

**Coastline Conference & Event Center**

# **Users Guide**

# Coastline Conference & Event Center

## TABLE OF CONTENTS

DIRECTIONS:	3
ALCOHOL POLICY	4
AIR CONDITIONING, HEATING AND LIGHTING	4
ALTERATIONS	4
AUDIO / VISUAL	4
PARKING	4
BANNERS AND SIGNAGE	5
CANCELLATIONS	5
CHANGE-OVERS	5
CLEANING / HOUSEKEEPING	6
CONFETTI/ GLITTER/ RICE	6
DAMAGE/SECURITY DEPOSIT	6
DANCE FLOOR	7
DELIVERIES AND SHIPPING	7
EQUIPMENT RENTAL	7
FLOOR PLANS / EXHIBIT LAYOUTS	7
FOG/SMOKE MACHINE	7
FOOD SERVICE	7
GENERAL SERVICES	8
LINEN, EQUIPMENT AND OTHER SERVICES	8
INSURANCE	8
LOST AND FOUND	8
PAYMENTS	9
REMOVAL OF USER PROPERTY	9
SECURITY	9
SMOKING POLICY	9
SUB-CONTRACTORS	9
INTERNET USAGE AND TELECOMMUNICATIONS	9
TRASH REMOVAL	10

# Coastline Conference & Event Center

## DIRECTIONS:

- From: Wilmington International Airport: Turn left onto 23rd Street. At next stoplight turn right onto Martin Luther King Parkway/74 West/Downtown. Continue on route to downtown. Turn right onto Front Street at stop light and then turn right onto Hanover Street. At stop sign turn left onto Nutt Street and the entrance to The Best Western PLUS Coastline Inn sign is on the right. The Coastline Conference Center is located in the long building left of parking lot. Sales office is first office on left.
- From: Raleigh/Durham area: Follow Interstate 40 East to Wilmington. As you approach Wilmington, turn right onto Martin Luther King Parkway/74 West/Downtown. Continue on route to downtown. Turn right at light onto Front Street and then turn right onto Hanover Street. At stop sign turn left onto Nutt Street and The Best Western PLUS Coastline Inn sign is on the right. The Coastline Conference Center is located in the long building left of parking lot. Sales office is first office on left.
- From: Charlotte area Or the Western part of the state: Take Highway 74/76 East to Wilmington. After crossing the Cape Fear Memorial Bridge turn left at the traffic light onto 3rd Street. Follow 3rd Street for 1.5 miles and turn left onto Market Street. Drive three blocks and at stop sign turn right onto Water Street. Follow Water Street for four blocks and Water Street will become Nutt Street. Second driveway on left is the entrance to The Best Western PLUS Coastline Inn sign is on the left. The Coastline Conference Center is located in the long building left of parking lot. Sales office is first office on left
- From: Myrtle Beach, South Carolina: Take Highway 17 North to Wilmington. After crossing the Cape Fear Memorial Bridge turn left at the traffic light onto 3rd Street. Follow 3rd Street for 1.5 miles and turn left onto Market Street. Drive three blocks and at stop sign turn right onto Water Street. Follow Water Street for four blocks and Water Street will become Nutt Street. Second driveway on left is the entrance.

# Coastline Conference & Event Center

## ALCOHOL POLICY

The User and Caterer acknowledge and understand that the distribution and consumption of all alcoholic beverages must be in accordance with laws, statues and regulations of the State of North Carolina.

Persons under the age of 21 may not consume alcohol regardless of the type of event. Events where alcoholic beverages are served that include anything other than beer and wine must utilize an approved caterer holding a valid offsite ABC permit. Beer-and-wine-only events are available through CCEC's in-house catering services. Events serving beer and wine only may supply the inventory and have CCEC'S bartender serve or have CCEC supply and bartend. If a user wishes to provide spirits for their event, the user must apply for a NC ABC Limited Special Occasion Permit. Ask your sales expert for further information. CCEC requires all alcohol be served by in-house bartenders or by an approved caterer with valid offsite ABC permit. The use of self-service bars, kegs, alcoholic punch bowls and other unattended alcohol is strictly prohibited.

All ABC laws governing the use of alcohol in the state of North Carolina must be adhered to as a condition of use.

Pricing for this service can be found on the in-house catering menu located on the CCEC website under the documents tab.

## AIR CONDITIONING, HEATING AND LIGHTING

Air conditioning and/or heating are complimentary during event hours. Air conditioning and/or heating may be provided on move-in or move-out days at an additional cost. Requests for air conditioning and/or heating during non-event periods or during non-event registration periods will be billed at the prevailing rate.

## ALTERATIONS

Space in the center is provided to the User "as is". Only those changes, alterations and decorations previously approved by CCEC Management are permitted. Restoration to original condition will be made at the User's expense.

## AUDIO / VISUAL

Meetings are equipped with state-of-the-art sound system. A list of audio/visual equipment, services and prices can be found under the documents section of the CCEC website. For more complex audio/visual needs we recommend using one of our preferred professional audio visual vendors.

## PARKING

Parking is available in front of and behind the CCEC. These spaces are shared with the other tenants in the Coastline Center and are available on a first-come basis. Additional parking may be available in one of the nearby city parking decks, Wilmington Convention Center deck, and/or Cape Fear Community College deck.

# Coastline Conference & Event Center

## BANNERS AND SIGNAGE

For the safety and convenience of all guests, permanent signage (e.g., directional graphics and signs illustrating the path to emergency exits, restrooms, concessions, event space, and the location of ballroom and meeting room) is found throughout the facility. This signage may not be visibly blocked at any time.

In order to maintain a consistent appearance for all CCEC events, decorations, banners and signage may be attached to the facility without prior approval. With prior approval, these items may only be attached / affixed in locations and by methods that have also been approved by the CCEC Management Team. Nails, Staples, tacks and screws of any kind will not be permitted to hang signs or banners. All materials shall be flame proof. Additional restrictions may apply to outdoor displays.

All requests to hang signs and banners must be submitted in writing for approval to your Event Manager twenty-one (21) days prior to move-in. Approved signs and banners must be installed by CCEC staff. Banners to be displayed must be delivered to your Event Manager no later than 72 hours prior to event move-in. Minimum labor costs will apply to the hanging and removing of all signs and banners.

## CANCELLATIONS

Notification of intent to cancel User's event must be received by e-mail originating from the main contact's email address, US mail or Federal Express. CCEC's refund policy on deposits is as follows:

180 days prior to event	Full refund
120 days prior to event	75% refund
60 days prior to event	50% refund
0 to 59 days to event	No refund*

Exceptions:\*

Severe weather – cancellations due to severe weather are defined as storm warnings where sustained winds in excess of 60mph are predicted by the National Weather Center to make landfall in New Hanover County from 3 days prior to a scheduled event until up to 2 days post-event.

Events canceled due to severe weather predictions will have the opportunity to reschedule subject to availability and all deposits will transfer to the new date. If alternative dates are not available or the function cannot be rescheduled, CCEC will refund the full deposit to the User.

Non-weather-related cancellations by the User within the forfeiture period will have 75% of their forfeited deposit refunded if CCEC is able to resell the event space for an amount equal to the original booking which was canceled. Any refund will be processed and paid only after the substitute event has fully settled their account.

## CHANGE-OVERS

Meeting Rooms come with one complimentary set-up per day. Additional set-ups or change-overs within the same day are billed at prevailing labor rates.

# Coastline Conference & Event Center

## CLEANING / HOUSEKEEPING

User is responsible for the timely removal of all crates and pallets by the end of the contract period.

User is responsible for returning any function or meeting space to a “broom clean” condition at the conclusion of their event.

During move-in and move-out the User is responsible for the removal of trash in the function and Meeting Rooms with the exception of public receptacles. Bulk trash is to be removed by User as well, with additional fees applied to invoice if bulk trash is not properly disposed of. Bulk trash is defined as boxes, crates, lumber, pallets, packing materials and other items not easily removed by a standard push broom or vacuum.

All tape and residue must be removed from the floors during move-out. All static cling decorations must be removed from the windows.

A housekeeping fee will be applied if halls are not left “broom clean” at the conclusion of your event.

## CONFETTI/ GLITTER/ RICE

The use, display or distribution of confetti, glitter, or rice is prohibited within the CCEC as well as on the grounds. User will be billed a labor fee for clean-up resulting from non-adherence to this policy.

## DAMAGE/SECURITY DEPOSIT

CCEC requires certain event categories pay refundable Damage/Security Deposit 30 days prior to the event. A User is responsible for all expenses incurred to repair damages resulting from the actions of the User, the User’s guests or Contractor hired by the User. The payment of Damage/Security Deposit in no way indemnifies the User from liability from damages exceeding the amount paid in Damage/Security Deposit. Your sales expert will charge the refundable Damage/Security deposit to the users credit card 30 days prior to the event and once the event is over yours sales expert will assess the space utilized by the user and if there are no damages incurred the Damage/Security deposit will be refunded with 24-48 hours of the events conclusion.

Events requiring Damage/Security Deposits

- Events serving alcohol with 75-125 guests- \$250
- Events serving alcohol with 125-200 guests-\$500
- Events serving alcohol with more than 200 guests-\$1000
- Events that have live bands, DJ’s or are dance-oriented with more than 200 guests- \$500-\$1000, depending on event

# Coastline Conference & Event Center

\*If checked, enter that amount in the "Refundable Damage Deposit" total line in the fees and deposits table above.

Users will be responsible for any damages to property that are the result of the User, the User's guests and/or outside vendors hired by the User during the event. The cost to repair these damages and any loss in revenue as a result of the damage will be billed to the users account.

## DANCE FLOOR

Dance floor rentals are available for receptions and banquets. Cost for dance floor rentals can be found in the equipment rental price list located under the documents tab of the CCEC website. Dance floors may be used only on carpeted surfaces. The CCEC reserves the right to limit the size and placement of the dance floor.

## DELIVERIES AND SHIPPING

The CCEC will accept and store advance deliveries of freight for events within 24 hours of delivery so long as the total weight does not exceed 100 lbs. and no single package exceeds 50lbs. All other advance deliveries requested by User must be scheduled and approved and may be subject to additional charges for labor and storage.

## EQUIPMENT RENTAL

Tables, chairs, risers, etc. in excess of the Event Services Order or the CCEC's inventory will be made available at applicable rates. Contact your Sales Expert if excess equipment is anticipated.

## FLOOR PLANS / EXHIBIT LAYOUTS

Events and exhibit layout plans not produced by CCEC must be submitted to your Event Manager for review and approval no later than twenty-one (21) days prior to event. Floor plans must provide adequate aisle space and must not prevent access to fire exits, fire hose cabinets, or fire alarm pull stations. Displays shall not obstruct the passageway to the main entrance.

## FOG/SMOKE MACHINE

Fog/smoke machine usage is restricted to water-based chemicals. Written approval must be obtained from the Event Manager prior to use.

## FOOD SERVICE

CCEC has the capability to cater coffee breaks, breakfast, and limited lunch choices. In-house catering menu can be found on the CCEC website under the documents tab. All other catering must be

# Coastline Conference & Event Center

performed by an approved licensed caterer. List can be found on the CCEC website under the documents tab. If User's desired caterer is not on our approved list an application to become an approved caterer can be found on the CCEC website under the documents tab. CCEC does not provide facilities for cooking or heating caterer's food. Limited staging area for food service is available. Area must be cleaned and all food products must be removed by the end of the contracted period.

## GENERAL SERVICES

Services and equipment included in CCEC room rental fees include dimmable incandescent domed pendants and/or florescent lighting for meetings and shows, air conditioning or heat during meeting/event hours, once-daily cleaning of corridors & function rooms, maintenance of restrooms and public trash cans, a predetermined room set-up that includes all tables and chairs (limited to CCEC's inventory), high-speed wireless internet, water stations for meetings, access to CCEC's sound system to provide audio services for owned or rented microphone or other audio equipment, labor to perform the services described above and an on-site representative during User's event, available to ensure all contracted services are carried out

Based on the nature and complexity of the User's event, certain groups with fewer than 30 people may be provided with an on-call representative in lieu of on-site representation, at the discretion of CCEC.

## LINEN, EQUIPMENT AND OTHER SERVICES

Additional fee-based goods and services are available for commonly requested items. A complete list with pricing can be found on the CCEC website under the documents tab. The sales staff can assist User in choosing the add-ons needed to ensure their event is successful.

## INSURANCE

IF A CERTIFICATE OF INSURANCE IS REQUIRED FOR USER'S EVENT THE FOLLOWING REQUIREMENTS MUST BE INCLUDED:

- COASTLINE CONFERENCE & EVENT CENTER MUST BE NAMED ADDITIONALLY INSURED
- LIABILITY LIMITS OF \$1,000,000/\$2,000,000 PER INCIDENT/ AGGREGATE MINIMUM COVERAGE

\*IF A CERTIFICATE OF INSURANCE IS REQUIRED FOR THE EVENT IT IS DUE 30 DAYS PRIOR TO THE START OF USER'S EVENT. USER UNDERSTANDS AND AGREES THAT CCEC MAY CANCEL USER'S EVENT AND DEPOSITS MAY BE FORFEITED IF USER FAILS TO PROVIDE PROOF OF INSURANCE AS DESCRIBED

## LOST AND FOUND

All lost and found articles should be turned in to the CCEC's Sales Office. Every effort will be made to identify the owner and return all lost articles. At the CCEC's discretion, lost and found articles whose



# Coastline Conference & Event Center

ownership cannot be determined are logged and stored for a 30 day period. Articles left beyond 30 days will be disposed of by CCEC Management.

## PAYMENTS

All payments, deposits, rental fees and other charges must be paid according to the terms in the User Agreement. A deposit equal to one half of the room rental along with a signed User Agreement is required in order to hold space for an event. A credit card must be on file for all events with authorization to charge the card for any unsettled fees incurred by User's event. The balance of room rental is due 60 days prior to the event and charges for other services provided by CCEC as indicated on the User Agreement is due 14 days prior to the event. In the event that non-room rental services provided by CCEC cannot be determined by the time payment is due, it may be necessary to collect estimated charges prior to the event, as indicated on the User Agreement. Failure to meet payment terms may result in the cancellation of the User's event and/or forfeiture of any deposits.

## REMOVAL OF USER PROPERTY

User shall remove all property, goods, installations and effects belonging to the User or brought by User to the facility. If such property is not removed prior to the end of the contacted period, the CCEC may remove and store it or cause it to be stored. User shall reimburse all expenses incurred. The CCEC shall not be responsible for the safekeeping of said materials.

## SECURITY

CCEC evaluates each event for potential security risk. Events with large numbers of people and those events where alcohol is being served may require security added at the User's expense as a condition of the CCEC rental agreement.

## SMOKING POLICY

In compliance with NC State Laws smoking is strictly prohibited indoors at CCEC.

## SUB-CONTRACTORS

User is responsible for the safety, conduct and performance of Sub-Contractors. User is responsible for any damage caused by a Contractor and/or Sub-Contractor User has engaged to perform a service or provide goods during their event.

## INTERNET USAGE AND TELECOMMUNICATIONS

Basic high speed wireless internet is available and is included in the room rental fee. For large meetings with more than 100 people additional services may be required. Arrangements must be made in advance through a CCEC-approved tech vendor. A list of CCEC approved vendors can be found on CCEC website under the documents tab.

# Coastline Conference & Event Center

CCEC does not provide telecommunications in meeting rooms. All telecommunications must be handled through a CCEC approved vendor. A list of CCEC approved vendors can be found on CCEC website under the documents tab.

## **TRASH REMOVAL**

Trash pick-up during meetings, social events and trade shows will be performed as necessary during the event from public CCEC receptacles. Events producing excess trash and debris may require addition labor and disposal fees. Costs for these services can be found on the CCEC website under the documents tab.