



## **Building Guidelines**

Welcome to the RP Funding Center! Please review the outlined guidelines. We want to make your experience at RPFC as user friendly as possible. An Event Manager will be assigned to your event to assist with any questions you may have or to direct you to the appropriate party when noted in the procedures which follow. Our administrative hours are 8:00 am – 5:00 pm, Monday - Friday. During your event, please direct all questions to your Event Supervisor.

### **ANIMALS NO DOGS OR PETS ARE ALLOWED**

Properly restrained service animals are permitted to assist individuals with disabilities requiring their services. Service dogs are trained to do work or perform a task for people with disabilities. Comfort and/or emotional support animals are not service animals and are not recognized by the ADA. We appreciate your understanding and cooperation in helping us maintain compliance with these regulations.

### **BUS STAGING**

Please make your Event Manager aware of any bus staging needs your event may have two (2) weeks prior to the event. They will work with you and the RPFC Security/Parking Manager to determine the best option for your event needs. RPFC is a multi-facility complex with multiple events occurring at the same time and this will allow us to provide the best option possible for your event.

### **CARPET PROTECTION**

It is the client's responsibility to ensure permanent carpet is protected throughout move-in, move-out and show hours. Show contractors and vendors must be made aware that visqueen, poly/plastic, plywood panels or masonite may be required for various equipment and displays. Please make your Event Manager aware of any/all activities which may impact carpeted areas. Floor covering over permanent carpet must be approved in advance. Damage to carpet will result in additional fees.

### **CLEANING SERVICES**

1. Events with high attendance or of a nature where excessive clean-up is involved may require additional cleaning costs. Your Event Manager will make you aware of these charges.
2. Client is responsible for the cost associated with excessive debris left in the contracted space and the use of additional trash services such as open top containers which may be required for the event. RPFC will coordinate removal of solid waste compaction and open top equipment with a disposal service.

### **CLIMATE CONTROL**

Air conditioning is provided during event operating hours. Air will be turned on approximately 3 hours before your event to ensure space is sufficiently cooled.

### **COOKING**

Deep frying and cooking with oil is not permitted. Baking, microwaving, or warming (using a hot plate) is acceptable. Cooking residue (grease) must be poured into a holding tank and not in the building's

drainage system. A minimum of 5 lb. Fire Extinguisher is required with all cooking, at the client's expense. All cooking is subject to Fire Inspection.

## **DAMAGES**

To protect the building, please work closely with your staff, contractors, attendees, and exhibitors to make sure damage does not occur. RPFC will make the client aware of any damage found and provide information they may have related to the damage. The client will be responsible for paying for the repairs.

## **DECORATIONS/DISPLAYS**

1. The use of nails, tape, stickers, thumbtacks or plaster to hang or affix any apparatus or materials to the walls, doors, and ceilings in any of the buildings or rooms is strictly prohibited. Unauthorized use will result in additional charges for damages to the facility. There are rigging points in the ceiling for the Exhibit Hall and Sikes Hall, and a pole system is available to hang banners up to 8 lbs. Please contact your Event Manager if you would like to hang a banner from the ceiling. (Items subject to additional charges.)
2. Banners and signs cannot block permanent graphics, signs, or displays in any manner. Location of exterior and interior banners must be approved by RPFC.
3. Helium balloons are only permitted in the Exhibit Hall, Sikes Hall, Theatre Lobby and meeting rooms. If the balloons are inflated on the premises, the tanks must be stored outside the building after all balloons are inflated. All balloons must be removed at the end of the event to avoid additional charges. Helium balloons are not permitted in the Arena or Theatre House.
4. Dead vegetation such as hay, bark, mulch, moss, cut branches, etc., is not permitted in the facility. If any of the items listed above are part of your exhibit, the item(s) must be treated with fire retardant material before arriving and before being installed. A Fire-Retardant Certification must be obtained and will be subject to a building inspection prior to the opening of the event.
5. Visqueen or a similar kind of protective covering must be used to cover the floor for any display or exhibit using dirt, soil, sand, or any other landscaping-type materials. Exhibits or displays with fountains, pools, or spas must be waterproof.
6. In addition, the following items are **NOT** permitted:
  - a. Confetti and rice (Birdseed can be used outside the building)
  - b. Spray paint
  - c. Dirt, soil, sand, or glitter on carpeted areas
  - d. Double sided tape that leaves a residue
  - e. Handwritten signs, unless professionally done
  - f. Lighted candles are strictly prohibited anywhere but on tables and flames must be contained inside glass containers.
  - g. Adhesive-backed decals and duct tape
7. Client, exhibitor, and service contractor are responsible for removing any type of residue left on the floor after the event. A fee will be assessed to the User if any residue remains on the floor.

## **DELIVERIES**

Deliveries or shipments must have prior arrangements. There is an additional charge for the service of handling and storing of packages. All approvals are based on space/storage availability. Please contact your Event Manager. RPFC is not liable for any packages left over after an event. (See Shipping and Receiving in your contract)

## **EMERGENCY SYSTEMS AND PROCEDURE**

1. The Center is equipped with detection and alarm systems, sprinklers, and extinguishers strategically placed throughout the facilities. These systems are monitored by RPFC security, and the Fire Alarm System is also monitored by the City of Lakeland.
2. If and when RPFC is made aware of an emergency situation there are procedures in place and the client will be contacted immediately regarding procedures and protocols.

## **EQUIPMENT RENTAL**

1. RPFC maintains a limited inventory of chairs, tables, skirting, staging, and audio-visual equipment. RPFC will allocate equipment proportionally when and if required by simultaneous events. It could become the clients' responsibility to plan with outside sources for equipment that may not be available.
2. Terms and conditions of equipment rental will be in the contract. Your Event Manager will inform the client of terms relative to request which may occur outside the scope of the license agreement.

## **EVENT SERVICES**

RPFC offers a full range of services including electricity, audio visual, technical, freight handling, forklifts, internet, water, and catering. Contact your Sales Representative or Event Manager regarding the costs associated with these services. RPFC encourages advanced purchase and request for these services.

## **EVENT SIGNAGE**

It is the Client's responsibility to provide any internal and/or external directional signage for their event if necessary. Signage must be of appropriate size to properly aid customers to your event. RPFC management reserves the right to remove signs deemed inappropriate. Any banners to be hung require prior arrangements and could have associated costs.

## **FIRST AID REQUIREMENTS**

1. Based on event activities and projected attendance, RPFC Emergency Medical Staff services may be required at the client's expense. Emergency Medical Services staffing will be coordinated through the Sales Department and your Event Manager.
2. RPFC Emergency Medical Services Staff are certified Emergency Medical Technicians and are fully trained and authorized to perform "early defibrillation" and basic life support. Your Event Manager will schedule and bill out these medical services.
3. RPFC Emergency Medical Services Staff are intended to service the public attending events. The client is responsible for providing medical services (i.e....trainers) for sports/physical activity participants relative for events which those services are applicable or required.

## **FLOOR PLANS**

1. Your Event Manager will assist you as needed in establishing floor plans/layout for your planned event.
2. All exits will remain clear and unobstructed. Exhibits or displays may not block the visibility of exit signs. Hallways and aisles must always remain clear.
3. Floor Plans for Exhibit Shows must be provided 60 days in advance of the event for Fire Marshall approval. If changes occur, a final floor plan must be submitted 2 weeks prior to the event for additional approval if required.
4. A final inspection by the Fire Marshall may take place on site prior to door opening.

## **FOOD AND BEVERAGE**

1. Levy is the exclusive provider of food and beverage service at RPFC. All food and beverages intended for consumption within the facility must be purchased through Levy.
2. Levy provides a wide variety of food and beverage options for banquet service, booth catering, and concessions. Each event is assigned a Catering Manager who will work with you to fulfill your food service needs.
3. Outside food and beverages such as fast food, food placed in coolers, etc. are not permitted. The only exception to this rule is backstage food and beverage in the Arena and/or Theater.
4. Any requests for importing food and/or beverages must be approved in writing by Levy and RPFC management. Such requests will be considered on a case-by-case basis and may be declined at the sole discretion of Levy and RPFC management.
5. All events wishing to distribute food and beverage samples in conjunction with or as a part of their event must submit that request in writing to Levy and RPFC management 30 days prior to the event.

Request should provide full details of samples to be distributed. Levy management will approve and provide sample size information in writing.

6. For Catering questions contact Levy at 863-834-8160.

## **HAZARDOUS DEMONSTRATION AND DISPLAYS**

1. Open flame devices are not permitted unless contained inside glass.
2. Explosives and blasting devices are not permitted in the building. The use of pyrotechnics requires a permit (must be obtained by the user) and requires a 3-week advance notice and approval of RPFC and the City of Lakeland Fire Marshall. Fees may apply.
3. Flammable or combustible liquids (gasoline, poison, herbicides, etc.) are not permitted inside the building.

## **INSURANCE**

Events are required to provide insurance covering the term of their licensed agreement. Please see license agreement for specific details.

## **KEYS**

All requests for keys should be directed to your Event Manager. Keys must be returned at end of event or a fee will apply. Re-coring of a door and key system will be charged \$250 dollars per door when requested. If keys are lost or not returned a \$250 fee will apply.

## **LOST & FOUND**

Any property left unclaimed 2 weeks after the closure of an event will become the possession of RPFC.

## **MOTORIZED VEHICLES**

1. On pre-approved occasions, motor vehicles may be driven into the Exhibit Halls or Arena for unloading or loading of equipment. Each vehicle must be removed as soon as possible after unloading or loading is completed. Refer to carpet care section as applicable.
2. If a vehicle is a part of a display or an exhibit inside the facility, the vehicle must meet the following requirements:
  - The vehicle must have less than 1/8 of a tank of gas/fuel or less than 5 gallons.
  - The gas cap must be locked or taped
  - Any fueling or de-fueling cannot take place inside the building.
  - An extra set of keys to the ignition must be left with the Show Promoter or building management.
  - Visqueen must be placed underneath each vehicle
  - Carpet squares to be placed under each tire. Refer to carpet care where applicable.
  - The battery cables must be disconnected from the battery in case of an emergency. No jump starting of vehicles will be allowed inside the building.
  - All vehicles will remain stationary
  - No field equipment to be operated inside the building (i.e....lawnmowers, weed trimmers, etc.).

## **OSHA REGULATIONS**

Compliance with OSHA regulations is the responsibility of the lessee and its contractors.

## **PARKING**

RPFC has 2400 parking spaces directly surrounding the facility (additional auxiliary spaces are also available when needed). These spaces are offered at a charge to attendees. Discuss your parking needs with your Sales Representative or Event Manager.

## **PORTABLE TOILETS**

The client is responsible for securing, at their expense, portable toilets if they are required. RPFC will make final decision on locations for portable toilets.

## **POV & SMALL UTILITY VEHICLE LOADING/UNLOADING**

1. Exhibitors and Show Managers may unload event-related materials from their own automobiles and small utility vehicles in pre-designated areas determined by the facility. Designated areas will be determined on a case-by-case basis depending on location of the event and other events happening at or around the same time.
2. Show management is responsible for ensuring an orderly flow in this area and may utilize targeted move-in times for vehicles, and/or set reasonable time limits on vehicles and numbers of vehicles that may unload at one time. They may also determine routing with approval from RPFC management. Vehicles will be allowed for a maximum of 20 minutes in the loading area.

## **RIGGING**

All rigging required at RPFC will be approved by or supervised by RPFC staff or our designee. Our production staff is experienced and responsible for approval of rigging and rigging systems used at the Center. The client or client contractor should contact our technical management team to discuss rigging outlines and/or provide rigging plots for approval.

## **SECURITY/STAFFING (Effective February 1, 2024)**

1. RPFC has the capability to provide staffing for many of your Guest Service needs. We can provide ticket takers, ticket sellers (see disclaimer #9 below), ushers, technicians, cleaning staff and Security. Supervision for this staffing is also provided.
2. Your event security will control movement of guests, maintain safety of guests, and secure event property, including materials delivered, stored or waiting for pick-up. RPFC will provide you with recommended and required security requirements as part of your planning process.
3. Determination of Security needs may differ based on event specific event needs and type of event. RPFC Management reserves the right to make the final determination of security required to ensure the safe and secure operation of each event.
4. Your Sales Representative and Event Manager will work with you in developing a plan that fits the needs of your event and the RPFC.
5. A security plan needs to be determined 30 days prior to the event. If a plan is not provided 30 days prior, RPFC will establish a security plan at the client's expense.
6. When reviewing staffing and security, RPFC considers the following factors:
  - Special needs request the client may have
  - Crowd size
  - Nature of the event
  - Security needs of similar events
  - Time of the event
  - Searches
  - Money Collection
  - Ticket Sales or Public Event
  - Venue access points
  - Alcohol consumption
7. Terms and conditions regarding staffing will be noted in your proposal.

8. Outside security companies are allowed at RPFC under the following guidelines:

- Licensed and Bonded in the state of Florida.
- Outside Security Companies must be in good standing with RPFC and have an insurance certificate on file with the building. RPFC has final authority on acceptance of any all-3rd party requests.

9. Events selling their own tickets but using RPFC Ticket Sellers will be required to sign a waiver.

## **SHIPPING AND STORAGE**

1. Shipping charges may apply to any items shipped to and from RPFC. See your Event Manager for details. Note, without proper notice shipped items may be turned away.
2. RPFC has limited storage; clients are encouraged to discuss options or availability with their Event Manager.
3. Exhibitors are responsible for removing any empty boxes, pallets, crates, cartons, and other packaging materials from the building. These items may not be stored in the building.

## **SMOKING POLICY**

RPFC is a smoke and vapor free facility.

## **TAXES, LICENSES, PERMITS**

Client is responsible for any necessary taxes, licenses or permits the event may require.

## **TENTS**

Tents larger than 20' x 20' require a permit. Please call The City of Lakeland Department of Building Inspections on 863-834-6012 to secure a permit. Please note that all tents must be free standing and secured by a weight system. The Lessee and/or tent company is prohibited from drilling holes into the concrete and pounding stakes into the concrete.

## **TICKETING**

RPFC is a licensed ticketing agent that can be a benefit to your event, some charges apply. Please see your Sales Representative or Event Manager for details.

## **WEAPONS AND FIREARMS**

1. No weapons or firearms are allowed within RPFC. Exceptions may be made for certified enforcement officers, with prior approval from RPFC management.
2. Events involving the sale of weapons or firearms as a whole or in part will require a two (2) week written notice to RPFC Management.
3. City of Lakeland Police officer(s) are required to be on site during your event, the quantity will be based on the number of exhibits and the factors noted previously.
4. All events selling firearms require gun checks, see your Event Manager for details.
5. No sale of black powder is permitted. Smokeless Powder must be under 125 lbs. in weight.

## **Alcoholic Beverages**

No outside alcoholic beverages may be brought onto the premise. Florida and Federal Law prohibit the sale of alcoholic beverages to people under the age of twenty-one (21). Therefore, guests are required to show proper identification and proof of age when purchasing alcoholic beverages at RP Funding Center. We offer several full-service bars for many of our performances that feature cocktails, wine & beer. We encourage guests to drink responsibly and not to drive after drinking.

## **BAG SEARCHES**

All bags entering the RP Funding Center including purses are subject to search. Backpacks and purses are allowed but not larger than 14"X 14" X 6". If there are any questions about our Safety and Security Procedures that may relate to your event, please feel free to contact your Event Manager.

## **BALLOONS**

Helium balloons are only permitted in the Exhibit Hall, Sikes Hall, Theatre Lobby and meeting rooms. If the balloons are inflated on the premises, the tanks must be stored outside the building after all balloons are inflated. Helium balloons are not permitted in the Arena or Theatre House.

## **CAMERAS & RECORDING DEVICES**

Small, non-professional still cameras are permitted into RP Funding Center for certain events. Flash photography is not permitted at any time. Please note cameras may not be allowed into the facility for certain events. Video, audio, and professional camera and recording devices are prohibited for most ticketed entertainment events. Please check event information for specific camera policies. Fans may not reproduce any film, digital, video or audio recording for commercial purposes without the express written consent of RP Funding Center.

## **CANCELLATIONS**

The RP Funding Center's policy is that no refunds are offered, except for cancelled performances. For more information regarding a specific instance, contact the RP Funding Center Box Office at 863-834-8111.

## **DRONES**

### **1. General Prohibition**

No person shall operate, launch, or land any drone (unmanned aerial vehicle) in, on, above, or within the airspace of the RP Funding property, including any adjacent public or private property, without the express written consent of authorized management or law enforcement authorities.

### **2. Critical Infrastructure Buffer**

In compliance with Florida Statute § 330.41(5), no drone shall be operated within 500 feet horizontally or 400 feet vertically of any critical infrastructure facility (e.g., airport) located on or near RP Funding.

### **3. Event-Specific Restrictions**

1. Drones are prohibited inside RP Funding and within a 500-foot radius of the event venue and all surrounding public gathering areas.

### **4. Enforcement**

Violation of this prohibition may result in confiscation of the drone, removal from the property, and/or referral to law enforcement. Penalties may include fines under Florida law and/or criminal charges for violations involving critical infrastructure or weapons.

## **Metal Detectors**

The RP Funding Center is increasing security measures to provide the safest environment for our guests. To ensure a safe environment for our guests, metal detectors may be used. If metal detectors are used, guests will be screened upon arrival. Guests in wheelchairs will not go through the metal detectors but will be screened by alternate methods. Please arrive early as this process can be slow due to the increased security. To speed up the process, please do not bring bags and be prepared to remove all items from your pockets. Any lost ticket can be reprinted at the Ticket Office. The person who purchased the tickets along with the proper credit card and photo I.D will be required.

**SECURITY & SCREENING**

All patrons may be subject to a bag search and security check. Plan on passing through security before each event to ensure proper arrival times for an event.

**SCALPING**

Unauthorized selling of tickets is strictly prohibited on RP Funding Center property.

Any matters not expressly covered by the guidelines set forth herein shall be determined by RPFC Management. At any time, RPFC reserves the right to amend or otherwise change these Building Guidelines.

By signature of the rental agreement, you accept these Guidelines.



## GUIDELINES FOR VENDORS

Welcome to The Lakeland Center! Please review the guidelines outlined below and return a signed copy to The Lakeland Center. We want to make your experience at The Lakeland Center as user friendly as possible. If there is anything we can help you with, please call us at 863-834-8100 or fax us at 863-834-8101. Our administrative hours are 8 am - 5 pm, Monday - Friday.

1. During your event, please direct all questions to your Event Manager.
2. Utility needs for your event are encouraged to be purchased in advance, but can be purchased the day of your event at the Service Desk. We offer electricity, audio visual, technical, freight handling, forklifts, telephones, water and catering. Additional parking passes must be purchased in advance. Please contact the Client Services Department at 863-834-8100.
3. The use of nails, tape, stickers, thumbtacks or plaster to hang or affix any apparatus or materials to the walls, doors, and ceilings in any of the buildings or rooms is strictly prohibited. Unauthorized use will result in additional charges for damages to facility. There are rigging points in the ceiling for the Exhibit Hall and Sikes Hall. Please contact your Client Services Representative if you would like to hang a banner from the ceiling.

In addition, the following items are not permitted:

- Confetti and rice (Birdseed can be used outside the building)
  - Spray paint
  - Dirt, soil, sand, or glitter on carpeted areas
  - Double sided tape that leaves a residue
  - Handwritten signs, unless professionally done
  - Lighted candles are strictly prohibited
  - Adhesive-backed decals and duct tape anywhere but on tables
4. User, exhibitor, and service contractor are responsible for removing any type of residue left on the floor after the event. A fee will be assessed to the User if any residue remains on the floor.
  5. Visqueen or a similar kind of protective covering must be used to cover the floor for any display or exhibit using dirt, soil, sand, or any other landscaping-type materials. Exhibit or displays with fountains, pools, or spas must be waterproof.
  6. Helium balloons are only permitted in the Exhibit Hall, Sikes Hall, and meeting rooms. If the balloons are inflated on the premises, the tanks must be stored outside the building after all balloons are inflated. All balloons must be removed at the end of event to avoid additional charges. Helium balloons are not permitted in the Arena or Theatre.
  7. The "In-House" caterer for The Lakeland Center is ARAMARK. ARAMARK has exclusive rights to provide all food and beverage. Outside food and beverage such as fast food, food placed in coolers, etc. are not permitted. If you have any catering questions, please contact ARAMARK at 863-834-8131 and they will be happy to assist you.
  8. Dead vegetation such as hay, bark, mulch, moss, cut branches, etc., is not permitted in the facility. If any of the items listed above are part of your exhibit, the item(s) must be treated with fire retardant before arriving and after installation.
  9. Deep frying and cooking with oil is not permitted. Baking, microwaving, or warming (using a hot plate) is acceptable. Cooking residue (grease) must be poured into a holding tank and not in the building's drainage system.

10. The Lakeland Center is not responsible for any articles, equipment, signage or merchandise at any time. Anything left on the property will be disposed of during the normal cleaning process. Please be aware of the information outlined in The Lakeland Center Drayage Policy.

11. Except for guide dogs for the visually impaired, animals are not permitted in the facility unless approved in writing by management of The Lakeland Center.

12. On pre-approved occasions, motor vehicles may be driven into the Exhibit Halls or Arena for unloading or loading of equipment. Each vehicle must be removed as soon as possible after unloading or loading is completed.

13. If a vehicle is a part of a display or an exhibit inside the facility, the vehicle must meet the following requirements:

- The vehicle must have less than 1/8 of a tank of gas/fuel.
- The gas cap must be locked or taped.
- Any fueling or de-fueling can not take place inside the building.
- An extra set of keys to the ignition must be left
- Visqueen must be placed underneath each vehicle. with the Show Promoter or building management
- The battery cables must be disconnected from the battery in case of an emergency.
- All vehicles will remain stationary.

14. Flammable or combustible liquids (gasoline, poison, herbicides, etc.) are not permitted inside the building.

15. All exits will remain clear and unobstructed. Exhibits or displays may not block the visibility of exit signs. Hallways and aisles must remain clear at all times.

16. Explosives and blasting devices are not permitted in the building. The use of pyrotechnics requires a 3 week advance notice and approval of The Lakeland Center and the City of Lakeland Fire Marshall. There is a fee for this permit.

17. Open flame devices are not permitted.

18. The exhibitor is responsible for removing any empty boxes, pallets, crates, cartons, and other packaging materials from the building. These items may not be stored in the building.

19. Deliveries or shipments made in advance of the show will not be accepted unless prior arrangements are made. There may be an additional charge for this service. All approvals are based on space/storage availability.

20. If the Lessee plans to erect a tent in the parking lot larger than a 20' x 20', please call 863-834-6012 to secure a permit. Please note that all tents must be free standing and secured by a weight system. The Lessee and/or tent company is prohibited from drilling holes into the concrete and pounding stakes into the concrete.

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**Company Name:**\_\_\_\_\_ **On-Site contact:**\_\_\_\_\_

**Business Phone:**\_\_\_\_\_ **Cell Phone:**\_\_\_\_\_

**Authorized Signature:**\_\_\_\_\_