

# SERVICES GUIDE

Boise Centre works closely with our in-house Safety and Security Department as well as several prequalified local security providers. Our event management team can put you in contact with these providers or will schedule security based on the needs or requirements of your event.

If User fails to provide required security, Boise Centre will choose from our list of prequalified security providers to provide security to meet the requirements, and the User will be charged at prevailing rates.

Client requesting the use of any company other than one of the prequalified security companies must submit a written request to Boise Centre no less than 30 days prior to the event for approval.

## SHIPPING AND RECEIVING

Boise Centre is not equipped to store freight and cannot accept freight shipments more than 72 hours prior to move-in. All shipments received by dock staff will remain on the loading dock until the start of move-in. At that time, the shipments will be the responsibility of the client, show management, or promoter to transfer to desired contracted spaces.

Any goods arriving prior to the authorized move-in times may be refused and required to return at the scheduled move-in time. It may be necessary for a promoter to make arrangements for off-site storage.

It is imperative that all freight have the name of the event and the event date directly on the shipping label.

If items are being shipped to Boise Centre West, prior coordination must be approved by event management to maneuver items to Boise Centre East.

It is the sole responsibility of the client, promoters, vendors, and exhibitors to make all arrangements for load-out of freight including packing, labeling, and contacting the freight company for pickup. Goods left will be considered lost and found items.

### Boise Centre West

250 S 9th Street

Boise, Idaho 83702

Event/Location/Event Date(s)

Booth Number and Name

Convention Center Contact:

Stacie Lisby

Senior Event Manager

Direct Phone 208.489.3682

stacie@boisecentre.com

# EVENT MOVE-IN AND MOVE-OUT GUIDELINES



**YES** - All vendors must load in and out through the East and/or West loading docks. Vehicles must be removed promptly when unloading/loading is complete.



**NO** - Loading and unloading through glass entry doors is not permitted. All vendors and materials are to be transported in and out via Boise Centre's loading docks during designated times.

## NEED TO KNOW



### ADHESIVES

Gaffer tape is recommended. Nothing may be taped, nailed, stapled, pinned, or affixed to ceilings, floors or walls unless approved by Boise Centre.



### BOOTHS

All booths and displays must stay within the designated booth space.



### CABLES

All electrical or audio visual cables need to be secured with gaffer tape or approved cord covers and cannot run across doorways.



### FOOD & BEVERAGE

All alcohol must have a permit and prior approval by Boise Centre. Food and beverage sampling and giveaways must be approved by Boise Centre.



### MOVING EQUIPMENT

A limited number of carts and dollies are provided for move-in and move-out. To arrange a forklift or electric pallet jack onsite, please coordinate with the event organizer or contracted decorator.



### STORAGE

Our warehouse is not available for event goods and equipment storage. Event storage must be in rented floor space or moved off-site.

## PROHIBITED ITEMS



Personal Power Cables, Cords or Strips



Straw, Hay Bales or Unshelled Peanuts

## SHIPPING AND RECEIVING

**Vendors/Exhibitors are solely responsible for their inbound and outbound freight and shipping arrangements. Shipments are only accepted within 72 hours or (3-days) prior to event move-in.**



### INBOUND SHIPMENTS

Must have the event and company name, location and event date(s) on the shipping label along with the address to the right.\*



### OUTBOUND SHIPMENTS

Must be moved by the Vendors/Exhibitors to the shipping/receiving area. Exhibitors/vendors are responsible for contacting their shipping service for pickup and placing correct shipping labels.



### DON'T FORGET

to attach a return label to the package and call the carrier to arrange a pickup from the address to the right.\*

\*Boise Centre West  
250 S. 9th Street  
Boise, Idaho 83702  
Event Name/Location/  
Event Date(s)  
Company Name and  
Booth Number



For additional information,  
please scan the QR code  
to see our Client Services Guide.

boise | centre



# VENDOR ONE SHEET

## BUILDING RULES AND REGULATIONS



boise | centre

- **Adhesives** - Nothing may be taped, nailed, stapled, pinned, or affixed to ceilings, floors, walls, painted surfaces, fabric walls/air walls by anyone other than Boise Centre staff and without prior approval.
- **Alcohol** - No outside alcohol is allowed without prior approval.
- **Animals** - Except for ADA Service Animals, no animals or pets are permitted in Boise Centre. Special accommodation requires prior written approval from Boise Centre management.
- **Cables** - All electrical or AV cables must be secured with approved gaffer tape or cable covers to meet safety standards.
- **Carpeted Areas** - Displays that create the potential for stains or carpet damage must have appropriate protection for the floor such as plastic and carpet, or materials of similar strength and be previously approved by Boise Centre management.
- **Decorations/Fire Regulations** - All decorations, including but not limited to drapes, signs, banners, acoustical materials, moss, bamboo, plastic, cloth, fabric, linen, and similar decorative materials must not be flammable as per the City of Boise fire marshal and fireproof certifications may be required.
- **Displays** - Booths and displays must stay within the designated booth sizes to adhere to approved floor plans for safety and fire code compliance.
- **Electrical Services** - Electrical orders are captured before the event by the client and are supplied exclusively through Boise Centre.
- **Food and Beverage Sampling** - No outside food and Beverage allowed. Food and beverage sampling is permitted with prior approval by Boise Centre. For additional information, please see the 'Sampling Request Form' found under the resources tab at [boisecentre.com](http://boisecentre.com).
- **Helium Tanks/Balloons** - Helium tanks are required to have the appropriate bases and all balloons must be tethered.
- **Lifts** - Use of Boise Centre scissor lifts or forklifts can be provided at prevailing rates and operated by Boise Centre staff. Arrangements must be made in advance through the client.
- **Loading Dock(s)** - The loading docks are for loading/unloading only, and vehicles must be removed promptly when loading or unloading is complete.
- **Prohibited Items** - Boise Centre does not allow food items such as cotton candy, gum, novelties, and props such as straw, hay bales, confetti, glitter, "silly string," or unshelled peanuts.
- **Propane** - The use of propane within Boise Centre is not allowed other than to be used for cooking. The propane cylinder cannot be larger than 16 ounces and must be approved by the City of Boise fire marshal.
- **Storage** - Boise Centre's warehouse is not an option for event goods and equipment storage. Event storage must be in rented floor space or moved off-site.
- **Rigging** - All hanging or rigging must be scheduled, planned, and previously approved by Boise Centre.
- **Vehicles/Combustible Engines** - Vehicles may be displayed in some areas based upon prior written approval from Boise Centre. Vehicles will be inspected by the City of Boise fire marshal for the following conditions: fuel tanks less than ¼ full, fuel caps locked or sealed, batteries disconnected, and drip pans (or floor protection) under vehicles. All equipment is to be clean and dry, and vehicle keys are to be left with Boise Centre management, if unattended.



For Additional Information, please scan the QR code or find our Client Services Guide at [boisecentre.com](http://boisecentre.com)