



ALBANY CAPITAL CENTER

# EVENT PLANNING GUIDE

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[WWW.ALBANYCAPITALCENTER.COM](http://WWW.ALBANYCAPITALCENTER.COM)

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# WELCOME MESSAGE

Dear Partner,

Thank you for your interest in the Albany Capital Center. Since our opening, countless hours have been invested in the operation of the venue to provide operation efficiencies and outstanding customer service. Every day we look to improve upon our performances and raise the bar for our next guests.

The facility was built with forward thinking technologies and multipurpose components. As a result, you will soon be the beneficiary of great assets, and the facility has to offer.

As a management team, we are very proud of the facility and want to ensure that your feelings at the conclusion of your event exceed your expectations coming in. Any city can have a building, but no other city has the staff that can compare to that of the Albany Capital Center. Much like the high-quality amenities the building has to offer, I assure you that our team of employees is unmatched. The trust you have given us with your event is not taken lightly. Every event, no matter the size or duration, will be treated by our efficient and friendly staff who are just as invested in your event as you are.

We thank you for entrusting us with your event and we welcome you to our team. We congratulate you on your efforts in taking the first steps to becoming an integral part of the Albany Capital Center.

The event guide to follow is designed to introduce you to the Albany Capital Center. We encourage you to share any of your questions or concerns as you navigate through the guide. Please feel free to reach out to us at any time so we may address your concerns.

We look forward to working with you and **IMAGINE WHAT WE CAN DO TOGETHER.**

Cordially,

Shannon Licygiewicz  
General Manager  
Albany Capital Center



**Shannon Licygiewicz**  
*General Manager*

# FACILITY OVERVIEW

## The Albany Capital Center

Located in historic downtown of New York's Capital City, the Albany Capital Center is a state-of-the-art, glass structure designed to accommodate a wide variety of events and meetings. The flexibility of the 22,500 square foot ballroom, 9,200 square feet of meeting rooms and 13,500 square feet of pre-function affords the ability to accommodate local, regional, national, and international events including conventions, tradeshow, and business and legislative meetings, weddings, galas, fundraisers and more. Catering for the Capital Center is handled by Mazzone Hospitality. Rooted in the Capital District for the last 35 years, the award-winning Mazzone Hospitality is here to provide all the top-notch amenities needed for your successful meeting or event.

## Management

The Albany Capital Center is a New York State owned facility which is overseen by the Albany County Convention Center Authority, a public benefit corporation purposed with instituting comprehensive, coordinated program of convention activities in the city of Albany. The building is managed by the comprehensive services of Legends Global, whom cover the entire lifecycle of venues and events: feasibility and consulting, owner's rep, sales, partnerships, venue management, hospitality, merchandise, and content and booking. Together, its network encompasses more than 450 venues worldwide, hosting 20,000 events and entertaining over 165 million guests annually across sports, music, entertainment, attractions, and conventions and leisure.

## Capital Complex

The Capital Complex in Albany is the largest meeting space in upstate New York. Connected by an enclosed walkway, the Complex is comprised of the Empire State Plaza Convention Center, a 50,000 sq. ft. facility that includes a convention hall, seven meeting rooms and pre-function space operated by the New York State Office of General Services; The Egg, which includes two theaters that seat a total of 1400 people along with 10,000 square feet of event space; and two locations operated by Legends Global including the Albany Capital Center, a 50,000 sq. ft. space with 6 meeting rooms and pre-function space; and the MVP Arena, Upstate New York's Premiere Sports & Entertainment Facility with 17,500 seats and with 50,000 sq. ft. of exhibit and pre-function space.

# FACILITY CONTACT INFORMATION

## The Albany Capital Center

### Main Building Line

[info@albanycapitalcenter.com](mailto:info@albanycapitalcenter.com)

518-487-2155

Fax: 518-487-2250

### Security & Lost and Found

[command@albanycapitalcenter.com](mailto:command@albanycapitalcenter.com)

518-487-2080

## Executive Office

### Shannon Licygiewicz, CEM General Manager

[shannon.licygiewicz@albanycapitalcenter.com](mailto:shannon.licygiewicz@albanycapitalcenter.com)

518-487-2009

## Operations Department

### Robert Brady, Operations Manager

[robert.brady@albanycapitalcenter.com](mailto:robert.brady@albanycapitalcenter.com)

518-487-2228

## Event Department

### Maria Vaughan, Event Manager

[maria.vaughan@albanycapitalcenter.com](mailto:maria.vaughan@albanycapitalcenter.com)

518-487-2081

### Caitlin McCormick, Event Coordinator

[caitlin.mccormick@albanycapitalcenter.com](mailto:caitlin.mccormick@albanycapitalcenter.com)

518-487-2026

### Jessa Arnold, Event Coordinator

[jessa.arnold@albanycapitalcenter.com](mailto:jessa.arnold@albanycapitalcenter.com)

518-487-2007

## Sales Department

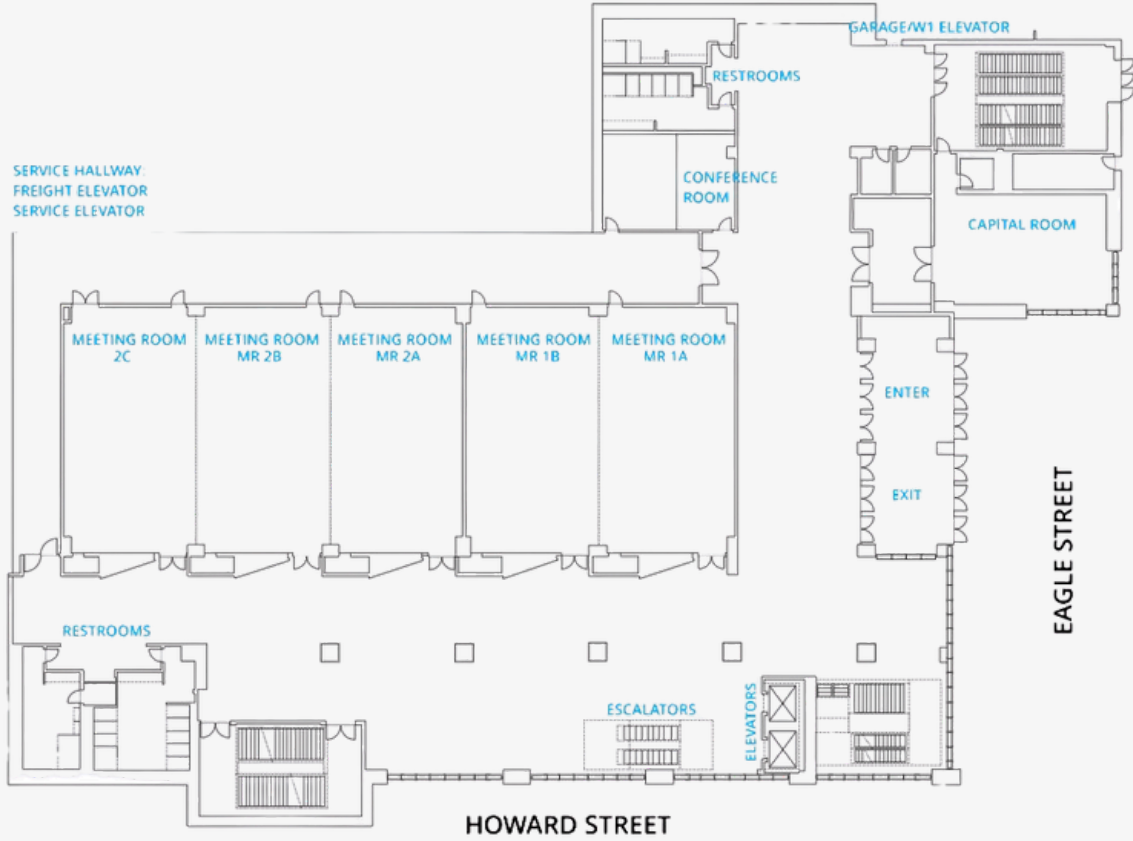
### Ana Messina, Sales Manager

[ana.messina@albanycapitalcenter.com](mailto:ana.messina@albanycapitalcenter.com)

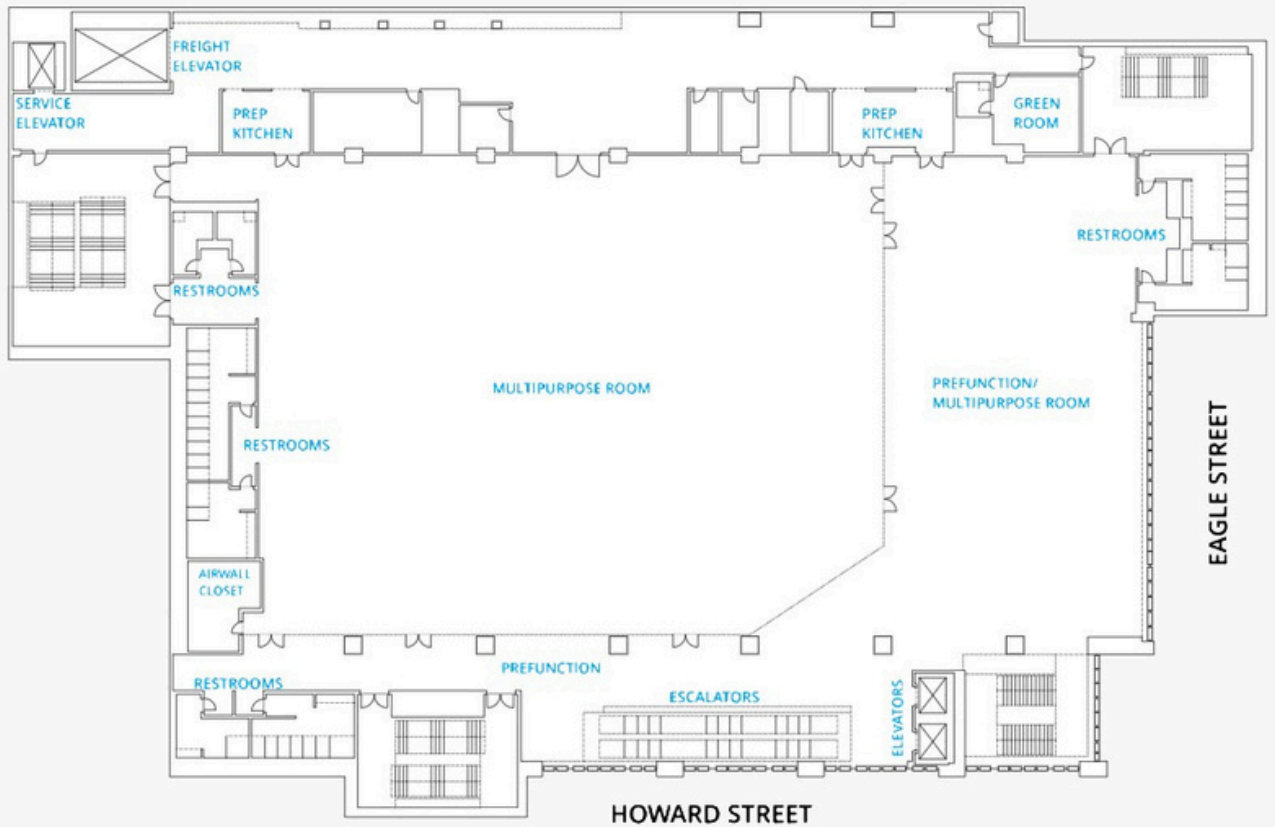
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# FACILITY FLOOR PLANS

## Level 1

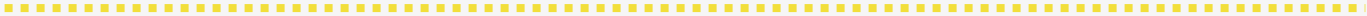
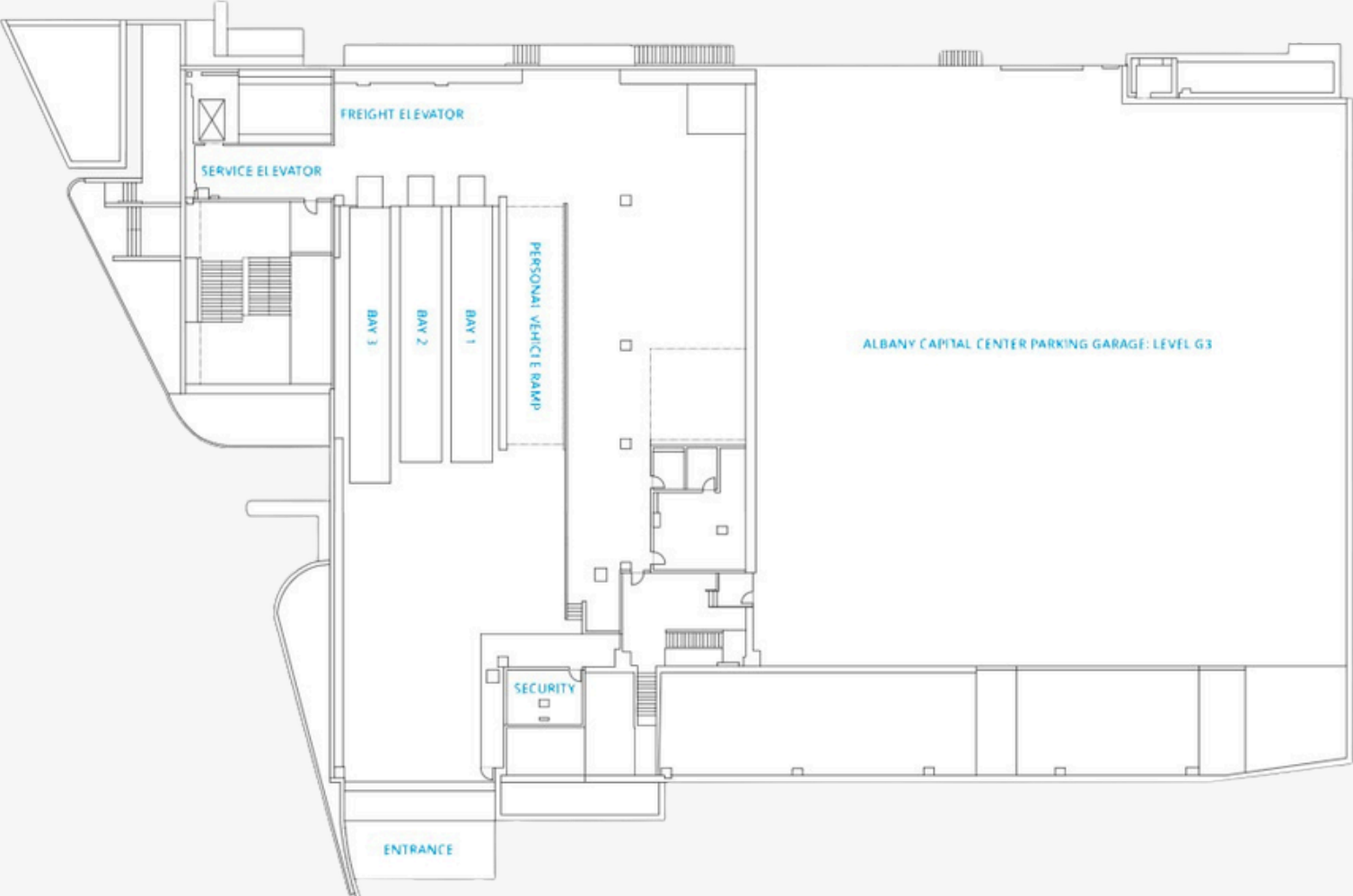


## Level 2



# FACILITY FLOOR PLANS

## Loading Dock



# FACILITY DETAILS

## Level 1: Room Descriptions

Both main levels of the Albany Capital Center feature wall-to-wall carpeting.

## Pre-Function

The first-floor pre-function area can be the host to registration, information booths, receptions, cocktail parties, small tradeshow, and other traditional event activities. Electrical is available in designated areas. Check with your Event Manager for additional information.

Use of the space outside of the rooms directly named within the contract is limited to the area immediately outside of the space and may be used only for registration. Alternate uses may be negotiated with the Albany Capital Center Sales Team.

### General Measurements:

- The measurements of this space vary, please contact the ACC team for specific measurements.
- Ceiling height of the first level pre-function space ranges from 7' to 20' 5".
- Floor Load Capacity: 150 lbs. per sq. ft.

## Meetings Rooms: 1A, 1B, 2A, 2B, 2C

Electrical, hard-wired internet, phone, and amplification speakers are available for installation in each room.

### General Measurements:

- Each individual meeting room is 55'L x 30'W
- Ceiling height inside of each first level meeting room is 15 feet.
- Floor Load Capacity: 150 lbs. per sq. ft.
- Doors leading into the first level meeting rooms are 6' 6" wide by 8' 9" high.

### Electrical:

- Floor box capacities: 1-30 amp 120/208v 3phase 5 wire receptacles and 3-120v duplex receptacles.

## Capital Room

Located near the entrance of the facility is a 1,000 square foot room equipped with a built-in monitor with HDMI connectivity. This room can be used as a show office or as an additional small meeting room.

### **General Measurements:**

- The Level 1 Conference room is roughly 40'L x 25'W
- Ceiling height inside of the Level 1 Capital Room is 15 feet.
- Floor Load Capacity: 150 lbs. per sq. ft.

## Conference Room

Located near the entrance of the facility is a small conference room equipped with a built-in monitor with HDMI connectivity. This room can be used as a show office or as an additional small meeting room.

### **General Measurements:**

- The Level 1 Conference room is roughly 21'L x 12'W
- Ceiling height inside of the Level 1 Conference room is 8 feet.
- Floor Load Capacity: 150 lbs. per sq. ft.



## Level 2: Room Descriptions

The second level of the Albany Capital Center is made up of pre-function space and column free, multi-purpose space which can be divided by a manual air-wall to create a large room with a large pre-function area.

Without the air-wall, the multipurpose room is directly accessible via the elevator/escalator/stairway from the Level 1 pre-function area.

Access to Level 1 and Level 2 via the loading dock is through the freight and/or service elevators in the back of house hallway.

### Multi-Purpose Room

#### General Measurements:

- The entire Multipurpose Room is 109'L x 200' W
- Ceiling level of the second level multipurpose room is 25'
  - The entire ceiling is composed of addressable LED Lights along with dimmable house (can) lights. Please work with the ACC team to discuss all options and capabilities.
  - Each of the 265 rigging points on the ceiling have a load capacity of 1,000 lbs.
- Floor Load Capacity: 150 lbs. per sq. ft.
- Doorways:
  - The largest doorway leading into the multipurpose room is 9' 6" wide by 7' 8" high via the service corridor
  - Regular doorways are 5' 6" wide x 7' 8" high

#### Electrical:

- Floor box capacities: 2-30 amp 120/208v 3phase 5 wire receptacles and 4-120v duplex receptacles. Floor boxes are located every 30' throughout the Multipurpose Room.

### Pre-Function Room

#### General Measurements:

- The measurements of this space vary, please contact the ACC team for specific measurements.
- Ceiling height of the second-floor pre-function area ranges from 17' to 25'
- Floor Load Capacity: 150 lbs. per sq. ft.

## Green Room

The Green Room is a small room on Level 2 with access to the front and back of house. The room is equipped with two locked doors, a private restroom, and a small refrigerator.

### General Measurements:

- The Green Room is roughly 19'L x 17'W
- Ceiling height inside of the Green Room is 8'.
- Floor Load Capacity: 150 lbs. per sq. ft.

## Elevator Measurements

### Freight Elevator:

- 12' x 21' with 12' x 7' 11" doorway
- 15,000 lb. capacity

### Service Elevator:

- 10' x 8' with 4' x 7' doorway

### Main Elevator:

- 8' x 6' with 4' x 7' doorway

## Loading Dock

The loading dock is located at 54 Howard Street, Albany, NY 12207.

A loading dock with three (3) bays is available for loading and unloading of trucks and other vehicles. The loading dock is located on the Howard Street side of the facility, adjacent to the 3<sup>rd</sup> level of the ACC Parking Garage and all access to the main levels of the convention center is through the freight and service elevators.

An off-site marshalling yard for oversized vehicles may be made available for an additional daily cost per vehicle. Please contact your Event Manager to make specific arrangements. Any vehicles under 7' shall park in the parking garage or surrounding areas.

No parking is allowed on the loading dock for any reason and vehicles that are not being unloaded or loaded must be removed from the dock. Any vehicle left unattended will be towed. Loading Dock usage is subject to the Union Rules and General Conditions provided in this guide.

# PARKING

The Albany Capital Center has its own parking garage located beneath our facility. We offer over 100 parking spaces on three levels. The garage entrance is located on the back side of the building. The GPS Address for the Albany Capital Center Parking Garage entrance is: 7 Wendell Street, Albany, NY, 12207.

The parking rate is based on activity in the complex. Payment is either credit card only or may be credit card and cash (depending on activity in the complex). Parking Payment Kiosks are located on Level 1 of the Albany Capital Center and at the parking garage exit gate. The parking kiosks accept credit cards only.

The garage has a height maximum of 7ft. Any vehicles over 7ft will need to find parking elsewhere.

In addition to the dedicated ACC Garage, the following garages are all directly connected to the ACC via enclosed walkways:

- MVP Arena Parking Garage, 100 Beaver Street Albany, NY 12207
- Renaissance Albany Parking Garage, 49 Howard Street, Albany NY 12207
- Empire State Plaza Visitor Parking Lot, S Mall Arterial, V Lot, Albany NY

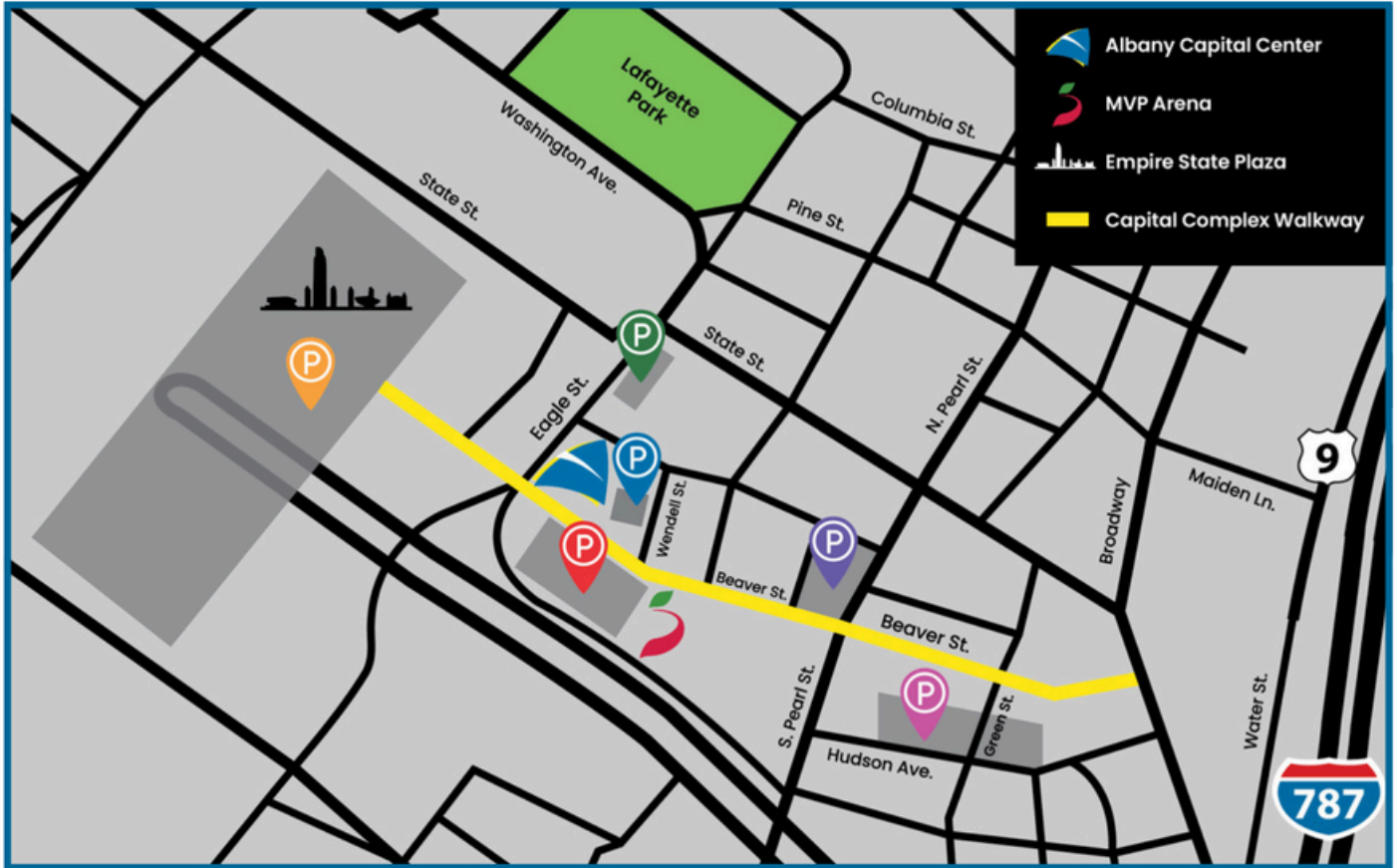
There are many other parking garages throughout the immediate area. **Please see next page for a full parking map.**

If the licensee would like to pay for their attendee parking, please contact your Event Manager.

# Parking Map



## PARKING MAP



**ALBANY CAPITAL CENTER PARKING GARAGE**  
 Enter at 7 Wendell St., Albany, NY 12207

**MVP AREA PARKING GARAGE**  
 Enter at 100 Beaver St., Albany, NY 12207  
 Connected to ACC via Capital Complex Walkway

**RENAISSANCE ALBANY HOTEL PARKING GARAGE**  
 Enter at 49 Howard St., Albany, NY 12207  
 Connected to ACC via Hotel Walkway

**EMPIRE STATE PLAZA VISITOR PARKING LOT**  
 Enter at S. Mall Arterial, V Lot  
 Connected to ACC via Capital Complex Walkway

**80 STATE STREET PARKING GARAGE**  
 Enter at 11 S. Pearl St., Albany, NY 12207

**HUDSON-GREEN PARKING GARAGE**  
 Enter at the intersection of  
 Hudson Ave. & Green St., Albany NY 12207





## ADA Compliance

The Albany Capital Center is fully ADA compliant.

- ADA access is provided at all parking levels and at the main entrance with on grade drop off and pick up, an integral ramped entrance to the main lobby at Level 1 and full elevator access to all levels including parking.
- Provisions have been made for the charging of motorized conveyance, restrooms are fully accessible, Braille signage and universal symbols are in use.
- Audio & visual aids are employed throughout the facility to ensure the highest level of service for the convention and meeting attendee.
- Kiosks and information displays are located to provide clear sight lines for all attendees.
- Lighting is LED and is engineered to provide the correct level of light required for access and the enjoyment of the center.
- Floor surfaces are continuous with minimalized transitions.
- The design provides, within the pre-function space and gathering areas, for the convenient interaction of all attendees and the free movement of those transitioning between events.
- Assisted listening devices can and will be made available upon request. These devices work seamlessly with the built-in, house sound system throughout the facility.

## Base Rental Fees

The standard License Agreement includes the following items with use of licensed space. All equipment is subject to available inventory and affected by concurrent users. Event space conditions will be included in the License Agreement.

### **Meetings, General Session, Stage Presentations, Food Functions**

- One standard room set up as requested (theater, classroom, conference, hollow-square, banquet, u-shape, etc.).
- House lighting, heating, or air conditioning during show hours only.
- 110 volts / 15-amp electrical service from wall receptacles permanently located inside room (not to be used for exhibits).
- One room refresh per day (straighten seating, empty trash cans, light sweeping, clear trash from tables).

### **Tradeshows/Exhibits**

- House lighting, heating, or air conditioning during show hours.

### **Examinations, Dance Competitions, Sporting Events**

- Please contact the ACC Sales Department.

## BASE RENTAL FEES DO NOT INCLUDE:

- Labor charges for building engineers, electricians, IATSE Labor, security, custodial, logistics attendants, set-up, box office staff, coat check attendants, police officers, EMT's, fire marshal, and other event personnel needed to stage event. See the Facility Operating Guidelines to view necessary staffing per event.
- Any additional materials other than Albany Capital Center inventory.
- Utilities, i.e. electrical, water and drain supply, compressed air, tele-communication, internet services.
- Any significant meeting room changeovers requested as defined by the ACC.
- Charges for any additional cleaning, i.e. left-over bulk trash, sticker tape on floors/walls/ceilings, and large quantities of trash particular to the event.
- Parking

## Digital Signage

The Albany Capital Center features LED monitors throughout the facility to enhance the visitor experience and eliminate the need for hard copy posters, signs, etc. It is the intention of these screens to be used as signs to welcome attendees to your event.

If you are using multiple files per screen throughout your event, please provide specific information about when/where each file should be displayed and name each file with location and time like this: "Breakout 1\_Meeting Room 1A\_1030-1145"

All content must be designed by the event organizer. All files must be submitted via email to your Event Manager at least one week prior to the start of the event.

Location	Purpose	Orientation	Content Size(s)	File Format
Exterior	General Event Welcome	Portrait	360px by 660px	.jpg
Lobby, Level 1	General Event Welcome, Meeting Agenda	Portrait	1080px by 1920px	.mp4
Pre-function, Level 1	General Event Information, Meeting Agenda	Landscape	1920px by 1080px	.mp4
Capital Room, MR 1A, 1B, 2A, 2B, 2C	General Event Info, Session Signage	Landscape	1920px by 1080px	.mp4
Garage and Walkway Elevators	Directional signage	Landscape	1920px by 1080px	.mp4
Conference Room	General Event Welcome	Portrait	1080px by 1920px	.mp4
C1, C2 Elevators	General Event Welcome, Directional Signage	Landscape	1920px by 1080px	.mp4

## Digital Sign Guidelines

Please design bold, concise, and clean content. Keep messages simple and show essential information only.

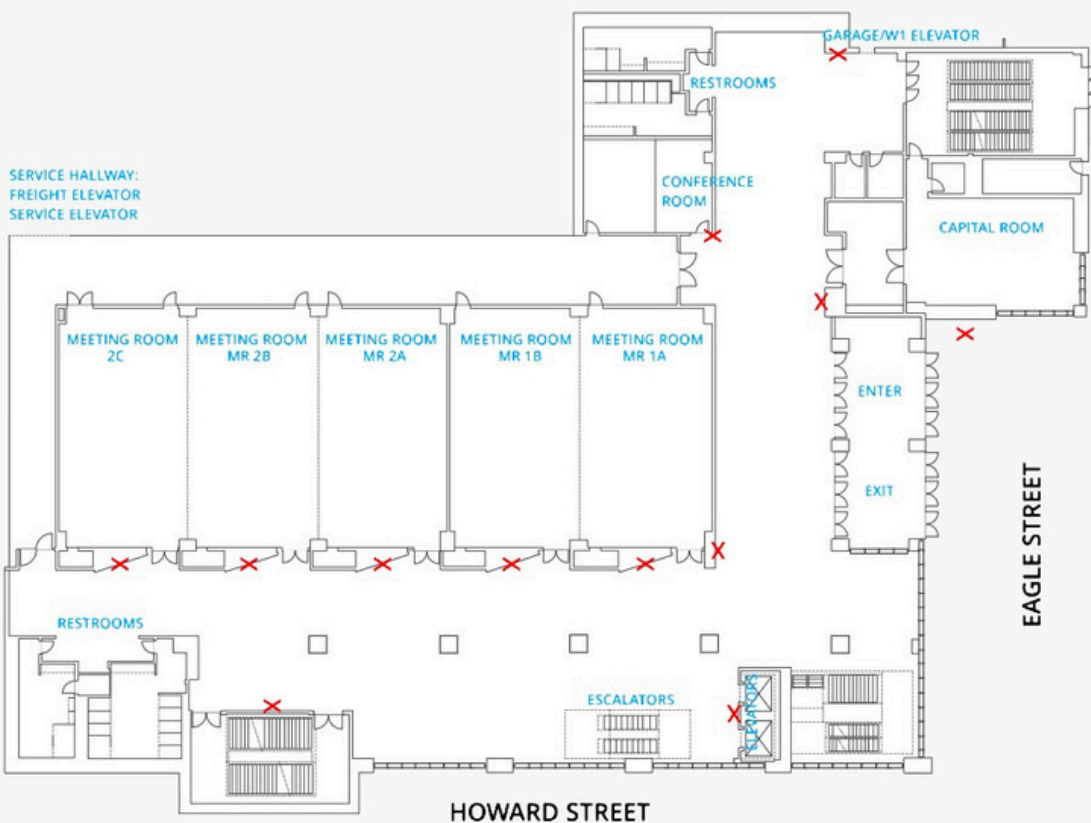
Offensive, obscene, or derogatory material is strictly prohibited. The ACC reserves the right to define such material, request changes, and restrict posting of certain content.

A separate file format/size is needed to utilize different signage technologies. Be sure to submit the correct file sizes for each of the sign technologies you would like to utilize. All file size and layouts are described above.

## Additional Information

The use of all screens is permitted for the contracted space and time that the event is in the facility. If additional use is desired, please contact the Albany Capital Center Sales Department for more information.

Because of the variety of events and locations, availability of all digital screens may be limited. We will do our best to assign your material around your event. The ACC reserves the right to oversee and administrate the placement of all materials. All content submissions are subject to final approval by the ACC.



### Digital Signage not shown on diagram:

- Each Level of the Garage (G1, G2, G3)
- Renaissance Walkway Elevator
- C2 Elevator

# EVENT PLANNING SERVICES

## Sales Services

Your initial contact with the Albany Capital Center should be directed to our Sales Department. A representative will review your proposed event including dates, space needs, and rate structure and will be your main point of contact at the Albany Capital Center until a license agreement is signed.

### **Booking Policy**

Any group/organization that is booking an event, meeting or trade show at the Albany Capital Center who requires overnight accommodations for room blocks of 20 or more rooms per night, will be given priority date availability.

The following criteria will be used to confirm availability:

- Advance Sell
  - Outside of twelve (12) months, groups must have a minimum of 2 days of programming and a minimum of 20 rooms on peak night
  - Outside of (12) months, if booking does not meet the above criteria, it must represent significant economic impact for the destination as defined by Discover Albany and Destinations International Economic Impact calculator.
- Free Sell
  - Within (12) months, space can be confirmed regardless of the size of the group.

## Event Management

Following the execution of the license agreement for your event, the Albany Capital Center will assign an Event Manager to work with you on planning and implementation. The Event Manager will contact you two to three months prior to your event and will remain your primary contact through the conclusion of your event. If you'd like to be in communication with them earlier than this, please contact your ACC Sales Representative.

The major function of the Event Manager is to gather all event information and disseminate the information to our operating departments.

The Event Manager will also be responsible for coordinating the activities of service contractors as they interact with the Albany Capital Center. Integral to your event's success is your commitment to provide your Event Manager with up-to-date, relevant information about your specific needs and to share copies of pertinent information, printed programs, exhibitor kits, etc.

It is also important to remember that the Albany Capital Center is a multi-purpose facility, and it is possible that more than one event is occupying the building at any time. Your Event Manager relies on the information you provide in coordinating multiple show requirements and the usage of public areas. By receiving information early, the Event Manager can assist you to avoid unnecessary charges, alert you to potential problems, and ensure the smooth operation of your event.

## Catering - Exclusive In-House

The Albany Capital Center maintains exclusive catering privileges within the building and has proudly partnered with Mazzone Hospitality to exclusively provide events with their Food and Beverage needs. The Mazzone Hospitality Sales Manager will provide you with a menu and work with you to ensure that every part of your food function is a success.

The Albany Capital Center's kitchen is a state-of-the-art facility that can prepare full meals for 1,600 guests in an evening. Mazzone Hospitality's creative staff prides themselves on delicious meals and excellent presentation. Your Mazzone Hospitality Sales Manager will work closely with you to ensure your event has the look and feel that will make your meal a hit.

Mazzone Hospitality has many great relationships with local vendors and they are also happy to help recommend vendors and work with any vendor to make sure your event is a success.

See the Rules & Regulations section for all final catering guidelines.

### **Mazzone Contact:**

Jacquelyn Stallmer - Sales Manager  
jacquelyns@mazzonehospitality.com  
518-487-2167

## Preferred Vendors

### **Audio/Visual Service Provider, In-House/Non-Exclusive**

A.C.E.S. NY is the Albany Capital Center's preferred, in-house audio-visual service provider. ACES can provide everything for your event from microphones to lighting and sound packages for full productions.

Please be aware that any electrical that is needed for your AV production must be ordered through the Albany Capital Center.

Learn more about ACES by visiting [www.acesny.com](http://www.acesny.com)

#### **ACES Contact:**

Bill Reinhardt - Owner  
[bill@acesny.com](mailto:bill@acesny.com)  
518-588-0797

### **Decorator Service Providers, In-House/Non-Exclusive**

The Albany Capital Center has partnered with three, unique décor service providers. Your Event Manager will provide contacts for each service provider upon request. The Approved Decorator Service Providers are:

#### **Total Events:**

4021 State Street  
Schenectady, NY 12304  
Phone: 518-383-8602  
[www.totaleventsmanagement.com](http://www.totaleventsmanagement.com)

#### **Clifton Park Rentals:**

871 Main Street  
Clifton Park, NY 1205  
Phone: 518-877-7449  
[www.cliftonparkrental.com](http://www.cliftonparkrental.com)

#### **Capital Convention Contractors:**

152 Northboro Road, #6  
Southborough, MA 01772  
Phone: 877-335-3700  
[www.capitalconventions.com](http://www.capitalconventions.com)

## Non-Preferred Vendor Services

Any vendor not included on the list need to be approved by the Albany Capital Center at least 30 days in advance and must provide sufficient liability insurance as well as sign a Standard Operation Procedure agreement (Page 45) to work under the rules of the Albany Capital Center. Outside vendors will be subject to and made aware of charges with respect to house sound system usage fees and electrical fees.

**Please ensure that you contract enough time for the complete move-in and out of your service providers. You will be responsible for all charges should they need additional time.**

## IATSE Union

The Albany Capital Center has a working agreement with the International Alliance of Stage and Theatrical Employees Local #14 (IATSE). The Union as the sole and exclusive bargaining agent for all Personnel employed by the Employer in the Albany Capital Center, including the exterior steps, sidewalks, and plaza to the extent they are part the building and under the control of Legends Global. Only Personnel represented by the Union shall perform work required in connection with the stage-related aspects of the presentation of entertainment and theatrical events, trade and industrial shows, flat shows, conventions, ice shows, circuses, closed circuit and live television broadcasts, sound recordings, sports competitions and exhibitions. With respect to entertainment and theatrical events, this shall include, but not be limited to, truck and car loading and unloading, the "Move-In", "Put-On" and "Move-Out" of shows and attractions, the staging of theatrical equipment, the operation of all stage lighting equipment, and the operation of slide projectors, and the wardrobe and projection support for filming and videotaping requirements in connection therewith.

Your Event Manager will work with you throughout the planning process to determine appropriate staffing based on the working rules of the labor contract. An estimate of labor expenses will be provided to the show promoter or designee before any labor is booked. Any labor cancelled within 24 hours of the agreed report time is still subject to be charged.

## Rigging

All rigging plans must be approved by ASM Global prior to load in. All rigging will be executed by IASTE Labor, provider of the Albany Capital Center. All rigging arrangements must be made through your Event Manager at least 7 days prior to load in.

## Box Office

If admission to your event is charged and you need the Albany Capital Center to provide a box office, arrangements can be made with our box office manager. The Albany Capital Center's preferred in-house ticketing platform is Ticketmaster.

## Service Fee

Ticketmaster's Service Fees are applicable to the sale of all tickets, both online sales and at the door sales, for Licensee's events. Your Sales Manager will discuss Service Fees based on established ticket prices.

## Facility Fee

For ticketed events at the Albany Capital Center, the established ticket price shall include a Facility Fee. 100% of the revenue from said facility fee will be retained for emergency repairs and capital improvements to the Albany Capital Center. Your Sales Manager will discuss Facility Fees based on established ticket price.

## Coat Check

Cash and Hosted Coat Check arrangements can be made through Mazzone Hospitality. If less than the minimum items are checked, the client is responsible for the difference. Unattended coat racks are available through your Event Manager. Coats and other items left at the unattended racks are not the responsibility of the Albany Capital Center.

## Medical Staffing

You can work with your Event Manager for appropriate medical staffing levels if required or desired. Ambulatory Services are also available upon request. Associated costs of medical services must be signed off on in advance of scheduling services.

EKG machines can be found on each level of the building (3).

## Security

The Albany Capital Center maintains twenty-four (24) hour security responsible for monitoring the facility, interior public, traffic flow in such areas and the Center's fire safety system. The activities of the security personnel cannot be restricted by the activities of the licensee.

Licensees are responsible for the complete security within the premises at their sole cost and expense. The Albany Capital Center bears no responsibility for equipment, property, or possessions left unattended, without hired Albany Capital Center security to protect the same.

For events attended by more than one thousand (1,000) people or deemed by Albany Capital Staff to have a special risk factor (alcohol service, celebrity attendance, political situations, etc.), you must employ and pay for a security guard licensed in the State of New York. The Albany Capital Center in-house security shall be contracted for your event through your Event Manager.

All security personnel should be uniformed and display photo identification badges. Use of armed guards, or any other security equipment, is prohibited without prior approval by Legends Global management.

Floor plans shall be submitted and approved by Legends Global and Fire Marshall.

## Marketing, Advertising, and Public Relations

The Albany Capital Center offers a full-service marketing department to assist with the promotion and publicity of your event.

Among the services offered are:

- Promotion via the Albany Capital Center website as early as 3 months prior to event.
- Dedicated webpage with show info and ticket information as early as 6 months prior to event. [See Calendar Listing Form on Page 27.](#)
- Social media promotion via the Albany Capital Center accounts on Facebook, twitter, Instagram, and LinkedIn including dedicated event invitations to followers before and during your event.
  - Tag us in your social media posts using @AlbanyCapCenter and we'll share your content
- Poster and flyer distribution to downtown Albany businesses; broader distribution available with coordination of local street teams as well.

- Assistance with scheduling interviews and escorting talent for media interviews or media days.
- Pre-sale email blasts, event reminders, and ticket alerts through Ticketmaster.
- Promotion via the 22'11" x 12'5" exterior digital sign located at the front entrance, and facing a busy street in downtown Albany as early as you announce your event.
- Exposure at the MVP Arena, a 15,000-seat arena connected to the Albany Capital Center via enclosed walkway, via venue assets.

**Please coordinate with your Event Manager for further information about these services including fees and estimates.**

## Utilities

The Albany Capital Center is the exclusive provider of Electrical, Phone, Internet, Plumbing, and Cleaning Services in the building. Please refer to the service order forms at the end of this document for information on pricing and availability of these services. Please contact your Event Manager if you have any questions.

### **Electrical**

Electrical service can be provided throughout the building. Exhibit booths must be set up to provide service aisles (double back drape) that line up with the utility floor boxes. All prices are contingent on this layout; additional charges will apply if there are variations. Please make sure your Event Manager is aware of your electrical needs.

### **Internet & Telecommunication**

The Albany Capital Center will offer free Wi-Fi at a minimum of 50 Mbps. See Internet Service Order Form for additional information.

Phone lines with various phone services can be provided to most areas in the building. All lines require a prefix of "9" to call an outside line. Special arrangements should be made at least 30 days in advance through your Event Manager. See Telephone Services Order Form for additional information.

### **Cleaning/Porter Service**

The facility will be provided to the Licensee in "clean" condition. During your event, the Albany Capital Center's Event Cleaning Staff will maintain all public common areas (lobbies, hallways, restrooms, and meeting rooms). Additional fees may apply based on nature of the event. The Event Cleaning Staff can provide services relating to bulk trash removal, exhibitor booth cleaning, aisle carpet vacuuming, and post-show clean-up for a fee.

## Visitor Services

Information can be made available through Albany County Convention and Visitors Bureau.

Albany County Visitors Guides are available in display racks and downtown Albany maps are available upon request.

An ATM is located on Level 1 adjacent to the main lobby.



## Online Event Calendar Listing Form

Name of Event: \_\_\_\_\_

Date(s) of Event (do not include move-in or move-out dates): \_\_\_\_\_

Event Times(s): \_\_\_\_\_ Doors Open (if applicable): \_\_\_\_\_

Presented By (if applicable): \_\_\_\_\_

Event website: \_\_\_\_\_

Ticket Link (if applicable): \_\_\_\_\_

Estimated Total Attendance: \_\_\_\_\_

Event Description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please Check One: \_\_\_\_\_ Please DO NOT publicize my event  
\_\_\_\_\_ Please publicize my event on your website only  
\_\_\_\_\_ Please publicize my event on your website and feel free to share details  
and photos on your social media networks

**IMPORTANT** Please provide ACC with two separate jpg images for your website post:  
**1440 x 600px** (width x height) • **430 x 450px** (width x height)  
Tip: choose an image that is bright and eye-catching. Avoid images that have many small details or text  
and opt for something simple instead.

**Failure to return this form will result in no event listing being posted on Albany Capital Center Website**

The Albany Capital Center's Upcoming Events Calendar is posted on our website typically 6-8 months prior to your event and is made available to local media.  
<https://www.albanycapitalcenter.com>

Please email completed form to [caitlin.mccormick@albanycapitalcenter.com](mailto:caitlin.mccormick@albanycapitalcenter.com) – or return with signed contract.  
If you have any questions or comments with regards to the calendar listing, contact Caitlin McCormick at (518) 487-2026 or [Caitlin.mccormick@albanycapitalcenter.com](mailto:Caitlin.mccormick@albanycapitalcenter.com)

Thank you for taking the time to provide us with accurate information.



# FACILITY OPERATING GUIDELINES

## Deliveries

Due to limited storage space, the Albany Capital Center will not accept advance freight deliveries. All freight must be moved in during designated move-in hours. Any freight scheduled for delivery to the Albany Capital Center during move-in periods must be sent to the attention of the decorator company.

The Albany Capital Center will not accept C.O.D. shipments under any circumstances. The Albany Capital Center will not accept responsibility for costs associated with freight delivery/pick-up during non-assigned periods. The Albany Capital Center will not be liable for the security of freight left in the facility following the conclusion of your move-out date(s), nor can we assume responsibility for the shipping of such freight. Freight including empty crates or pallets left on the show floor will be disposed of at licensee's expense.

Exhibitor Shipments and any shipments to be handled by an Approved Decorator Service should be shipped to the Decorator Service's attention with the show name and booth number clearly written on the label in the following format:

**Name of Event, Shipper Name, Booth #**  
**Attn: Approved Decorator Service**  
**Albany Capital Center - Loading Dock**  
**55 Eagle Street**  
**Albany, NY 12207**

Shipments for meetings and other events without an Approved Decorator Service should be clearly labeled to the show manager with the show name and location in the building that the shipment is to go to in the following format:

**Your Event, Shipper Name**  
**Attn: Event Manager Name**  
**Albany Capital Center - Loading Dock**  
**55 Eagle Street**  
**Albany, NY 12207**

**For more detailed information regarding exhibitor space, power needs, etc. please see our separate exhibitor guidelines information packet.**

All deliveries that are not handled through an Approved Decorator Service must be arranged through your Event Manager to be delivered to the loading dock. Any deliveries made more than 2 days prior to contracted event date or without information regarding their show will be refused. The shipper will be responsible for all associated costs with their packages.

**Return shipments must be re-packed, labeled, and called in by the shipper.**

When the box is ready to be shipped, please contact your Event Manager. All packages are held on an unsecured dock for shipping and receiving. The Albany Capital Center is not responsible for lost, damaged, or stolen boxes. All packages remaining after 5 business days will be discarded. The Albany Capital Center is not able to ship out any packages on your behalf.

## Move In/Move Out for Exhibitors

All move in and move out times for exhibitors must be approved and coordinated with your Event Manager.

Exhibitors are allowed to move into the Albany Capital Center the following ways: The Albany Capital Center's loading dock is located at on the side of the building at 54 Howard Street. Exhibitors will be able to pull off the street into the loading dock. The Albany Capital Center Security Team will work with the exhibitors to assist them with parking as space allows.

The Exhibitor will be asked to unload their items, drop them at their booth and immediately return to move their vehicle out of the loading dock. We suggest that all exhibitors bring their own carts as carts will not be made available.

Should exhibitors have only a few items to move in/out, the Albany Capital Center would like to suggest using a parking space in the Albany Capital Center's parking garage. Should exhibitors choose to park in the parking garage (Levels 1, 2, or 3), there is access to a passenger elevator that can be used to bring you up to the 1<sup>st</sup> Level of the convention center. The front door should only be used as a drop-off/pick-up location, or standby for emergency vehicles.

## Drop Off/Pick Up

The primary drop-off and pick-up location for shuttle buses, taxis, handicapped patrons, etc. is directly in front of the Albany Capital Center's main entrance at 55 Eagle Street.

Please advise exhibitors and event staff that this area should not be used for loading in/out or for parking.

There are two pull-off areas, one at the front (Eagle Street) and one on the side (Howard Street) of the facility.

The Eagle Street pull off can accommodate:

- Four (4) personal vehicles no larger than twenty (20) feet long, which allows for space to walk in front and behind each vehicle. This pull off is 2 cars wide which will permit the car behind in line to depart and enter Eagle northbound before the next in line, if need be.
- Two (2) thirty (30) foot to forty (40) foot buses, with the ability for the 2<sup>nd</sup> to pull past the 1<sup>st</sup>.
- One (1) eighty (80) foot bus.

The Howard Street pull-off can accommodate:

- Five (5) personal vehicles no larger than twenty (20) feet long. Vehicles in any order can pull out into Howard east bound.
- Two (2) thirty (30) foot to forty (40) foot buses, with the ability for the 2<sup>nd</sup> to pull past the 1<sup>st</sup>.
- One (1) eighty (80) foot bus.

## Licenses/Permits

The Albany Capital Center team is responsible for obtaining all licenses, permits, and approvals from the appropriate regulatory boards and authorities that may be required for staging the event (i.e. business licenses, special occasion and special licenses, street closure permits, etc.).

Please contact your Event Manager to plan for any special permits.

## Insurance

Every event must provide a certificate of liability (COI) insurance from your insurance company or purchase it through the Albany Capital Center in the amount if at least One Million Dollars (\$1,000,000). Increased coverage may be required for some shows.

Insurance can be purchased for the following price scale:

- 200 people and under: Flat fee of \$250.00
- 201 people and over: an additional \$0.90 per person

The insurance certificate should list the following as additional insured:

Legends Global, Albany Capital Center, Albany Convention Center Authority, The State of NY, their respective Directors, Officers, Agents and Employees are listed as additional insure on a primary and non-contributing basis. Waiver or subrogation in favor of additional insured applies to the policy.

See your license agreement for specific details and information.

## Operational Requirements

You can be provided with an Operations Cost Estimate when full event details are provided to the Event Management Team. The information in this section provides the basic guidelines used by the Albany Capital Center to develop this estimate.

Variations in your cost estimate may exist based on information about your show. The cost estimate is not a pricing guarantee and may be adjusted due to changes in labor rates, operational rules and regulations, or to accommodate changes in your events.

### **Room Turnovers**

Any room turnovers are subject to a turnover fee based on labor needed to make the change. Please speak with your Event Manager if you require a change in room set-up at any time during your event and to determine what the cost will be.

### **Overtime Rates**

Overtimes rates for event personnel may apply on a Holidays and between the hours of 12:00am and 5:00am or after eight (8) hours in a continuous shift.

## Event Personnel Requirements

### Public Shows:

**Box Office Supervisor:** Available at licensee's request/expense.

**Ticket Sellers:** Available at licensee's request/expense.

**Ticket Takers:** Available at licensee's request/expense.

**ACC Dock Guard:** Mandatory for any show move-in and move-out hours via the Loading Dock. Variations based on estimated dock traffic and potential security concerns.

**ACC Security Guard:** All show hours. Variations based on potential security concerns and additional needs.

**Fire Marshal:** \$150.00 Inspection Fee Required.

**Police Officer:** Show move-in and move-out times to regulate street traffic; variations based on estimated street traffic and potential safety concerns.

**First Aid:** All show hours for shows anticipating 1,500+ peak attendees.

**Cleaners:** Minimum of two for all show hours. Variations based on expected attendance and nature of show.

**Building Technician:** All move in hours, move out hours, and show hours.

**Entertainment License:** Registration Form Submission required – see Event Manager for details.

**Freight Elevator Operator:** Mandatory for any load in or out via the freight elevator; Available for other tasks upon request.

**Ushers:** Available for wayfinding assistance.

- Shows that involve: Construction materials, mulch, dirt, and/or other heavy materials will be charged an additional clean-up fee to be determined based on history and/or prevailing rates.
- Shows that involve: Vehicle requirements should contact your Event Manager for special requirements for vehicles that will be entering the facility during move-in or move-out periods.

### Trade Shows/Conventions with Exhibits:

**ACC Dock Guard:** Mandatory for all show move-in and move-out hours via the Loading Dock. Variations based on estimated dock traffic and potential security concerns.

**ACC Security Guard:** All show hours. Variations based on potential security concerns and additional needs.

**Fire Marshal:** \$150.00 Inspection Fee Required.

**Police Officer:** Upon Request.

**First Aid:** Upon Request.

**Cleaners:** Minimum of two for all show hours. Variations based on expected attendance and nature of show.

**Building Technician:** All show hours.

**Final Cleanup:** \$500.00 for dumpster fees, trash removal, final room cleanup, based on nature of show.

**Freight Elevator Operator:** Mandatory for any load in or out via the freight elevator; Available for other tasks upon request.

**Ushers:** Available for wayfinding assistance.

- Shows that involve: Construction materials, mulch, dirt, and/or other heavy materials will be charged an additional clean-up fee to be determined based on history and/or prevailing rates.
- Shows that involve: Vehicle requirements should contact your Event Manager for special requirements for vehicles that will be entering the facility during move-in or move-out periods.

### **Conventions with No Exhibits:**

**ACC Security Guard:** All show hours. Variations based on potential security concerns and additional needs.

**Fire Marshal:** \$150.00 Inspection Fee Required.

**First Aid:** Upon Request

**Cleaners:** Based on nature of the show.

**Freight Elevator Operator:** Mandatory for any load in or out via the freight elevator; Available for other tasks upon request.

### **Competitions, Pageants, Athletic Events:**

**Box Office Supervisor:** Available at licensee's request/expense.

**Ticket Sellers:** Available at licensee's request/expense.

**Ticket Takers:** Available at licensee's request/expense.

**ACC Security Guard:** All show hours. Variations based on potential security concerns and additional needs.

**Fire Marshal:** \$150.00 Inspection Fee Required.

**First Aid:** All show hours for shows anticipating 1,000+ attendees

**Cleaners:** Minimum of two for all show hours. Variations based on expected attendance and nature of show.

**Freight Elevator Operator:** Mandatory for any load in or out via the freight elevator; Available for other tasks upon request.

**Ushers:** Available for wayfinding assistance.

## **Banquets, Meetings, Special Events:**

**ACC Security Guard:** Based on nature of the show.

**First Aid:** Upon Request.

**Guest Services:** Mandatory for any load in or out via the freight elevator; Available for other tasks upon request.

## **Concerts/Dance Events:**

**Box Office Supervisor:** Available at licensee's request/expense.

**Ticket Sellers:** Available at licensee's request/expense.

**Ticket Takers:** Available at licensee's request/expense.

**ACC Security Guard:** Required for all show hours. Variations based on estimated attendance, potential security concerns, and additional needs.

**Fire Marshal:** \$150.00 Inspection Fee Required.

**Police Officer:** All show move-in and move-out times to regulate street traffic; variations based on estimated street traffic and potential safety concerns.

**Freight Elevator Operator:** Mandatory for any load in or out via the freight elevator; Available for other tasks upon request.

**Ushers:** Available for wayfinding assistance.

**First Aid:** All show hours for shows anticipating 2,000+ peak attendees.

**Cleaners:** Minimum of two for all show hours. Variations based on expected attendance and nature of show.

**Final Cleanup:** \$500.00 for dumpster fees, trash removal, final room cleanup, based on nature of show.

**Entertainment License:** Registration Form Submission required – see Event Manager for details.

**Guest Services:** Mandatory for any load in or out via the freight elevator; Available for other tasks upon request.

## **The Albany Capital Center, ACC, reserves the right to:**

- Collect full payment for operations expenses 30 days prior to the contracted event.
- Perform detailed checks on each act to better understand the operational and public safety needs of the concert.
- Request a fully executed signed contract between the promoter and the act or acts.
- Institute a no re-entry policy.
- Insist that a technical rider be provided by each act 20 days prior to contracted event.
- Conduct a security search, including the use of security check points.
- Require a \$2,000.00 refundable damage deposit.

Please note that additional charges may be incurred for renting staging, chairs, tables, and other equipment. Additional costs will also be charged for electrical, plumbing, telephone, and internet service if ordered.

## Room Set-Ups, Signage & Banners

The Albany Capital Center's floor plan approval process incorporates policies mandated by the Albany County's Code Office. Please see the Rules and Regulations section for complete details.

If you would like to incorporate the use of any banners or physical signs please communicate those details with your Event Manager.

# RULES & REGULATIONS

## General Rules & Regulations

- 1.) Signs, decorations, and related materials may not be taped, tacked, stapled, nailed, etc. to doors, painted surfaces, columns, fabrics, or decorated surfaces in the Albany Capital Center (the ACC).
- 2.) ACC permanent signs banners, etc. may not be blocked in any manner. Temporary signs may not be attached in any manner to permanent ACC signage.
- 3.) No banner larger than 5' x 8' can be hung in the ACC without prior written approval from the operator.
- 4.) Under no conditions will signs or banners be taped, hung, or otherwise attached to the ACC's operable walls and doors.
- 5.) The use of helium balloons is prohibited. Costs associated with the violation of this are responsibility of the licensee.
- 6.) Adhesive backed stickers, decals, and chewing gum may not be distributed in the ACC. Costs associated with the removal of stickers/decals are the responsibility of the licensee.
- 7.) Movement of operable walls in the ACC must be performed by ACC personnel only. All arrangements to open/close operable walls must be made through your Event Manager in advance.
- 8.) Use of the ACC equipment, supplies, and other materials is limited to ACC personnel only unless approved in writing by the Operator.
- 9.) Movement of ACC furniture, fixtures, and equipment must be performed by ACC personnel only.
- 10.) House lighting, ventilation, heat or air conditioning will be provided as required during show hours. Energy conservation is a top priority and therefore minimal light, and comfort levels will be maintained during move in/out.
- 11.) Passenger elevators and escalators are to be used by the general public and should not be used for any freight or equipment movement.
- 12.) Motorized vehicles and equipment (i.e. carts, forklifts, etc.) and other moveable equipment (i.e. dollies, pallet jacks, etc.) are not permitted in the lobby, pre-function, or meeting rooms without the prior written approval of the operator.
- 13.) The use of glitter and confetti are not permitted in the ACC without the prior written consent of the operator. Costs associated with the clean up or glitter, confetti, or similar/related materials is the responsibility of the licensee.
- 14.) All floor load capacities should be strictly observed, any variations should be approved in writing by the operator.
- 15.) The sale of merchandise is prohibited without prior written approval from the operator.

- 16.) The sale of any foodstuffs, including refreshments, is strictly prohibited. See the Food & Beverage Guidelines for additional details.
- 17.) Holes may not be drilled, cored, or punched into any part of the ACC or exterior premises.
- 18.) The ACC office telephones are reserved exclusively for ACC operations. ACC numbers are not to be published as official show or convention numbers.
- 19.) Animals and pets are not permitted in the ACC except in conjunction with an approved exhibit, display, show, etc. Certified service animals are allowed.
- 20.) Damages to the ACC are the responsibility of the licensee. Incidents of damage should be reported to security immediately.
- 21.) Licensee is responsible for procuring all necessary licenses and/or permits. The ACC will be secure such licenses/permits on behalf of the licensee.
- 22.) The ACC will charge licensee for any additional trash hauls necessary due to event operations. Bulk trash is defined as any material that cannot be readily removed by a standard push broom. Costs for returning the said area to broom swept condition are the responsibility of the licensee.

## Food & Beverage Guidelines

Mazzone Hospitality has exclusive rights to all food and beverage service for consumption on the premises. Food and/or beverage may not be brought in by clients, guests, or exhibitors. Conventions with exhibitors offering product samples may be an exception, see sampling policy.

**Site Related Fees:** Albany Capital Center rental arrangements and fees are coordinated directly with Legends Global. Mazzone Hospitality site fees, including but not limited to, pre-set, ceremony and rehearsal, etc., will be outlined in your catering contract and banquet event order (BEO).

**Contracts and BEOs:** In conjunction with your Mazzone Hospitality contract, you will receive a food and beverage banquet event order outlining your food and beverage arrangements. Your BEO must be signed and returned to your event planner no less than ten (10) business days prior to your event.

**Deposits And Event Payments:** The deposit listed is required with the return of your Mazzone Hospitality contract to confirm your event. All deposits are non-transferable and non-refundable. Your event planner will estimate your function's total cost based on your final count seven (7) business days prior to your event. Unless other credit arrangements have been made with your event planner, the invoice total is due three (3) business days prior to your event. A final invoice with any consumption totals or add ones will be provided the business day following the event. All additional costs accrued must be paid in full within five (5) business days.

**Sampling:** Food and/or beverage samples may be offered if the product being sampled is served by the exhibiting company. A current Albany County health permit and/or NYSLA marketing permit must be on file with the catering office.

**Sample sizes are as follows:**

- Wine: 3 oz
- Beer: 3 oz
- Spirits: .25 oz
- Food: Not more than two (2) ounces
- Non-Alcoholic Beverages: Not more than four (3) ounces

**Event Production/Gratuities:** Our Event Production Fee is based on the specifics of your event and is subject to change with your final details. This fee includes all necessary glassware, china, stainless flatware, white or black poly-cotton linen for food & beverage tables, your choice of napkin color (when applicable), serving equipment and service and culinary personnel. Events that are labor-intensive, logistically challenging, or food and beverage stations that require an attendant may necessitate additional labor charges. All consumption totals are subject to event production following the event.

A gratuity or tip is not required; however, if you feel our staff has exceeded your expectations you are welcome to provide a gratuity/tip which will be fully distributed to the service personnel who provided the service for your event or to the staff members to which you specifically designate.

**Guarantees:** Attendance and pre-selected meal counts for your event must be received seven (7) business days in advance of the event. This count is considered a guarantee and you will be billed for that number, or the number of guests served, whichever is greater. Mazzone Hospitality will be prepared to serve and set your banquet space for 5% over the guaranteed guest count for events up to 500 people. If within 72 hours of the event the guest count increases by more than 5% the per person package price will be subject to a 25% increase plus applicable event production fees and taxes.

**Concession Service:** For events requiring concessions, a set-up fee per day applies. Should sales exceed an amount (agreed upon between client and Mazzone Hospitality) on a given day, the set-up fee will be waived for that day. Mazzone Hospitality reserves the right to make an operational decision when deciding on specific items to offer for sale at any given concession stand. Great care will be demonstrated to offer guests a variety of items that strive to meet the needs of each group entering the facility. Should a client require a specific offering, Mazzone Hospitality will issue a contract with the agreed upon required daily minimum and set-up fee. If sales do not reach this amount, the client will be responsible for the balance.

**Celebrate With Care:** Mazzone Hospitality observes a “serve alcohol with care” policy. We reserve the right to make decisions on continued service of alcoholic beverages. No “shots” under any circumstances, for any event, will be served. We ID guests who appear to be under the age of 25. No alcohol will be served without proper ID. No vendors you have hired are permitted to consume alcohol on our premises; soft drinks will be served.

**Security:** In the spirit of hospitality, the team at Mazzone Hospitality understands that from time to time we may be asked to assist with the storage of personal items. We are happy to accommodate requests to store items of limited value such as coats, conference materials, inclement weather gear, etc. At most locations, we do not have a secure storage area and therefore we cannot assume any liability for holding these items on the customer’s behalf. Our team is unable to hold or store items of obvious value such as purses, jewelry, gifts, money, etc.

**Cancellation:** Your catering deposits are non-refundable. Cancellations of confirmed events are subject to a cancellation fee. In the event a function is canceled, the client shall be responsible for and pay Mazzone Hospitality LLC the following percentages of the estimated charges as liquidated damages and cancellation fees:

- Cancellation 0-30 days prior to the event – 100% of the total estimated catering charges including event production
- Cancellation 30 days to date of booking prior to the event – 50% of the total estimated catering charges including event production

Your cancellation fee, less any deposit Mazzone Hospitality LLC received, is due upon the receipt of the invoice. You and Mazzone Hospitality LLC agree that these amounts are full settlement amounts and fairly reflect the Mazzone Hospitality LLC economic losses.

**Tax Exempt:** Tax exempt groups must provide a copy of their valid state sales tax exempt certificate with return of the contract. All payments and deposits received for a tax-exempt organization must be generated directly from the organization that holds the exempt status; no third-party payments can be accepted. Check or credit card must match exactly the name on the exempt certificate. Tax-exempt client checks here and agrees to submit a copy of current tax-exempt certificate issued from the State Department of Taxation. Client also agrees to return with the certificate a copy of the front and back of exempt organization’s credit card – only last 4 digits of card showing.

**Additional Charges:** Applicable Event Production, set up and labor fees, as well as sales tax will be added to your food and beverage totals as explained by your Event Planner and outlined on your Proposal of Service. Overtime charges will be incurred should your event extend beyond the contracted hours. Payment is due at the end of your event.

## Fire Code

- 1.) Licensees, show management, exhibitors, and all other parties comply with all Federal, State, Municipal and ACC mandated fire codes that apply to public assembly facilities.
- 2.) The decision of the Fire Marshall of the City of Albany is final.
- 3.) Crate storage is prohibited in the ACC without prior written approval by the operator.
- 4.) Crates stored in interior storage areas may not be stacked higher than within two (2) feet of sprinkler heads and a six (6) foot radius must be maintained around all access/egress doors.
- 5.) All bunting, table coverings, drapes, signs, banners, and like materials must be flame resistant and are subject to inspection and flame testing by Fire Marshall.
- 6.) All electrical equipment must conform to the National Electrical Code and be UL approved.
- 7.) The following materials are prohibited without written consent of the ACC: open flame devices; vehicles; welding, cutting, or brazing equipment; ammunition radioactive devices; flammable liquids; pressure vessels, exhibits involving hazardous processing and materials; fireworks or pyrotechnics; blasting agents or explosives; flammable cryogenic gases; aerosol cans with flammable propellants; gas operated cooking equipment; portable heating equipment; other equipment, materials and operations that increase risk to fire and life safety.
- 8.) The Display of all vehicles that are powered by a combustion engine require fuel tanks be less than  $\frac{1}{4}$  full. The cap for the fuel tank must be locked or taped closed and at no time in the removal or addition of fuel allowed in or around the ACC. Vehicle electrical systems must be disconnected by either removing battery, battery cables, or disconnecting battery cables and taping contact with non-conductive electrical tape.
- 9.) Vehicles are not to be moved during public hours.
- 10.) All emergency exits, hallways, and aisles leading from the building are to be kept clear and unobstructed. Any vehicles, material, equipment, etc. in fire lanes or blocking exits, etc. Will be removed at the Licensee's expense.
- 11.) Exit signage, fire extinguisher, fire alarms, pull stations, and related fire-fighting equipment may not be hidden, obstructed, or blocked.
- 12.) The ACC may request in writing specification descriptions, etc. of all equipment, processes, operations, etc. from Licensee, service contractor, exhibitors, etc. and reserves the right to submit information to the Fire Department for approval.
- 13.) Exterior doors are not to be propped open. Automatic closing devices are not to be tampered with.

## Exhibit and Floor Plan Approval

- 1.) Detailed floor plans are required for exhibit and registration areas and any other special activities located in the multipurpose room, meeting rooms, or public areas.
- 2.) Prior to the final sale, lease, or assignment of any exhibit space, Licensee shall submit three (3) copies of proposed floor plan, drawn to scale, to the ACC for review.
- 3.) All floor plans must comply with NYS Fire Codes, upon approval, will forward approved copy to the licensee.
- 4.) Any necessary changes to the proposed floor plan will be forwarded to the Licensee by the ACC, and Licensee must submit revised floor plan.
- 5.) The proposed floor plan submitted for approval must include the following:
  - Show title, contracted dates, draftsman's company name and address, service contractor name and address.
  - Booth configuration drawn to scale, including base dimensions, height, and locations.
  - Aisle locations and dimensions.
  - Location and dimensions of all fixtures including, but not limited to, stages, risers, registration areas, lounge areas, entertainment areas, etc.
  - Location of all exits.
  - Location of all permanent and temporary concession and novelty stands.
  - Location of all fire safety devices including space allocations for service desks operated by ACC.
  - Location and dimensions of service contractor storage areas or "bone yards."
  - Distinction between pipe and drape and hard wall.
- 6.) A copy of the final approval floor plan is to be displayed in the Service Contractors service area or office.
- 7.) Rigging plans must be submitted and approved by the ACC and ACES (American Concert and Event Services).
- 8.) The decisions of the Fire Marshall of the City of Albany are final.

## Layout and Set-Up of Exhibits

- 1.) Aisle dimensions and locations are subject to Fire Marshall approval. Aisles must be a minimum of seven (7) feet wide.
- 2.) No exhibit booth, registration tables, or related material may be placed within ten (10) feet of main entrance/exit.
- 3.) Doors, fire exits, including doors in partition walls, or access to any exit cannot be blocked or impinged upon by pipe, drape, exhibits, or other fixtures.
- 4.) Clear access must be maintained to all ACC services (restrooms, utility rooms, ATM's, kitchens, etc.).
- 5.) Carpet runners or show carpet installed over ACC's permanent carpet is prohibited without the prior written approval of the ACC.
- 6.) Whenever direct access to a fire extinguisher is blocked, the exhibitor blocking access must be notified of the location of the fire extinguisher and a temporary sign must be hung above the exhibit indicating the extinguisher's location.

## Security

- 1.) The ACC maintains a twenty-four (24) hour security force responsible for monitoring the facility of the perimeter, interior public traffic flow in such areas, and the ACC's security system. The activities of the security personnel cannot be restricted by activities of the licensee.
- 2.) Any/all Albany Police presence must be scheduled and coordinated by the ACC.
- 3.) Licensee is responsible for the security services in contracted areas for certain event types referenced in the Event Planning Services Section. Security Personnel is also available by request at the expense of the Licensee.
- 4.) The ACC may require Licensee to provide minimum levels of security coverage in any leaded space and other areas (i.e. docks, public areas, registration areas, etc.). Such coverage will be at Licensee's expense.
- 5.) No doors may be chained or otherwise locked.
- 6.) All proposed security arrangements are subject to ACC approval and must be submitted to the ACC at least thirty days prior to the event.
- 7.) All service contractors and other event related labor must enter/exit the ACC via the employee entrance near the loading dock and are to be properly badged.
- 8.) The ACC in-house security reserves final rights to admit access to any event personnel to any ACC space.
- 9.) Any changing or removal or door locks must be approved in writing by the ACC and work performed by the ACC staff.
- 10.) Use of armed guards is prohibited without the written consent of the ACC.

## Tradeshow Area(s)

- 1.) No vehicles will be allowed in the building without proper identification.
- 2.) Move in and move out periods must be approved in writing by the ACC.
- 3.) Individuals exhibiting behavior indicative of intoxication or use of a “mood altering” substance will be expelled from the ACC premises.
- 4.) No glass containers are permitted on the exhibit floor, in meeting rooms, or ballrooms without the prior written consent of the ACC.
- 5.) Unless prior approval is granted, no one under the age of eighteen (18) is allowed on the exhibit floor during move in.

## Loading Dock

- 1.) No vehicles will be allowed in the building without proper identification.
- 2.) “No Parking,” tow-away zones, and other restricted areas will be strictly enforced and vehicles will be towed at the owner’s expense.
- 3.) Vehicles are to be operated in a safe and prudent manner. Any actions including speeding, erratic driving, etc. that are deemed unsafe by the ACC are to be stopped at once. Failure to adhere to the ACC direction will be grounds for ejection from the premises and possible suspension of work privileges in the ACC.
- 4.) No re-fueling of vehicles is permitted within fifty (50) feet of the ACC.
- 5.) At no time, may exit doors be blocked by equipment, freight, display material, trash, or unattended materials.
- 6.) Dock utilization schedules must be submitted to the ACC for approval. The ACC may require changes in the proposed schedule to allocate specific space to different events.
- 7.) All freight deliveries must be shipped according to the information in the “Facility Operating Guidelines” section.
- 8.) The ACC will not assume responsibility or liability for any freight left on premises following the conclusion of the move in/out.
- 9.) Freight left in the ACC will be exposed of at the licensee’s expense.
- 10.) Licensee is responsible for informing all parties of the ACC’s freight policies.

**Circumstances and operations not covered in this document will be subject to interpretation, stipulations, and decisions deemed necessary and appropriate by operator.**

# CITY RESOURCES

## Discover Albany

25 Quackenbush Square  
Albany, NY 12207  
518-434-1214  
albany.org

## Capital Region Chamber of Commerce

5 Computer Drive South  
Colonie, NY 12205  
518-431-1400  
capitalregionchamber.com

## Downtown Albany Business Improvement District

21 Lodge Street, Floor 1  
Albany, NY 12207  
518-465-2143  
downtownalbany.org

## Albany Parking Authority

25 Orange Street  
Albany, NY 12207  
518-434-8886  
parkalbany.org

# SUBCONTRACTOR STANDARD OPERATING PROCEDUES

## **ARTICLE # 1: WORKMANSHIP, LABOR & RULES OF CONDUCT**

- A.) The contractor shall provide all services in accordance with the highest industry standards and act in the best interest of the Albany Capital Center (Center), LEGENDS GLOBAL as the organization with whom the Center has contracted with to provide management of the Center and the Albany Convention Center Authority (ACCA), a New York State Authority.
- B.) The contractor shall provide, at its own expense, qualified or licensed labor in the applicable trades for the performance of the work. All employees shall be uniformly dressed and are to be clean and neat in appearance. All employees must display identification prominently visible while on Center premises. All employees performing work shall be qualified and properly trained in the handling and use of all equipment used in and/or around the Center. LEGENDS GLOBAL has the right of approval of all employees used in connection with the performance of the work.
- C.) All loading and unloading of vehicles are the exclusive right of the Albany Capital Center staff. All rigging and use of aerial lifts, forklifts and other mechanical equipment is to be performed exclusively by union designee. The contractor shall be responsible for requesting appropriate labor in advance of the event.
- D.) All services provided shall be performed in a professional, timely and cost-effective manner. LEGENDS GLOBAL is relying on the high level of expertise and experience which the contractor has regarding the work. The contractor shall have total responsibility for the appropriate staffing, on-site and off-site equipment, reporting, coordination, and attendance at meetings to accomplish the purposes of the contract and perform the work.
- E.) Employees of the contractor must check-in and exit the Center at the designated security door only. The contractor shall take all precautions necessary and shall be solely responsible for the safe performance of the work, safety and adequacy of the methods and means it employs in performing the work. The contractor, while on the Center's grounds, must also observe any safety requirements that may be imposed by LEGENDS GLOBAL. The contractor's failure to abide by the rules, regulations, contract terms and compliance reporting provisions as established shall be grounds for forfeiture and penalties.
- F.) The contractor shall be afforded access to the Center at all reasonable times for the administration of the terms of the contract. The contractor shall be required to provide and maintain any permits and licenses required by law at its own expense. Proof of insurance and a signed agreement must be on file with the Albany Capital Center before work may be performed in the building.

- G.) Disorderly behavior, possession or consumption of alcoholic beverages or illegal drugs on the premises is strictly prohibited and violators will be promptly discharged from the site.
- H.) No contractor employee shall possess or use weapons of any kind (including firearms and knives) on the Center property at any time, unless specifically authorized by LEGENDS GLOBAL.
- I.) No contractor employee shall gamble, including engaging in bookmaking or card playing on Center property at any time.
- J.) PARKING: Temporary parking on ACC loading dock is allowed only for off-loading and loading contractor company vehicles. Contractors must check-in and out with Security Command Center personnel. Contractors are not allowed to park on Center sidewalks, curbs, or any other unauthorized area. Absolutely no loading through the front doors of the ACC located on eagle Street.
- K.) The Albany Capital Center is a state facility, therefore smoking of any kind is prohibited throughout the Center at any time.
- L.) At no time can any food or beverage be brought into the Center.
- M.) Permits and Fees are the responsibilities of the contractor.
- N.) All work must comply with all applicable codes.

## **ARTICLE #2: SAFETY**

- A.) The contractor is responsible for providing all personal protective equipment and requiring their use for controlling hazards to their employees while on the jobsite; to include but not limited to the following suitable safety protection as per current OSHA construction/safety standards:
1. Hearing Protection
  2. Eye Protection
  3. Respiratory Protection
  4. Fall Protection as required with the threshold height of six (6) feet for providing consistent protection.
  5. Hard Hat Protection
- B.) Eye protection must be worn by anyone exposed to any possible eye hazards.
- C.) All tools, ladders, scaffolding, lifts, cords, ropes, and any other equipment required in the performance of the work contracted, shall be provided by the contractor, and delivered to the Center in good condition and comply with all OSHA regulations. All forklifts and aerial lifts must be properly maintained and meet ANSI/SIA A92.3-1900 standards. Forklifts and aerial lifts may only be operated by Albany Capital Center staff or union designee.
- D.) It shall be the responsibility of each contractor to always ensure the protection of all attendees and ACC property. The proper supply and installation of guards, barriers, caution tape and any other protection needed to ensure safe access shall be the sole responsibility of the contractor and shall be in place before any work is performed.

- E.) The contractor shall furnish the Albany Capital Center with “Material Safety Data Sheets” of all incoming hazardous materials, paints, solvents, cleaners, or other such chemicals he/she will be using on the premises.
- F.) All areas of work that are used for storage must be neat and kept safe from hazards throughout the project.
- G.) The contractor must ensure that all work being done in “confined spaces” be executed in accordance with OSHA standards and the Albany Capital Center Confined Space Policy. Entry into a “confined space” will be allowed only by written permit.
- H.) It shall be the responsibility of the contractor to ensure that all employees have been trained in a fall protection program. Potential fall hazards must be properly identified, and all OSHA regulations must be maintained at all times.
- I.) Contractors must use the Albany Capital Center “Lockout/Tagout” program to prevent injury and/or equipment damage from accidental machine, equipment, electrical circuit, or stored energy start-up.
- J.) Contractor’s on-site supervisory representative shall be charged with making frequent safety inspections. Violations shall be addressed and corrected immediately before work resumes or work shall be stopped by Center management until safe conditions are satisfied.
- K.) **POWER OPERATED HAND TOOLS:**
1. Electrical power operated tools shall be of the approved double insulated type or grounded by use of a three (3) wire plug.
  2. Pneumatic power tools shall be secured to the hose by a positive means to prevent the tools from becoming accidentally disconnected. Safety clips or retainers shall be securely installed and maintained on pneumatic impact tools to prevent attachment from being accidentally expelled.
  3. Safety glasses shall be used at all times no matter what job is being done during chipping and grinding operations and when using compressed air.
  4. All fifteen (15) and twenty (20) ampere receptacles or outlets used for single phase circuits throughout the jobsite will be protected by approved Ground Fault Circuit Interrupters (GFC) operating ground fault current of not more than 20 milliamperes. The device will be tested daily, and results recorded daily. Operational problems will be reported to the Albany Capital Center’s Electrical Foreman immediately and the device taken out of service.

#### L.) SAFE CLEARANCE PROCEDURES:

1. Before repairing, connecting or adjusting any mechanical, electrical, alarm, pressure, hydraulic, or stored energy systems, inadvertent operation will be prevented by the use of the center's "Lockout/Tagout" program to lock off switches, controls, valves, moving parts or stored energy. Authorization for interruption of systems must be obtained from the Director of Operations or the Maintenance Manager by advanced preparation of approved schedule of work, identification of responsible supervisor of the work, and submission of safe operating procedures. Authorization for safe clearance will be obtained in advance, and no system will be interrupted without following an approved "Safe Clearance Procedure."

#### **ARTICLE #3: PROTECTION OF PROPERTY**

A.) It is the sole responsibility of the Contractor to ensure that all walls, ceilings, floors, fixtures, furniture, and all other property belonging to the Albany Capital Center be properly protected at all times from elements of construction.

B.) An ABC rated fire extinguisher(s) will be available at the work area whenever any welding, metal cutting, soldering, or other similar work is being performed. Objects to be welded, cut, or heated shall be moved to safe locations or, if the objects to be welded, cut or heated cannot be readily moved, all movable fire hazards in the vicinity shall be taken to a safe place, or otherwise protected by fire blankets/flameproof screens.

C.) No volatile liquid, fuel or any type of combustible material may be placed inside the Center at any time, except with the express written approval of the Director of Operations or the Security Manager.

D.) All surfaces must be adequately protected from fuel, lubricant, coolant or hydraulic leakage from vehicles, forklifts, man lifts, tools and equipment used by the contractor.

#### **ARTICLE #4: HOUSEKEEPING / SANITATION**

A.) The contractor shall always maintain a clean and safe work environment in and around his/her area of work.

B.) The contractor must ensure that all debris (filings, dust, material and tools) be picked up by the end of each workday.

C.) The contractor is responsible for all waste removal. At no time shall any waste generated from construction be placed in any Albany Capital Center's waste receptacle or dumpster.

D.) The contractor must always maintain suitable, safe ventilation.

## **ARTICLE #6: MISCELLANEOUS**

- A.) Contractors' on-site supervisor shall notify the Event Manager and Security Command Center personnel daily before the start of work, informing them of the location where they will be working. Notification will also be given to the above-mentioned personnel prior to leaving the premises at the end of the workday.
- B.) It is the sole responsibility of the contractor to provide all tools, equipment, lifts, materials, etc., needed to perform his/her work. At no time will any property of the Albany Capital Center be borrowed by any contractor, without the express written approval of the Albany Capital Center's Director of Operations or Operations Coordinator.
- C.) Absolutely no material, tools or equipment of the contractor can be stored on-site without the consent of the Operations Coordinator, or Maintenance Manager.
- D.) The Albany Capital Center is not responsible for anything stored or left behind on or off the premises.
- E.) The Albany Capital Center is not responsible for receiving deliveries for the contractor.

## **ARTICLE #6: DEFINITIONS, INSURANCE & INDEMNIFICATION**

- A.) Definitions
- CENTER: Means the Albany Capital Center located in Albany, NY
  - LEGENDS GLOBAL: The organization with whom the Albany Convention Center Authority has contracted with to provide management of the Center.
  - ACCA: Means the Albany Convention Center Authority, a public corporation.
  - TERM: Means the term of the contract in which work will be installed.
- B.) The contractor shall provide proof of coverage in the amounts of One Million Dollars (1,000,000) of Combined Single Coverage to include: Comprehensive Form, Premises/Operations, Contractual, Broad Form Property Damage and Products Completed Operations. The term of such coverage shall coincide with the term. Such insurance shall specifically include LEGENDS GLOBAL, The Center and The Albany Convention Center Authority (ACCA/ "Authority"), the State of New York, their respective directors, officers and employees, as additional insured. Such insurance shall cover any damage or injury to all persons or property connected with the Contractor when such persons or property are located at the center. If the contractor has not provided LEGENDS GLOBAL with such insurance certificate at least thirty (30) days prior to commencement of the Term, LEGENDS GLOBAL in LEGENDS GLOBAL's sole discretion may obtain such insurance at the Contractors expense without prior notification to the Contractors. All policies must state that the policy may not be cancelled or reduced by the insurance carrier without giving twenty (20) days prior notice in writing to LEGENDS GLOBAL and the contractor. The Contractor agrees to provide Worker's Compensation Coverage for Contractors Employees to comply with the laws of the State of New York.

### C.) INDEMNIFICATION

- The contractor shall indemnify, hold harmless and defend LEGENDS GLOBAL and the Authority, their respective directors, officers, agents and employees, from and against any and all losses, claims, liability, damage, action, or expense (including, without limitations, costs and attorney's fees) arising out of or relating to (i) the contractor's use of the Center, (ii) the conduct of Contractor business or from any activity, work or thing which may be permitted or suffered by Contractors in or about the Center, (iii) any breach or default in the performance of any obligation of the Contractor under this agreement, (iv) any negligence of the Contractor or any of its agents, employees, sub-contractors, invitees, attendees, patrons and guests, (v) failure by the Contractor, its agents, employees, suppliers or sub-contractors to observe and comply with all applicable federal, state and local laws, (vi) the theft or misappropriation of any Contractor's property or property of others brought into the Center. The contractor hereby assumes all risk damage to its property placed at the Center or injury to its officers, directors, employees, agents, sub-contractors, invitees, attendees, patrons, guests or any attendees at or in the Center for any cause and hereby waives all claims in respect thereof against LEGENDS GLOBAL and the Authority/ACCA.

### **ARTICLE #7: GOVERNING LAW**

A.) This agreement has been entered into in the State of New York and shall be governed by and construed in accordance with the laws of the State without regard to its conflicts of law provisions. The contractor consents to the jurisdiction of the courts of the State of New York and in any action or proceeding arising out of or relating to the contract, waives personal service of any summons complaint or other process and agrees that service may be made by certified mail to the address set forth herein.

# ALBANY CAPITAL CENTER



## **SUB-CONTRACTOR STANDARD OPERATING PROCEDURES ACKNOWLEDGE SHEET**

I acknowledge that I have read the foregoing Standard Operating Procedures for contractors and sub-contractors, I understand the procedures set forth and agree to comply at all times.

Company (Please Print):

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Contractor's Supervisor (Please Print):

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Contractor's Supervisor Signature:

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Date:

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ACC Management Representative:

---

Printed Name & Title:

---

ACC Representative Signature:

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Date:

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ALBANY  
CAPITAL  
CENTER

## CONTACT INFORMATION



[info@albanycapitalcenter.com](mailto:info@albanycapitalcenter.com)



[www.albanycapitalcenter.com](http://www.albanycapitalcenter.com)