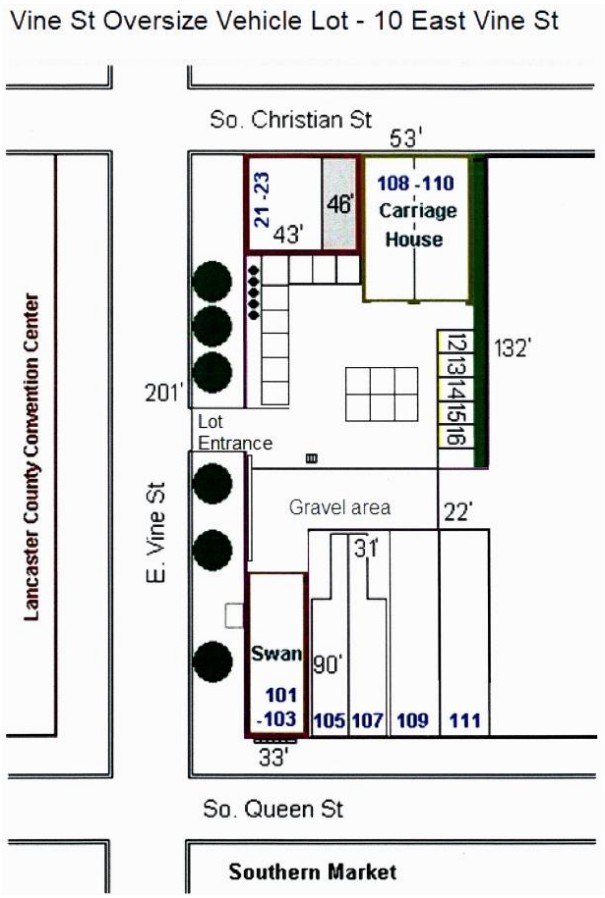




## Vine Street - Oversize Vehicle Lot

The Lancaster County Convention Authority is has The Vine Street - Oversize Vehicle Lot available to rent for guest of the convention center. It is uncovered gated lot conveniently located adjacent to convention center. To reserve, please complete and return the appropriate form in this packet along with relevant payment information to the contact below. Please be sure to read materials carefully.

- Location: 10 East Vine St, Lancaster, PA 17603
- Contact Information: 717-207-4104 or [BusinessOffice@lcca.com](mailto:BusinessOffice@lcca.com)
- Parking Rates:
  - Passenger Vehicles (Cars, SUV, Light Trucks, Vans- with tow): \$45/day
  - Large or Commercial Vehicles (Trailers, Buses, Trucks, RVs): \$45/day
- Vehicle Parking Day: 24 hours beginning at initial time of arrival
- Upkeep: \$25 fee for dumping trash plus any additional clean-up cost, if needed.
- Map: Attached
- Passenger Vehicle Form
- Oversize Vehicle Form (Passenger with tow & Large/Commercial)





## Parking Agreement – Oversize Vehicle

**PARKING AGREEMENT**, entered into between The Lancaster County Convention Center Authority (Landlord) and \_\_\_\_\_ (**Print Name of Tenant**), for authorized parking of \_\_\_\_\_ (**Vehicle Year/Make/Model/Length**) in the paved area (**NOT gravel area**) of the Vine Street Parking Lot at 10 East Vine Street.

**Trailer? Y/N. If yes, type and size:**

\_\_\_\_\_

It is agreed between the parties as follows:

1. Landlord hereby agrees to the parking of multiple vehicles at the premises described above for (**Print Length of Stay**) beginning \_\_\_\_\_ (**Date**) \_\_\_\_\_ **A.M./P.M.** and ending \_\_\_\_\_ (**Date**) \_\_\_\_\_ **A.M./P.M.**
2. Tenant shall not conduct on premises any activity deemed hazardous, a nuisance, or any commercial transactions involving the buying and/or selling of merchandise. Tenant is barred from assigning or subletting the Parking Privileges to another party without the consent of the Landlord.
3. Parking Fee is **\$45.00** per day, payable by check made payable to: "Lancaster County Convention Center Authority"  
Returned checks are subject to a \$25.00 Returned Check Fee.
4. All vehicles are parked at Tenant's risk; Landlord is not responsible for any damage to vehicle while parked at the above location.
5. Landlord's failure on any occasion to enforce any right or remedy hereunder shall not constitute a waiver of such right or remedy, and the same may be enforced by the Landlord at any time.
6. \$25.00 fee for dumping trash, plus clean-up costs.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 202\_\_.

Lancaster County Convention Center Authority/KAAD  
Landlord

\_\_\_\_\_  
**Tenant (Please Print Name)**

\_\_\_\_\_  
**Signature of Tenant**

\_\_\_\_\_  
**Emergency Contact Number**



# Credit Card Authorization Form

Dear Sir/Madam,

This form has been created in order to allow you to have third party expenses charged to your credit card. Please provide all the information requested below to ensure prompt processing of your application. We ask you to please sign and date the form before submission. Please return the completed form to the Lancaster Marriott [Adrienne.fonti@aimbridge.com](mailto:Adrienne.fonti@aimbridge.com)

### Cardholder Information

Name as it appears on the credit card: \_\_\_\_\_

Card type:  Visa  MC  Amex  Diners/CB  Discover  JCB

Account type:  Individual (personal credit card)

Corporate | Company Name: \_\_\_\_\_

Account number: \_\_\_\_\_ Exp. date: \_\_\_\_\_

Address: (where statement is mailed) \_\_\_\_\_

City, State and Zip: \_\_\_\_\_

Phone number: \_\_\_\_\_ Fax or alternate number: \_\_\_\_\_

### Guest Information

Guest name: \_\_\_\_\_

Company: \_\_\_\_\_

Phone number: \_\_\_\_\_ Fax or alternate number: \_\_\_\_\_

Confirmation number: \_\_\_\_\_

Arrival date: \_\_\_\_\_ Departure date: \_\_\_\_\_

Relation to cardholder:  Relative  Friend  Business Associate  Other: \_\_\_\_\_

### Rate Information and Approved Charges

Room rate:\* \_\_\_\_\_ Taxes:\* \_\_\_\_\_ Total daily rate:\* \_\_\_\_\_ Number of nights: \_\_\_\_\_

\*(Rate and tax amount must be provided by a hotel representative in order to complete this form)

All Charges  Room & Tax  Telephone (LD)  Telephone (Local)  Restaurant

Room Service  Valet (Laundry)  Parking  HS Internet Access  Movies

Other: \_\_\_\_\_

I certify that all information is complete and accurate. I hereby authorize the Lancaster Marriott to collect payment for all charges as indicated in the Rate Information and Approved Charges section of this form by processing a charge to the credit card listed above. Charges must not exceed \_\_\_\_\_ for the entire stay/event. I understand that a new form will have to be completed if guest wishes to extend his/her stay. I certify that I am the authorized signer of the credit card listed above.

Cardholder name: (Printed) \_\_\_\_\_

Cardholder signature: \_\_\_\_\_ Date: \_\_\_\_\_



**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 with Extension Cord	\$75		\$
			\$
			\$

<b>Subtotal</b>	
<b>PA 6% Sales Tax</b>	
<b>SERVICE TOTAL</b>	
<b>\$20 Late Fee</b>	

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

Completed forms can be emailed to [adrienne.fonti@aimbridge.com](mailto: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 \$20. \*\*\***  
**Electric can't be added once show has commenced.**





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
Forklift Service	\$70/hour				
Scissor Lift Service	\$70/hour				\$

<b>DESCRIPTION OF ITEM:</b>	Subtotal	
	PA 6% Sales Tax	
	<b>SERVICE TOTAL</b>	

Completed forms can be emailed to [adrienne.fonti@aimbridge.com](mailto: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 \_\_\_\_\_



**Lancaster County Convention Center**  
**25 South Queen St**  
**Lancaster, PA 17603**  
**P: (717) 207-4000**

**FURNITURE ORDER FORM**

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

Item	Standard Rate	Quantity	Total
Chair	\$6		\$
6' x30" Table	\$30		\$
8' x 30" Table	\$35		\$
6'x30" Table, Clothed, Skirted	\$55		\$
8'x30" Table, Clothed, Skirted	\$60		\$
30" Round Table, 28" High, Clothed	\$30		\$
30" Round Table, 42" High, Clothed	\$35		\$

<b>Subtotal</b>	
<b>PA 6% Sales Tax</b>	
<b>SERVICE TOTAL</b>	

Completed forms can be emailed to [adrienne.fonti@aimbridge.com](mailto: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<sup>SM</sup>

**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:

**[cliff.starr@encoreglobal.com](mailto:cliff.starr@encoreglobal.com)**

**717-207-4105**

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