LYNNWOOD
EVENT CENTER

Client Services Guide

REMARKABLE

OUR MISSION

To create, nurture, and sustain an inclusive culture, where differences drive innovative solutions to seamlessly exceed the expectations of our tenants, team members, the local community, and all guests who come to Lynnwood.

OUR VISION

We strive for a genuine, community-driven district that derives its vitality from inclusiveness, diversity, arts and sustainability. Driving our community forward is more than just a passion, it's a commitment to deliver.

CONTENTS

WELCOME 3

CLIENT CHECKLIST 4

VENUE INFORMATION 5

ADA & Accessibility 5
Animals 5
Building Access 5
Building Damage 5
Display Vehicles 6
Drones 7
Evacuation Procedure 7
Fire Proofing 7
Floor Loads 7
Floor Plan 7
Floor Types 7
Fog/Smoke/Hazer/Laser Lights 7
Food & Beverage 8
Freight Elevators 8
Helium Balloons 8
Hotel Room Block 8
Keys & Secure Cores 8
Lighting 8
Lost & Found 9
Multimedia & Usage Rights 9
Room Turns 9
Rigging 9
Personal Transportation 9
Security 10
Signage 10
Shipping & Receiving 10
Smoking 10
Storage 10

SERVICES 11

Additional Staffing 11
Audio Video Service 11
Branding 11
Cleaning 12
Electrical Service 12
Exhibitor Services 12
Internet Services 12
Loading Docks 12
Medical Services 13
Parking 13

SUSTAINABILITY 14

Composting 14
Donations 14
Recycling 14

W E L C O M E

We're so glad you're here!

On behalf of the team at the Lynnwood Event Center, welcome. Whether you're here for the first time or returning with an event near and dear to your heart, our team of collaborative event professionals are ready to ensure all your event needs are met.

Yes, we said all.

From catering to audio-visual services, we have you covered. Securing a room block for your guests at a local hotel for the week and coordinating ground transportation to get them here? We have you covered. Looking for unique furniture or design elements to turn your event rom ‘‘good enough'' to ‘‘WOW''? We have you covered. We're your one stop shop for almost all event needs. Just ask your Event Manager...their answer to most requests will be yes.

This Client Services Guide will orient you to our services and ensure a successful event. Please share it with your planning team and let us know if you have a question that isn't answered in the following pages. Don't be overwhelmed by the amount of information; we're covering all our bases so you get what you need. We can handle surprises, but don't want you to have to do the same.

We know you're faced with many options for the perfect event space, and we thank you for selecting ours. We are thrilled to have the opportunity to show you what Lynnwood Event Center is all about. We promise, it won't be like any planning experience you've had before

Sincerely,

Your Lynnwood Event Center Staff

CLIENT CHECKLIST

Important Dates & Deadlines

DUE SIXTY (60) DAYS PRIOR TO THE EVENT

☐ Preliminary schedule of event
☐ Preliminary floor plans of event
☐ Preliminary AV and Internet needs
☐ Preliminary catering menu
☐ Exhibitor load-in/load out plan and truck bay loading/unloading requirements

DUE THIRTY (30) DAYS PRIOR TO THE EVENT

☐ Confirm Catering menu
☐ Special sustainability needs
☐ Rigging plot
☐ Set pre-convention/post-convention meetings, as needed, with your Event Manager
☐ Event security plan and/or third-party security needs
☐ Additional staffing needs
☐ Contact names and phone number of key event staff members
☐ Contact names and phone number of key third-party contractors
☐ Certificate of Insurance due 30 days prior to move in

DUE FOURTEEN (14) DAYS PRIOR TO THE EVENT

☐ Confirm AV and Internet needs
☐ Final event schedule and floor plans due
☐ Review of Lynnwood Event Center event documents and floor plans

DUE SEVEN (7) BUSINESS DAYS PRIOR TO THE EVENT

☐ Final catering guarantee due
☐ Signed approval of Event Confirmation and floor plans
☐ Remaining balance of estimated charges due prior to move in

*** Services requested past the within 7 days prior to your event, if approved, will be subject to a 15% late fee.

VENUE INFORMATION

ADA & ACCESSIBILITY

It is Lynnwood Event Center's intention to provide all reasonable accommodation for persons with disabilities to assist them in attending events held at the Center. Please let your Event Manager know if you have any questions.

ANIMALS

Animals or pets, except for ADA Service Animals, are not permitted in Lynnwood Event Center except as an approved exhibit, activity or performance legitimately requiring the use of animals. The request for approval for such animals to be on the premises must be received in writing in advance (a minimum of seven (7) business days) prior to the event and must be approved by Lynnwood Event Center General Manager. Minimum qualifications for consideration include:

- Client and/or Animal Handlers will be responsible for any legal actions or liabilities if the animals harm anyone.
- Animals will not be allowed in the facility outside of show or event hours.
- The animals must be contained in the exhibitor's area.
- All clean-up after the animals will be the responsibility of the show or exhibitors.

BUILDING ACCESS

The Lynnwood Event Center is not accessible 24 hours a day. Your Event Manager will assist in determining the daily opening and closing times of the building based on your event needs.

BUILDING DAMAGE

Any event-related damage to the building or its facilities beyond normal wear and tear is your responsibility. This includes damage caused by your attendees and vendors. When appropriate, the Event Manager will contact you to plan to visually inspect the facilities before and after the event. If damage has occurred related to the activities of the event, the cost of repair will be added to the final invoice or billed separately.

BUSINESS CENTER

Limited business services for your attendees and exhibitors can be provided at our Front Desk. This includes photocopying, mail drop off or pick up point (arrangements must be made prior to leaving), pre-arranged UPS and FedEx pick-up, and limited office supplies. Please note many of the business center services have fees associated with them, which the Front Desk can quote.

DECORATIONS

Lynnwood Event Center knows that the right décor is an integral part of your event. We encourage you to bring décor for your event or let us help you secure rented equipment from an outside company. Assembly and set-up of your decor is your responsibility. If you need assistance with centerpieces or placing materials throughout your event space, please let your Event Manager know. The Event Center staff may be able to assist, although there may be a fee for this assistance depending on the amount of assembly and/or set-up required.

The following decor items are permitted:

- Latex Balloons: If balloons escape into the ceiling, a removal fee will be charged.
- Candles: Candles must be placed inside a vase or within a hurricane cover. The top of the candlewick must be at least 1 inch below the top of the vase or hurricane.
- Centerpieces Materials: including flowers, feathers, picture frames, chargers, bottles, etc.
- Specialty Linen

The following décor items are prohibited:

- Mylar Balloons
- Fire/Free Standing Candles
- Glitter/Confetti
- Pop-up Tents/Free standing structures with ceilings
- Dirt
- Hay
- Chalk
- Smoke/Haze Machines

Decorations coming from an outside company must arrive and be removed within your contracted event time. If you require rigging of materials for your décor, you must use an outside vendor and your Event Manager can assist you with finding a vendor. This does not apply to services and decor ordered through the Event Center.

DISPLAY VEHICLES

Vehicles that are on display are subject to the following conditions:

- Gas tanks are less than one-fourth full or no more than 5 gallons full (whichever is less).
- Gas caps are locked or sealed.
- Batteries are disconnected.
- Drip pans, visqueen or other liquid-proof barrier are placed under vehicles.
- Vehicles are clean and dry.
- Keys will be tagged by an LEC Event Manager and stored venue management until move out.

Automobiles may only be displayed in 2D, 2E or 2DE and placement is subject to LEC management approval. Carpeted areas require protective measures, which may be provided by the LEC's Operations Department with prior notice.

Displaying of any vehicle containing LPG gas propane must have such containers reduced to atmospheric pressure before bringing them into the building.

DRONES

For proprietary reasons and for the safety of our guests and the building structure drones, unmanned aircraft systems ("UAS"), unmanned aircraft ("UA"), remotely operated aircraft ("ROA"), unmanned aerial vehicles ("UAVs"), and other similar devices, including Radio-Operated Blimps, are not permitted inside the Lynnwood Event Center. Due to the Event Center's proximity to major freeway access points and interchanges, as well as to Paine Field, drones and unmanned aircraft are not permitted anywhere on the Center's property including exterior walkways and parking areas.

EVACUATION PROCEDURE

The official evacuation assembly area is located at the northwest corner of the north plaza, at the entrance to our service yard on the northeast corner of our property or at Love Your New Neighbor sculpture (our Heart) located on the southeast corner of our property. Your assigned Event Manager will provide a copy of our current emergency guidelines.

FIRE PROOFING

All decorations, drapes, signs, banners, plastic displays, split bamboo, items such as carpeting, artificial turf used in the vertical position, combustibles, etc. within 18 inches of ignition sources, such as lights fixtures, heaters, electrical outlets, electrical connections and flame-producing devices must be flame retardant.

Curtains, drapes, hangings and other decorative materials suspended from walls or ceilings must be flame resistant. Certificate of Flame Resistance must be on-hand for booth set up and through-out the duration of the event.

FLOOR LOADS

Ballrooms: 150 lbs. per square foot load capacity
Meeting Rooms: 150 lbs. per square foot load capacity
Lobbies: 100 lbs. per square foot load capacity

Please inform your Event Manager if there are any concerns regarding floor load capacities.

FLOOR PLANS

All floor plans must be pre-approved by your Event Manager according to fire code and building rules. The approvals must take place a minimum of thirty (30) days prior to the first contracted event day. Once your Event Manager approves the floor plans any changes within seven (7) days of the event will incur charges.

The Events Department will provide up to three revisions of floor plan drawings at no charge. Additional revisions will be charged to the Licensee at the prevailing labor rate.

FLOOR TYPES

Ballrooms: Carpet

Meeting Rooms: Carpet

Lobbies: Carpet

FOG/ SMOKE/ HAZER/ LASER LIGHTS

Fog machines, smoke effects, or laser light shows will not be permitted without the express written approval of the LEC General Manager. Approved use of fog machines or water-based hazers will require a smoke watch during scheduled usage. Smoke watch is charged at the prevailing rate.

FOOD & BEVERAGE

CATERING SERVICES

Plate & Palette is our in-house dining and hospitality boutique brand and the exclusive food and beverage provider for the venue. We are proud to feature a diverse cuisine showcasing featuring locally sourced ingredients and sustainable produce. From receptions for 50 people to plated dinners for 700, we take care to ensure each bite of food is memorable.

Outside food and beverage is prohibited.

CONCESSION SERVICES

A Concession and Barista cart may be available for some events with a set minimum. Please work with your Event Manager if you are interested in concession options for your event.

EXCESS FOOD

The Event Center adheres to state and local health guidelines which dictate that food items may not be taken off the premises. Accordingly, all food and beverage prepared and provided by the Event Center must be consumed during the specific event and may not be taken off property.

FREIGHT ELEVATORS

LEC has one freight elevator. It is accessible via the loading dock behind 2DE.

The freight elevator has a 10,000 lbs. capacity with 8'x8' door opening and a 12.5' deep landing.

Use of any freight elevator must be pre-arranged through your Event Manager. For the safety and well-being of all individuals, freight elevators are not licensed for passenger use.

In consideration of all individuals needing use of these elevators, furniture and equipment cannot be transported in public elevators.

HELIUM BALLOONS

Latex helium balloons are permitted in the facility with written approval from your Event Manager and may incur a cleanup fee starting at $200 if balloon retrieval is required upon move out.

HOTEL ROOM BLOCK

There are many local hotels that provide room blocks for events at the Event Center. Our Sales Team can assist you with securing room blocks for your event guests. If you decide later in the planning process that you need hotel assistance, send your Sales Manager a request and they can assist you.

KEYS & SECURE CORES

Keys and secure cores for meeting rooms, ballrooms and exhibit halls may be ordered from the Event Manager with advance notice (a minimum of 7 days prior to the event).

Lynnwood Event Center provides one complimentary standard key per room. Additional keys are $15 each. Secure core keys are $75 per core. Keys are to be returned on the last day of the event. Fee for standard keys not returned is $150 per key. Fee for secure core keys not returned is $275 per key.

LIGHTING

Lighting during ingress/egress will be at energy efficient levels suitable for working. House lighting levels during event days are arranged with your Event Manager. Specialty lighting is available for a fee through LEC's Offbeat Audio/Visual team.

LOST & FOUND

All lost and found articles are catalogued and stored for thirty (30) days. After that time, items are donated or disposed of at the sole discretion of management.

Any inquiries regarding lost and found items should be directed to 425.778.7155.

MULTIMEDIA & USAGE RIGHTS

MEDIA RIGHTS

Lynnwood Event Center reserves the right to capture events using photographs and video for its own records, publicity and promotional purposes.

LOGOS/PHOTOGRAPHS

The Lynnwood Event Center logo for reproduction and inclusion in your materials is available from your Sales or Event Manager.

MUSIC LICENSING

As stipulated by the U.S. Copyright Act, performing rights organizations such as ASCAP, BMI and SESAC collect composer royalties for the public performance of their music. Per LEC's client agreement, client licensees are responsible for the licensing of any music used at their events.

The LEC is only able to provide licensed music via the selection of channels included with our Cloud Cover Music service, which can be used legally within our facility. Using any other music source may incur a fine if the client has not paid for its use, whether it be Spotify, iTunes, CD, YouTube, etc. or a live performance of copyrighted music.

The Lynnwood Event Center does not arrange copyright licenses for event clients. Please refer to the designated Performing Rights Organization (ASCAP, BMI, SESAC, or other) for more information.

ROOM TURNS

A one-time room set shall be provided complimentary for the run of show in Ballroom and Meeting Room space. Any changes to the initial room set will be subject to a room turn fee.

RIGGING

Offbeat Audio/Visual must review and approve all rigging in the facility. A rigging plot showing loads and method of suspension is due to your Event Manager thirty (30) days prior to your event day for final approval. No live loads are permitted in the venue.

All rigging is subject to inspection at a prevailing hourly rate. Any changes required by Lynnwood Event Center Management will be made at the expense of the client. Technical information and load capacities are available upon request.

PERSONAL TRANSPORTATION

MOBILITY

Mobility vehicles for the use of personal transportation is permitted in the venue.

MOTORIZED

Motorized Personal Vehicles such as standing/sitting scooters, carts and segways are not permitted in the venue in the facility at any time.

RECREATIONAL

Recreational Personal Vehicles such as bicycles, skateboards, roller blades, roller skates or other types of recreational transportation are not to be used in the facility at any time.

SECURITY

Lynnwood Event Center reserves the right to require security for your event. Event-specific security may be coordinated with your Event Manager or you may secure a security subcontractor. Please contact your Event Manager for detailed information regarding staffing or if your event requires any specialized security due to the needs of your event at least 30 days prior to move in.

SIGNAGE

Easels and temporary signage are limited in public spaces due to the digital signs provided throughout the facility. If signage is necessary in public spaces, it must be approved by your Event Manager and be of a professional convention quality (no hand-made or paper signs taped to boards are permitted).

Banners may not be affixed to the facility or suspended to any surfaces in the Event Center without prior review and approval. As ladders are only available for the Event Center staff, if you require your banner to be hung on pipe and drape, from the ceiling, or from an outside pole, there will be an additional cost associated with that service.

Pins and tacks to hang banners can only be used in the corkboard sections inside the event rooms. Banners may not be hung on walls or on windows with adhesives.

SHIPPING & RECEIVING

Lynnwood Event Center will not accept delivery of any show materials or freight more than 48 hours before contracted move-in date.

All shipments received by Lynnwood Event Center will remain on the loading dock until commencement of move-in. At that time, the shipments will be the responsibility of the client or exhibitor to transfer to desired contracted spaces.

Delivery address must reference the name of the event, location (i.e., hall or meeting room), event date(s), and show contact name.

Lynnwood Event Center
3711 196th Street SW
Lynnwood, WA 98036
Event/Location/ Event Date(s)
Show Contact Name

SMOKING

Lynnwood Event Center prohibits smoking within the building and within 25 feet of all building entries, outdoor air intakes and operable windows. Smoking of any kind, including vaporizers, is strictly prohibited inside the facility.

STORAGE

Crates, cardboard boxes, hazardous materials, waste products, gases and other packaging and holding materials are prohibited from being stored or staged within the facility or on the loading docks.

Limited storage of required show management and event contractor equipment may be permitted within the facility if the area is identified on the floor plan, has adequate fire suppression systems, and has been approved by your Event Manager.

SERVICES

ADDITIONAL STAFFING

Lynnwood Event Center can provide professional and experienced personnel for most of your event needs. They are knowledgeable about the facility and the surrounding area, familiar with our facility's policies and procedures, and experienced in enforcing event rules and regulations. Some of the areas where Event Center staffing may be of assistance include: Event Hosts/Ushers, Registration, Badge Check/Ticket Taker, Coat/Parcel Check. Costs incurred for dedicated staffing have a four (4) hour minimum per staff member.

AUDIO VISUAL SERVICE

OFFBEAT AUDIO/VISUAL

Lynnwood Event Center's Offbeat Audio/Visual offers the experience and knowledge of our facility that others can't. Thanks to our team's expertise, creativity, and intimate knowledge of the venue, we can bring your vision to life and ensure that your event is a stunning success.

THIRD-PARTY AUDIO VISUAL

Offbeat Audio/Visual is the preferred provider of audio-visual services at Lynnwood Event Center. You are not required to use their services for your event. However, they are uniquely positioned to provide anything from simple meeting room needs to full-scale AV production. Should you choose to use an outside audio-visual provider for your event, Offbeat Audio/Visual can provide rental equipment and access to our house sound system.

Access times are required to fall within the contracted times. If additional set-up time is needed by your audio-visual provider, arrangements for a move-in day will need to be made with your Sales Manager.

Storage for third-party audio-visual is not provided.

BRANDING

Enhance visibility and customize your event for success. Branding opportunities are available inside and outside our walls.

- Digital Signage
- Elevator Decals
- Interior Banner Placement
- Restroom Mirror Clings
- Specialty Lighting
- Window & Floor Clings

Speak to your Event Manager for more information.

CLEANING

Cleaning of contracted areas is included in the basic room rental. However, depending on the nature of these events, additional cleaning fees may be incurred.

Show management and exhibitors must remove all signage, exhibit materials, and place debris in the appropriate recycling bins. Any debris left will incur a charge to the event for removal. Lynnwood Event Center is not responsible for any items left beyond the contracted time.

ELECTRICAL SERVICE

Electrical services are provided exclusively through Lynnwood Event Center. Complimentary power is provided for presenter laptops and devices (phones and tablets). Lynnwood Event Center charges for electrical service in all meeting rooms, ballrooms and lobbies.

Client and third-party audio-visual providers must communicate their electrical needs to Lynnwood Event Center Event Manager at least 14 days prior to your event. There are no electrical charges for Lynnwood Event Center supplied equipment.

EXHIBITOR SERVICES

Please see Exhibitor Services Guide for more information.

INTERNET SERVICES

Lynnwood Event Center has several WiFi internet options available to clients using our building-wide WiFi network. High speed internet access along with onsite customer support is provided exclusively by Lynnwood Event Center. There are several options available including custom log-in and sponsorship pages. Please contact your Event Manager for a custom quote.

Complimentary WiFi provides up to 512Kpbs per connection and is available in all lobbies and meeting rooms. This service is available for simple tasks such as checking email, text-based social media or light web browsing.

LOADING DOCKS

LOADING DOCK

Exhibitor and freight entry to the Lynnwood Event Center is via the main loading dock east of our main entrance.

The facility features eighteen 2 standard height bays with dock levelers and 1 ground level load-in door with direct access to ballrooms 2DE.

Personal vehicles may not be parked in the loading dock area except for temporary loading or unloading.

LOADING DOCK STAFFING

All loading and unloading activities are required to be managed by the client or agent hired through your Event Manager. If you need loading dock staffing assistance during your event, please notify your Event Manager of this at least 30 days prior to your event.

LOADING ZONES

There is a loading/unloading area for each floor of our building. If your event is on the first floor you can load/unload through the lower front doors. The driveway to the lower level can be found immediately following the turn off the main roads. Be sure to let your Event Manager know when you will be loading/unloading as there is a gate restricting this driveway for general attendees. If your event is on the second floor, you will have access to the loading dock (see above).

LOADING ZONES

There is a loading/unloading area for each floor of our building. If your event is on the first floor you can load/unload through the lower front doors. The driveway to the lower level can be found immediately following the turn off the main roads. Be sure to let your Event Manager know when you will be loading/unloading as there is a gate restricting this driveway for general attendees. If your event is on the second floor, you will have access to the loading dock (see above).

MEDICAL SERVICES

All events with an expected attendance of 1,000 or more may be required to have an EMT onsite during event hours.

Lynnwood Event Center has fully stocked first aid stations for minor medical needs. Please see your Event Manager to check in at the front desk for help.

PARKING

Lynnwood Event Center offers 400 complimentary parking spaces for guests. Overflow parking may be available at Alderwood Church with coordination through your Event Manager. All parking is on a first-come, first-served basis. We kindly ask that you do not park in spaces marked "No Convention Center Parking" as these spaces are reserved for our retail tenants and guests. Ride share and carpool is encouraged.

Oversized vehicle parking, including large delivery vans, is in the northwest corner of the parking lot between Chuck-E-Cheese and Olympus Spa. Oversized vehicles should not park in the parking stalls immediately adjacent to Lynnwood Event Center.

The parking lot offers four Electric Vehicle (EV) charging stations directly in front of the venue and are available on a first-come, first-served basis. Lynnwood Event Center does not manage the charging stations and cannot service or troubleshoot the equipment.

Parking is not permitted on the loading dock or in any of the loading bays except for the purpose of loading and unloading. In addition, parking is not allowed on any sidewalk or plaza area around the venue.

PARKING ALTERNATIVES

Lynnwood Event Center has bike racks outside our main building entrance at level 2. If you anticipate a high use of bike parking, please notify your Event Manager at least 30 days prior to your event to arrange for additional bike racks and bike parking options.

Ride share is encouraged and we make it easy with a drop-off lane located just west of our main entrance on level 2.

The Lynnwood Link light rail now connects Lynnwood and South Snohomish County directly to the University of Washington, downtown Seattle, the Eastside, Sea-Tac Airport, and more. It's now easier than ever for attendees to reach the Lynnwood Event Center by fast, reliable transit.

SUSTAINABILITY

COMPOSTING

Lynnwood Event Center collects food waste for compost. Collection points are located throughout the facility.

DONATIONS

If you would like to leave items in the facility for donation, you must get pre-approval to ensure the material or items can be donated. You must provide in writing (via email) the details of the material being left (type/quantity) to your Event Manager as well as who will be picking up the items and when.

Items left for pre-approved donation may include food and beverage, conference materials, building materials, and items deemed reusable by Lynnwood Event Center management.

RECYCLING

Lynnwood Event Center is committed to recycling and provides collection points throughout the venue. Please identify any specialized waste removal needed for your event. This includes debris from theme décor set-ups (trees, plants, bark-mulch, etc.) or as a result of your event activities (food sampling, non-reusable crates/wrapping, etc.).

There are additional costs to Show Management for removal of excessive trash, pallets, etc. The Event Manager will be able to advise you if you have any questions.