



NORTON
HEALTHCARE

Sports & Learning Center

EVENT PLANNING GUIDE

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Event Planning Guide

WELCOME

Please use this guide to keep your event planning on an accurate timeline, as well as an introduction to facility guidelines and policies. Your Event Manager will also be in communication with you throughout this process.

Please share this guide with vendors and use it as a reference tool as you develop guidelines for your exhibitors, guests, and sponsors.

Thank you for choosing the Norton Healthcare Sports & Learning Center

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ABANDONED PROPERTY

Any property unclaimed after thirty days following the term of the license agreement is considered abandoned. SLC may take possession of it and treat it as its own or dispose of such property without liability. The licensee is liable for any cost incurred, including, but not limited to, storage, if applicable, and disposing of the abandoned property.

ACCESSIBILITY

The Norton Healthcare Sports & Learning Complex is committed to accommodating the needs of all individuals. Following the Americans with Disabilities Act (ADA), SLC is responsible for accommodating access of permanent facility constructs, and the licensee is responsible for accommodating access of temporary constructs as required. Should you or your attendees need special assistance and/or services such as listening devices, wheelchairs, lifts, or stage ramps, please contact your Event Manager for assistance in advance of the event.

Parking

There are 28 ADA compliant parking spaces located within our parking lot. Please discuss any specific needs with your event manager.

Restrooms

All public restrooms in our venue are accessible according to federal ADA requirements. Gender neutral restrooms are also located throughout the venue.

Service Animals

Service animals are permitted inside the facility. Under the ADA, a service animal is a dog that has been individually trained to do work or perform tasks for an individual with a disability. Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In this case, the individual must maintain control of the animal through voice, signal, or other adequate means.

Wheelchairs

All perimeter public access points have an ADA door. Additionally, the grandstands and bleachers have accessible seating.

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ADDITIONAL SERVICES

Additional services are available to help make your event more successful. Additional services include:

- Sodexo Live (Centerplate) concessions & catering
- Audio Visual equipment
- Hard-wired & Wi-Fi connectivity
- Front of house staff, First Aid/Emergency Medical Team

NOTE: Prevailing rates apply for additional services, accommodations, materials, or items loaned.

ADDRESSES

Mailing

Norton Healthcare
Sports & Learning Center
3029 West Muhammad Ali Blvd.
Louisville, KY 40212

Shipping & Receiving

Show Name, Booth Number and Contact
Phone Number
Norton Healthcare Sports & Learning
Center
3029 West Muhammad Ali Blvd.
Louisville, KY 40212

ADVERTISING & MARKETING YOUR EVENT

Norton Healthcare Sports & Learning Center is equipped with a creative, veteran marketing team capable of or connecting you with agencies to fulfill your marketing efforts. Contact your Event Manager for more information.

Digital & Social Media Exposure

Most public events hosted at Norton Healthcare Sports & Learning Center will receive the following:
Dedicated event page on nortonslc.com
Featured listing on nortonslc.com home page
Minimum of two social posts

Indoor and Outdoor Signage

The Norton Healthcare Sports & Learning Center offers locations for digital signage and the opportunity to display event graphics on venue digital screens leading up to the event or utilize the screens during the event.

PR Opportunities

The marketing team at Norton Healthcare Sports & Learning Center can assist with press conferences, press release distribution and other earned media opportunities.

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Ticketmaster Promotion

The Norton Healthcare Sports & Learning Center is a Ticketmaster facility. When using Ticketmaster for ticketing needs, events have access to a full suite of complimentary marketing opportunities including email marketing, purchaser data, pixel tracking, retargeting, special offer promotions, distributed commerce and more. Additional paid services can be accessed including paid search, programmatic advertising, paid social and premium email.

AIR CONDITIONING & HEATING

Meeting rooms, track area and mezzanine are individually climate-controlled. Please contact your Event Manager for temperature adjustments.

ATM

An ATM is located in Thornton's.

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AUDIO & VISUAL

The Norton Healthcare Sports & Learning Center has a variety of inhouse AV equipment. Please discuss AV needs with your Event Manager.

Facility Audio System

Clients can use their own provider or our in-house A/V equipment.

HUMANA HUB

The Humana Hub consists of two (2) state-of-the-art meeting rooms located off the main lobby adjacent to the Fun Zone. Each room has a smart TV that is presentation ready, hardwired or Wi-Fi internet access.

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CLIENT EVENT CHECKLIST

Please use this timeline to help with the planning, coordination and implementation of your upcoming event. Failure to adhere to the Event Checklist, such as “on-the-fly” floor plan adjustments or last-minute event changes, may result in additional charges.

7-12 Months Prior

- Advise your Event Manager of any service provider working with your event
- Begin to coordinate audio visual, internet and telecom needs
- Obtain menus and begin to coordinate with Sodexo Live for all food and beverage needs with your assigned Catering Sales Manager
- Provide your Event Manager with the first draft of event specifications, floor plan requirements and program agenda
- Discuss known electrical needs with Event Manager
- Schedule a site tour with Event Manager

3-6 Months Prior

- If using any outside service provider, send revised copies of floor plans to your Event Manager
- Review the first draft of floor plans with your Event Manager to approve or request any changes
- Begin to finalize food and beverage requirements with your Catering Sales Manager
- Provide an exhibitors list for your Event Manager, to include exhibitor contact information

2 Months Prior

- Determine event staffing for security and guest services with your Event Manager
- Finalize electrical service needs through your Event Manager
- Place an order for audio visual needs if needed
- Sign finalized food and beverage contract, provide initial guarantees and deposit to your Catering Sales Manager
- Provide Rigging Plots, Loading Capacity/Requirements

1 Month Prior

- Submit floor plan to Event Manager for Compliance review
- Provide your certificate of liability (insurance) to your Event Manager
- Provide final event specifications and program agenda/timeline to your Event Manager
- Review and approve final versions of floor plans with your Event Manager
- Obtain an *Disclose & Acknowledge* estimate of ancillary services from your Event Manager

2-3 Weeks Prior

- Finalize audio visual and internet needs
- Sign and return the *Disclose & Acknowledge* estimate of expenses to your Event Manager
- Provide your Event Manager with an event staffing schedule and contact information
- Confirm catering guarantees with your Catering Sales Representative – final guarantees are due 72 hours before your event

1 Week Prior & On-Site

- Let your Event Manager know of any last-minute changes to floor plan
- Have pre-con and production meetings with key contacts and vendors
- Update your Event Manager daily with any program changes or delays

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CLEANING SERVICES

We will provide cleaning of all public areas, including restrooms and lobbies before, during, and after events, as well as uncarpeted aisles and trash cans in the rented space during show hours at no additional cost. Cleaning does not include vacuuming of customer installed booth or aisle carpet or any other janitorial services for the individual exhibitbooths. The licensee of the event will be responsible for the removal of all trash, crates, lumber, tape, floor decals, stickers and packing materials brought in by exhibitors and/or contractors before the show opening, during the show, and through move-out. Any costs incurred for trash not removed by the licensee is charged to the licensee at the prevailing rate. The venue floor should be left in the same condition as when licensee took possession.

DAMAGES

If damages beyond typical wear and tear have resulted from the event's operations or any party affiliated with the event, the licensee will be responsible for the costs of repairs. Damages should be reported to your Event Manager immediately. Norton Healthcare Sports & Learning Center encourages our customers to schedule a pre and post event walkthrough to verify the condition of the facility.

DECORATIONS & SIGNS

Within all public spaces, the Norton Sports & Learning Center has exclusive control due to sponsor and advertising agreements. Please discuss any signage needs with our Event Manager; conflicting sponsor or advertising categories may be limited or not permitted onsite.

In order to maintain the venue, we request that you follow these guidelines:

- Do not drill, core, or punch holes in the building or parking lots
- Signs must be of professional quality and not handwritten
- Signage or décor cannot obstruct or be attached to any fire suppression equipment, conduit, cable trays or exit signs
- Helium balloons or adhesive backed decals (except name tags) are not permitted. Any costs incurred from the use of, or removal of these items will be charged to the licensee at the prevailing rate
- Signs, banners, and streamers should not be attached, taped, nailed, or otherwise fastened to any ceiling, window, equipment, painted surface, or wall inside or outside the venue. Any special decorations or signs must be approved by your Event Manager.
- Confetti/glitter/rice are prohibited without prior approval by your Event Manager
- Anything Norton Healthcare Sports & Learning Center staff view as lewd, or offensive is subject to removal
- No permanent markings such as permanent markers or paint are permitted on the building, parking lots, lawns, or approaches.

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DELIVERY ACCESS & TRACK SURFACE LOAD-IN/OUT

The Norton Healthcare Sports & Learning Center has a loading door located on the Market Street side of the building nearest 30th Street. The building does not have a loading dock; as such, a liftgate truck is preferred. Loading onto the track surface must follow a specific route indoors. The route is marked by “tick marks” and shall be directed by Norton Healthcare Sports & Learning Center staff. Deviation from this route outside the marked area will result in track damage. Repair of any damage will be charged to the licensee at the prevailing rates.

ELECTRICITY

The electrical outlets contained within the building are under the exclusive control of the Norton Healthcare Sports & Learning Center. We are eager to meet your needs; during the initial planning stages, your Event Manager will coordinate this process. Licensee shall not commit, sell, or distribute electrical service.

EMERGENCY SITUATIONS

To report an emergency, please call **(502) 916-8245**. We require first aid and/or first responders (EMT) on-site, depending on the history, type, or location of the event throughout event hours on scheduled event dates. You need to work with your Event Manager to schedule first aid for your event through AMR. Refer to the First Aid Policy in this manual.

EQUIPMENT & LABOR

The Norton Healthcare Sports & Learning Center maintains an inventory of items to furnish basic sets. Equipment is subject to inventory and availability. All equipment must be set up and operated by authorized building personnel. Fees will be assessed if any equipment is moved by unauthorized building personnel or used by licensee or its participants without approval. Rooms will be set upon a one-time basis. Costs for any additional room changes will be paid by licensee at the prevailing rates.

EVENT COST ESTIMATE

Clients are provided an event cost estimate before their event. This process is called “disclose & acknowledge.” We will ensure you are aware of anticipated costs by disclosing them to you; you then acknowledge acceptance of the estimate. This is only an estimate of what you have preordered through your Event Manager. As your requirements change, so will your estimate of ancillary charges. Production, audio & visual and food & beverage estimates are provided separately.

EVENT MANAGEMENT

A key element in the success of any event is a consistent level of communication between the event/meet planner and the Event Manager. Our goal is to help your event run smoothly and to have someone available for you when you need them. All event elements must be coordinated with your Event Manager and approved by at least 14 days before the event takes place.

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EVENT STAFFING

Andy Frain is the in-house team of front of house professionals trained to staff various event locations, enhance the guest experience, and provide crowd control. We empower our staff to implement their knowledge of the city and facility to ensure enjoyment, safety and security needs for the venue, city and our clients and guests.

Andy Frain can provide: Dock Managers, Security Personnel, Guest Service Reps, Ticket Takers, and Ushers. Staff services will be planned, scheduled, and approved through your Event Manager.

First Aid Staffing Requirements

Requirements of First Aid vary depending on the type of event and location on the premises. Contact your Event Manager for minimum requirements.

Safety & Security Staffing Requirements

The Norton Healthcare Sports & Learning Center requires safety and security staff on-site for all events. Specific staffing requirements can be determined by contacting your Event Manager. We adhere to NFPA (National Fire Protection Association) guidelines through state regulations. Licensee is required to provide the safety and security staffing necessary to protect property owned by the licensee and security staffing that will provide a safe environment for guests.

EXCLUSIVE SERVICES

- Electrical
- Food and beverage provided by Sodexo (Centerplate)
- Telecommunications, internet, cable/satellite connections
- Freight

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FACILITY REGULATIONS

- Exhibitors are subject to the Fire Marshal Regulations of the Commonwealth of Kentucky and health guidelines issues by the Kentucky Department for Public Health
- Hanging signage is strictly prohibited from sprinkler lines, water, gas, or air lines, HVAC ductwork, electrical buss ducts or any other lines. Items found hanging on prohibited structures will be removed at owner's expense
- No holes may be drilled, cored, or punched in the building without prior written approval from facility management
- No adhesive backed (stick-on) decals, advertisements or similar items may be distributed
- Decorations, signs, banners, etc. may not be taped, nailed, stapled, or otherwise fastened to the ceilings, walls, doors, painted surfaces, or columns without prior written approval from facility management
- No lighter-than-air (helium, etc.) balloons are permitted in any building. It is a violation of the City of Louisville ordinance to release lighter-than-air balloons into the atmosphere
- Passenger elevators are not to be used for transporting freight from level to level, without the consent of your Event Manager.
- No door will be chained or blocked in any manner or rendered inaccessible at any time
- No furniture will be removed from the Pre-Function areas and other venue areas. No bicycles are to be operated indoors without prior written approval from facility management. No skates, Razor Scooters, skateboards, hoverboards, etc. are permitted to be used in or on property
- No group or individual may sell items on the property without prior written approval of the licensee and facility management
- Pamphlets, flyers or any such advertising or informational materials cannot be distributed in non-leased areas or parking areas. Such materials can only be distributed from exhibitor booths with the consent of show management. Cleanup for non-authorized materials will be billed to the advertiser
- Tipping an employee is strictly prohibited

FLOOR CARE

In an effort to minimize any damage to track surface, we require that all licensees, exhibitors, contractors, and subcontractors comply with the following guidelines:

- Any freight going to the venue will require extra care to protect the track, carpet/tile. Where possible, all movement MUST take place through the service corridor. In areas where this is not feasible, all decorators and/or licensees must tape down a layer of plywood road (on track surface) Vis's queen or plastic (on tile/carpet) from point A (origination point) to point B (the final destination of the freight or project). Any counters that will sit directly on the tile will need carpet to remain under them. Pallet jacks will be used on the Vis queen over the carpet. Under NO circumstances will a forklift be used to transfer freight on any part of the carpet
- Plywood must be placed on our floor and under all items for events that bring in mulch, dirt, rocks, bricks, etc. for use as exhibit materials. These items cannot be dumped directly on the floor without plywood protection
- All tape and residue marks must be removed from the floor and disposed of immediately after the show. Duct/masking/scotch tape is not permitted for use in the facility. Any costs incurred by us for tape not removed will be charged at the prevailing rate to the licensee
- Freight items are prohibited from entering the property through the lobby doors. This includes large carts and dollies. Licensee shall be charged prevailing rates to repair door thresholds damaged via loading.

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FLOOR PLANS

Norton Healthcare Sports & Learning Center requires submission of the event floor plan, to scale, sixty (60) days out for review, approval, and submission for management approval. Floor plans must include event name and date, designer and origination date, total number of booths, dimensions. In addition, exits should be unobstructed and clearly marked. Failure to submit floor plans 60 days out could result in additional fees.

FORKLIFTS & HEAVY EQUIPMENT

Should you require a forklift, contact your Event Manager for more information about this service and the scheduling of labor. Please communicate to any equipment rental company that all forklifts, high lifts, etc. must have protective wheel coverings or non-marking tires. Event Decorator and/or audio-visual provider is responsible for bringing in their equipment needed for rigging, unloading, moving, etc.

FOOD & BEVERAGE POLICIES

Sodexo/Centerplate and Thornton's are the exclusive food & beverage providers for the Norton Sports and Learning Center. No food or beverage of any kind will be permitted to be brought into the venue by the patron or patron's guests or invitees without prior written approval from the General Manager. Your Catering Manager can assist with all your food and beverage needs, including:

- Menu selection, pricing, and presentation
- Specialty food service for exhibitors
- Concessions
- Exhibitor booth catering

GRATUITIES

The Norton Healthcare Sports & Learning Center prohibits any employee from accepting loans, advances, gifts, gratuities, or any other favors from parties doing business here. Show management, service contractors and exhibitors should refrain from any such activity.

HELIUM BALLOONS

Helium balloons are not allowed. Should a balloon, or any other lighter-than-air object, be released inside the facility, licensee is responsible for the retrieval costs at the prevailing rates.

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HOURS

Unless otherwise limited by your rental agreement, move-in and move-out hours are 8 a.m. to 6 p.m.; show hours are 8 a.m. to 11:59 p.m. Events that go over these set hours will be billed at the prevailing rates.

INSURANCE & INDEMNITY

We require that all licensees provide general liability insurance issued by a company acceptable to the Norton Healthcare Sports & Learning Center, or its designee, insuring both the Licensee and the facility with the appropriate policy limits (typically \$1 million per occurrence – plus such additional coverage as may be required by the Licensor) to insure against claims or damages.

LIGHTING

Lighting will be maintained at a reduced level during move-in/out, and full lighting will be provided during show hours.

LOBBIES

Lobbies are generally not leased spaces and must always be kept open for public access and used within specific guidelines set forth by safety and fire regulations. Although there will, on rare occasions, be lobby space included with a license agreement, this area is understood to mean registration and exhibit footprints only.

LOST & FOUND

The Norton Healthcare Sports & Learning Center is not responsible for lost items. All lost and found items are delivered to the security office. Please contact (502) 916-8245 for information on reclaiming a lost item.

MOVE-IN/MOVE-OUT

Under no circumstances will anyone attempt to move-in or out any materials through the main entrance areas of the facility without prior approval from their Event Manager. Lobby and concourse spaces must be protected with Vis's queen or other approved covering in order to move-in or out exhibits, registration counters, materials, freight, etc. onto carpeted and tiled areas. Under no circumstances should show management allow move-in to start earlier than the contracted time unless approved by the Event Manager. Nor should the move-out time be adjusted without approval of the Event Manager. A loading supervisor should always accompany loading and unloading of exhibits and materials.

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OCCUPANCY LOADS

Occupancy totals change as room sets change. The maximum occupancy is based on an empty room. After room set-up is determined, your Event Manager will be able to give you the occupancy load of the room requested. Additional requirements may be in place from the local health department.

PARCEL & TRUCK INSPECTION

Norton Healthcare Sports & Learning Center security has the right to inspect all vehicles, cartons, packages, and other containers entering or departing the property.

PARKING

Norton Healthcare Sports & Learning Center owns two neighboring parking lots: Lot A off 30th St has 445 spaces; lot B located off Market St has 350 spaces. Event day parking rates shall be charged.

PETS & ANIMALS

Except for service animals, animals are not permitted inside the facility without advanced approval. The Norton Healthcare Sports & Learning Center uses the definition provided by the ADA: a dog that is individually trained to do work or perform tasks for a person with a disability. Service animals must be harnessed, leashed, or tethered unless these devices interfere with the service animal's work, or the individual's disability prevents using these devices. In this case, the individual must maintain control of the animal through voice, signal, or other adequate controls.

Approval of other animals is dependent on whether it is a relevant part of a function or exhibit. Contact the assigned Event Manager for details.

PRE-FUNCTION SPACE

Pre-function spaces, hallways and restrooms are considered common areas, and shared among events unless included as rented space in the license agreement. Please discuss the planned use of pre-function space including, but not limited to, registration, displays and signage installation(s) with your Event Manager early in the planning process.

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PYROTECHNICS & SPECIAL EFFECTS

The use of pyrotechnics, fog machines, hazers, etc. within our venue is strictly regulated by the State Fire Marshal and must be approved before the date of the event. Contact your Event Manager for additional details.

RIGGING

A rigging plot must be submitted to your Event Manager at least 31 days before the first day of load-in for any equipment intended to be hung from the ceiling. The rigging plan must include all points, load, and method of suspension and product make and model. An electronic version of the facility space may be requested from your Event Manager or Sales Representative to assist you with the planning process. Norton Sports & Learning reserves the right to ensure the use of designated rigging personnel for hanging any item when necessary (including those under 100 lbs.) or when safety is a concern. Failure to comply with these requirements may result in restriction of access and probable delays in producing the event.

The Licensee of the Facility is ultimately responsible for any damage, injury, etc. resulting from the hanging or attachment to the Facility by any exhibitor, contractor, subcontractor, representative, agent, etc. during the licensed period.

ROOM SET-UP

The initial room set with equipment in inventory is complimentary for all areas, that are set theater, classroom, conference, banquet, or reception style. Tables include cloth linen with our classroom set-ups in meetings/ ballrooms only. Exhibit hall sets are not included, and equipment will be invoiced as ordered. All sets are contingent upon available inventory during the term of the agreement. Subsequent changeovers will be billed at prevailing rates.

SAFETY & SECURITY

The Norton Sports and Learning Center maintains 24-hour security for the building perimeter, parking lots. Cameras are strategically placed throughout the building. All clients of licensees are responsible for complete security within the rented space, meeting rooms and other areas and used by the client. Your Event Manager will have final approval of security within the facility. Additional security is available at prevailing rates.

Minimum Requirements

- Loading supervisor – a supervisor to monitor adherence to loading pathways and guidelines during move-in and move-out times
- Entrance and exit areas to be used by exhibitors, guests, the general public, etc.
- EMTs may be required to be on-site during show hours depending on the risk level of the show
- General areas in use when multiple events necessitate pedestrian traffic management

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SALES & USE TAX

Show management, exhibitors and contractors must collect sales tax as required by the Kentucky Department of Revenue. Visit revenue.ky.gov/Business/Sales-Use-Tax/Pages/default.aspx for forms and details.

Contact Information

Kentucky Department of Revenue
Division Sales & Use Tax
Station 67
POB 181
Frankfort, KY 40602-0181

P: (502) 564-5170

F: (502) 564-2041

SHIPPING

We will not accept advance shipments of freight or materials before the contracted move-in date. All shipments delivered to us after the official move-in date will be addressed to the attention of the show manager.

Under no circumstances will cash on delivery be accepted by our team. If you have questions regarding shipping or receiving, please contact your Event Manager.

SHUTTLE LOCATIONS

If shuttles are being utilized, a separate document will detail route, pick-up/drop-off locations and times. Coordinate with your Event Manager, city representative and shuttle provider.

SOIL, WATER & GARDEN DISPLAYS

Displays must use a protective coating of fire-retardant plastic, Vis's queen (minimum 6 ml), plywood or Masonite to protect the floor and all facility equipment. Curbing must be used to retain loose materials and prevent leaks. Licensee is responsible for any associated cleaning and/or damage incurred.

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TECHNOLOGY SERVICES

The Norton Healthcare Sports & Learning Center can provide:

Services

- Dedicated and shared internet access from 3Mb to 1GB
- Dedicated Wireless SSID's & buyout for marketing opportunities
- Daily Wi-Fi Access
- VLAN Setup and Configuration
- Fiber Optic Dry Pair

For more detailed information, please contact your Event Manager.

TICKETED EVENTS

Should the licensee's use of the premises involve an event for which tickets are sold, licensee must inform your Event Manager of ticketing details and shall be limited by the venue capacity. If an Internet or professional ticketing service is required, it will be at the sole discretion of the ticket office.

TRANSIENT VENDOR LICENSE

If you are a person/business selling or offering new merchandise to the public on temporary premises and do not have a permanent, fixed location in Kentucky where the business is conducted, you are considered a vendor. A transient vendor can be both a Kentucky resident and an out-of-Kentucky resident. Permits can be obtained by visiting jeffersoncountyclerk.org/official_documents.

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VEHICLES, GOLF CARTS & MOTORIZED SCOOTERS

Vehicles are not permitted inside the venue. Vehicles may only be utilized outside. All vehicles will be loaded and unloaded at the loading area. Motorized vehicles may not be parked inside the building, or any other indoor area. Any vehicle that remains in the venue as part of a display must conform to all fire regulations. Persons under the age of 16 are not allowed to operate a golf cart on property.

Flammable Liquid/Gases

Display of any motor vehicle, aircraft, or any apparatus in which a fuel tank is attached will be safeguarded by disconnecting the battery and securing the fuel tank fill pipe with a locking device or other approved method. Liquid fuel tanks will contain no more than five gallons or 25 percent fuel capacity, whichever is less. Aviation equipment tanks must be 100 percent full. All internal combustion engine drive vehicles or equipment on display must have fuel filler caps locked or taped and batteries disconnected. Contact your Event Manager for final approval.

VENUE FRONT OF HOUSE STAFF

The licensee is required to vet all staffing deployment (ticket sellers, ticket takers, ushers, concierges, event security, badge checkers, etc.). The costs of such personnel are charged to the Licensee, unless otherwise agreed upon in writing.

WEIGHT LOADS

Weight load limits must be adhered to throughout the facility. Please contact your Event Manager with questions regarding weight load limits for specific locations. A specification of weight loads is required 60 days in advance of your event.

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ADDITIONAL POLICIES

Alcoholic Beverages

(Per 303 Kentucky Administrative Regulation 1:030, Section 1) No person can carry or transport into the premises alcoholic beverages except for delivery to the licensed retailer, located on the premises or except with specific permission of Kentucky Alcohol Beverage Control. Violation will be punishable by law. Alcoholic beverages sold on premises are not allowed to leave the facility.

There should be no alcohol sales on the premises after midnight on show days unless permitted by prior written agreement set forth in an amendment to this license agreement.

Confederate Battle Flag Merchandise

Norton Healthcare Sports & Learning Center strives to create a welcoming environment for all, regardless of race, color, ethnicity, or cultural background, and recognizes that the Confederate Battle Flag (also known as the Rebel Flag or Stars and Bars), is offensive to many people. We shall ban the sale or giveaway of any merchandise that resembles the Confederate Battle Flag or bears the image of the Confederate Battle Flag; limited exceptions shall be related to history books or other educational and interpretive media where the Confederate Battle Flag is depicted in its historical context.

Compliance With Laws

The licensee shall not discriminate against any person. Licensee will not directly or indirectly display, circulate, publicize, or mail any advertisements, notices, or communiqués, which state or imply that any facility or services will be refused or restricted due to discrimination.

Drone Policy

Norton Healthcare Sports & Learning Center has established the following drone policy:

A drone or unmanned aerial vehicle (UAV) is defined as a “powered, aerial vehicle that does not carry a human operator, uses aerodynamic forces to provide vehicle lift, can fly autonomously or be piloted remotely, can be expendable or recoverable, and can carry a payload”.

In order to ensure the safety of all guests, drones are only allowed on the property with the following requirements:

- Drones are not allowed inside the venue.
- Drones are not allowed outside without written permission of venue management and the FAA
- Drones are not allowed to fly over nor hover above areas with people. Examples include standing crowds, occupied exhibit space, seating areas and pre-function space.
- Drones may fly over occupied stages if a written waiver of liability is filed between the drone operator and stage performers. Signed waivers must be submitted 30 days prior to activity occurring.

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If the licensee would like to use a drone, a written request needs to be submitted to the Event Manager for approval:

- Name of pilot operating the drone
- Pilot's experience level and other events they have flown the drones
- Type of aircraft (Quad Copter, Helicopter, Airplane, etc.) and make and model
- Frequency used
- Proposed payload and payload weight
- Time(s) the drone will be in operation
- Location(s) the drone will be operated (Flight Plan)
- If a licensee wants to fly the drone outside of the building, FAA approval must be secured and presented to the facility management
- Copy of Drone Liability Insurance with \$1 million in coverage.

Licensee is liable for any and all damages to persons, property and any litigation arising from the use of drones or UAVs operating on or in any part of the premises.

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Fire Marshal Requirements

The following State Fire Marshal's minimum fire safety requirements will be applied at all shows (trade, commercial or otherwise) will apply whether the venue is open or closed to the public.

1. Accurate-to-scale floor plans for the entire show will be submitted to your Event Manager; if management can't approve the design, it will need submitted in triplicate to the Kentucky State Fire Marshal's Representative (KSFM Representative) not less than 60 days prior to move-in and setup of the area being reviewed. Plans will be dimensioned as well as show size and location of booths, exits and aisles. One additional reviewed plan will be returned to the licensee, if requested, subject to an on-site inspection by KSFM Representative.
2. The display and operation of any cooking or heat producing appliances, pyrotechnics, use or storage of flammable liquids, compressed gases or any other process deemed hazardous by the State Fire Marshal must have advance approval by the KSFM Representative before it is brought to the premises.
3. Any motor vehicles, gasoline-powered equipment, tools, etc., on display should have their batteries disconnected. All fuel tanks that are not equipped with locking gas caps will have the gas caps sealed with tape. All such fuel tanks will be less than one-fourth full. Absolutely no storage of any fuel is permitted in any building.
4. No parking of any vehicles, unless approved, is allowed in the building, or loading docks. Cars and trucks should be removed immediately after loading or unloading.
5. Decorations and displays will not block or impede access to fire protection equipment (smoke detectors, sprinklers, fire extinguishers, exit markings, exit doors or emergency lighting equipment.).
6. All decorations will be fire retardant. The decoration companies/exhibitors should be prepared to provide to provide certificates of flame retardancy and flame spread on all decoration items. Items that are not properly fire retardant will be removed.
7. All exhibits, signage and displays must be "Open Top" and not interfere with the facility fire detection and suppression system.
8. "Closed Top" displays include canopies, horizontal signs, displays with roofs and multilevel displays. Closed top displays must have prior written approval from the KSFM Representative. Approval requests for multilevel displays must be submitted 90 days in advance of the show and include stamped engineer drawings of the structural components. Enclosed displays must have a working smoke detector, which is audible outside of the enclosure.
9. During occupancy hours, aisles and exit doors should be free of all obstructions and unlocked for immediate use in the event of an emergency.
10. Signs designating exits and the direction of travel to exits approved by the KSFM Representative will be provided by the licensee and in place prior to the show's opening.
11. Additional fire extinguishers may be required at the discretion of the KSFM Representative.
12. All electrical devices and installations will be in accordance with the applicable provisions of the National Electrical Code. All electrical devices must be listed by an approved listing agency (Underwriters Laboratories, Factory Mutual or Underwriters Laboratories Canada). All electrical extension cords used will be of the heavy-duty type (at least 14-gauge wire). Lightweight cords of the lamp cord variety are prohibited: any cords and/or devices that present a hazard will be subject to confiscation.
13. Licensee, exhibitors and show personnel will adhere to fire safety laws, regulations and codes that have been duly adopted
14. Norton Healthcare Sports & Learning Center requires security where occupants are allowed to reside overnight inside of any structure on the grounds. Security personnel will be familiar with emergency response in the event of fire or other emergency and perform regular surveillance of the areas where lodging occurs.
15. Lessee will provide a list showing the number and location of persons boarding/dwelling overnight within the general vicinity of their exhibits.
16. It's the licensee/show manager's responsibility to see that the above regulations are followed.
17. Licensee is responsible for making key personnel (including security) aware of and familiar with the facility's emergency procedures, which would include (but not limited to) fire, bomb threats, inclement weather, etc.

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Items Representing Racist Ideology

Norton Healthcare Sports & Learning Center strives to create a welcoming environment for all, regardless of race, color, ethnicity, or cultural background and recognizes that certain items that clearly represent racist ideology, including but not limited to, Ku Klux Klan items, items reproduced since World War II denoting swastikas are offensive to many persons: Norton Healthcare Sports & Learning Center prohibits the sale or giveaway of any merchandise on its premises that resembles the aforementioned items.

Minor Attendance Policy

Attendance Age & Custodial Care Requirement

The safety and well-being of children on the premises of Norton Healthcare Sports & Learning Center is of serious concern. It is the intention of this policy to enlist the cooperation of parents and other adults responsible for children to ensure that our facility provides a safe and pleasant experience for all. Responsibility for children attending the facilities rest with the parents/guardian/assigned chaperone, not with Norton Healthcare Sports & Learning Center personnel.

Children and minors are classified as any youth under 18 years of age.

Chaperone by definition will include parents, coaches, teachers, other parents, organizational leaders and show managers having responsibility for children. Siblings and babysitters over the age of 16 and having a means of transportation to and from the facility will also be considered a valid chaperone.

Unattended Children

Children aged 11 and younger are required to have a chaperone with them at all times.

Children aged 12 and 13 are required to have a chaperone with them on-site while attending events.

If a child is found unattended, staff will attempt to locate the chaperone and inform them of the rules. If a chaperone cannot be found, police will be called for assistance to determine the child's parent/caregiver.

Disruptive Children

Disruptive behavior, is behavior that creates a physical danger to the child or others, or behavior that interferes with other patrons or staff. Disruptive behavior includes, but is not limited to:

- Running, chasing, horseplay
- Screaming, shouting, yelling, or other intentional nuisance noise
- Abnormal, erratic behavior that hinders normal facility use
- Pushing, hitting, fighting, biting
- Bullying
- Jumping on furniture or event displays
- Uninvited loitering or trespassing on Norton Healthcare Sports & Learning Center property
- Gathering in unsupervised disruptive juvenile groups

Staff will approach disruptive children in the following manner:

- Give a verbal warning to the child, indicating that such behavior is disruptive to others and is unacceptable.
- If disruptive behavior continues, staff will approach the chaperone with the same warning. If the child is unattended and under the age of thirteen, the staff will seek an appropriate resolution and seek to remove them from the property by returning them to their parent or guardian
- Continuously disruptive unaccompanied children over the age of 14 will be directed and escorted to leave the property. Before removal, every attempt will be made to contact a guardian for pick-up
- If the disruptive behavior continues and a return to guardianship cannot be reasonably acquired, police assistance will be utilized.

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Minor Age Guide

0-11 requires a chaperone to be with the child at all times.

12-13 requires a chaperone to be on-site.

14-17 can attend without a chaperone.

16-17 can act as a babysitter or chaperone, must have access to transportation to and from the site.

Tobacco-Free Policy

All indoor facilities are designated as smoke-free spaces. There is a ban on all tobacco products including, but not limited to snuff, dip, chewing tobacco, electronic cigarettes, and vaping devices indoors. Smoking is permitted outdoors but must be done a minimum distance of 25 feet from building entrances. This policy is strictly enforced, and violators are subject to removal.



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