



GENERAL SHOW/VENUE INFORMATION

For assistance, please contact our Exhibitor Service Department at (800) 354-4003 or email inquiry@c2e2.com.

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ADA ACCESIBILITY

<http://www.mccormickplace.com/attendees/ada.php>

McCormick Place is in compliance with the Americans with Disabilities Act. Wheelchairs, information booths, designated parking, TDD telephones, aisle and companion seating, assisted-listening devices and other services are available.

At McCormick Place, you will find that our facility has been designed to make your visit as productive and comfortable as possible. We hope that you will agree that our facilities, services and helpful staff demonstrate our commitment to accessibility.

- **Assisted Hearing** - McCormick Place has TTY access available at the Security Command Center located in the North Building on Level 1. For more information, call our TTY number at 312-791-6505. Assisted listening transmitters and receivers are available free of charge for meeting rooms and the Arie Crown Theater. For meeting rooms, contact Show Management. For the Arie Crown Theater, contact [Mendy Medlin](#).
- **ATM Machines** - ATMs offer audio assistance for the visually impaired and meet height and reach requirements for the physically impaired. All cash machines accept American Express, VISA, Master Card, Cirrus and Plus. Cash machines are available in each building **AND THE EVENT FLOOR**:
 - South Level 2.5 in the Convenience Center;
 - North Level 2, near McDonalds;
 - West, Level 1 near the Transportation Center; and
 - Lakeside Level 2, near the Arie Crown Theater box office.
- **Elevators** – Elevators are located near the main entrances in all McCormick Place buildings, and near the main exhibit halls on all levels.
- **Entrances and Exits** - McCormick Place has 4 designated drop-off points for taxis and cars that provide ramped curbs and automatic entry doors:
 - Lakeside Center (East Building) - Drop off at Gate 37 (car drop off Gate 31); pick up at Gate 30
 - North Building - Drop off or pick up at Gate 22
 - South Building - Drop off or pick up at Gate 4
 - West Building - Drop off or pick up at Gate 40
- **Meeting Rooms and Theaters** - All meeting rooms and theaters are wheelchair accessible, except rooms E268 and E269 (which are only available for limited use).



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- **Parking Lots** - Accessible parking is available in Lot A (located on Martin Luther King Drive), Lot C (located underground in Lakeside Center) and the Hyatt Regency McCormick Place parking garage.
- **Seating** - The Arie Crown Theater provides wheelchair seating throughout the theater; wheelchair companion seating can be arranged with advance notice.
- **Service Areas** - First aid stations, restaurants, retail outlets and drinking fountains are wheelchair accessible. Restrooms provide either accessible or ambulatory stalls.
- **Service Animals** – Trained service animals are allowed at McCormick Place.
- **Signage** - All McCormick Place public signs incorporate raised lettering and Braille.

Wheelchairs, Mobility Services and Oxygen Equipment - For wheelchairs, mobility scooters, power chairs and oxygen equipment rentals, contact our preferred service partner, Scootaround Mobility Solutions at 888-441-7575 or www.scootaround.com/rentals/m/mccormickplace.

AMERICAN EXPRESS OPEN® BUSINESS LOUNGE

<http://www.mccormickplace.com/attendees/amenities.php>

American Express OPEN wants to help companies with money and know-how so they can bring their best ideas to life. Another way we're supporting our customers is with the ultra-modern American Express OPEN® Business Lounge at the McCormick Place Convention Center. Whether you just want to recharge your phone or recharge yourself, this is the place to be. It offers American Express OPEN Card Members and onsite Card applicants a way to break from their busy schedules and enjoy free Wi-Fi, refreshments, computer and printer access, loaner device chargers and comfortable seating for productive meetings or pure relaxation. Business Owners who are not yet Card Members can apply for a Business Card from American Express OPEN with representatives at the business lounge and American Express OPEN kiosks throughout McCormick Place. Have a great idea for your company? Let's get business done.

The lounge is located on level 2.5 between the South and North Building



ANIMALS

<http://www.mccormickplace.com/attendees/ada.php>

Guide dogs and service animals are welcome at the Center provided they are leashed or under similar control as appropriate. Since questions sometimes arise regarding service animals when the need is not obvious, we suggest that patrons have a certification, license or some other document showing their need for their service animal. The owner takes full responsibility of his/her animal.



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Domestic animals (i.e., cat or dog) are permitted on the show floor with approval from Show Management. An insurance disclaimer will need to be completed. Show Management will need to provide written approval to their Event Manager, and then McCormick Place will provide the disclaimer form to the Exhibitor/Show Manager.

Non-domestic, endangered or exotic animals are permitted on the show floor with approval from Show Management. In addition to the information above, the exhibitor must also contact our Loss Prevention Manager at 312.791.7113.

ATM MACHINES

<http://www.mccormickplace.com/attendees/amenities.php>

There will be multiple ATM machines through-out the Show Floor. Along with these machines, Cash machines are available in each building: South Level 2.5 in the Convenience Center; North Level 2, near McDonalds; West Level 1 near the Transportation Center and Lakeside Level 2, near the Arie Crown accept American Express, VISA, Master Card, Cirrus and Plus.



BICYCLES, HOVERBOARDS AND ROLLERBLADES

<http://www.mccormickplace.com/attendees/amenities.php>

The riding of bicycles, hoverboards and the use of rollerblades and "heelys" (sneakers with embedded wheels) are prohibited at all times at McCormick Place. Bike racks are located at Gate 3 of the South Building (on Martin Luther King Drive), at Gate 40 of the West Building (on Indiana Avenue), at Gate 38 of Lakeside Center and on the walkway beside the sky bridge connecting the South Building and Lakeside Center (East Building). Bicycle racks are provided to accommodate our visitors. McCormick Place is not responsible for bikes left unattended.

BUSINESS CENTER

<http://www.mccormickplace.com/attendees/amenities.php>

McCormick Place is proud to offer the convenience of providing the services of FedEx Office to our guests. FedEx Office provides a worldwide network of digitally connected locations. An extensive variety of superior document services are designed to make you more productive. Services include:

- Full-service digital color and black and white copying and printing of on-site badges, fliers and other materials.
- Computer rentals and laptop docking stations.
- Document finishing services such as binding, collating, cutting, folding or stapling.



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- Presentation services that include production of high-quality mounted boards, posters, banners and bound presentations.
- FedEx Express® U.S. Package Services
- FedEx Ground®

For more information about these convention services as well as to place business orders, go to www.fedex.com/us/officeprint/conventions/locations/Chicago.html

FedEx Office is located on Level 2.5 of the Grand Concourse in the South Building. It is open Monday Through Friday, 8:30 AM until 5:00 PM. Satellite stores are also located on Level 2 in the West Building and Level 2 in Lakeside Center. These are open based on event activity in the facility.

CHARGING STATIONS

<http://www.mccormickplace.com/attendees/amenities.php>

For your convenience, McCormick Place has installed 4 phone charging stations in our facility. They are located:

- West Building – Level 3 by the parking garage east access door
- Lakeside Center – Level 3 next to the information desk
- North Building – Level 2 next the Shoe Shine store
- South Building – Level 1 at Gate 4 by the escalators

COAT & BAGGAGE CHECK

<http://www.mccormickplace.com/attendees/amenities.php>

For your convenience, coat check service is provided for most shows and is located according to the specific event schedule. Permanent coat checks areas are located at Gate 4 in the South Building and at the Transportation Center in the West Building.

*** Hours of operation and location are based on event activity in the facility.**

COLD STORAGE

We have cold storage available for medications on a first come first service basis located in our show office. ***This is available on a first come, first serve basis and space is limited.**

EXCLUSIVE RIGHTS FOR CERTAIN BUSINESS AT THE CENTER

- Catering - **SAVOR...Chicago**
- Exhibitor and Technical Services
 - **Internet and Network Services** - McCormick Place offers Internet access, private networks and customer network designs in all of our meeting rooms and exhibit halls.



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We offer connectivity to the Internet at speeds up to one gigabit a second, and point-to-point networking at 10/100/1000 mbps. This network backbone also links all the buildings in our complex together and may be used by shows for networking critical areas, like registration.

- **Cable Television Services** - CATV is available in the South and West Buildings of McCormick Place.
- **WIFI** - McCormick Place offers complimentary WIFI throughout the complex including its exhibit halls, meeting rooms and public space. This complimentary service should ONLY be used for non-mission-critical applications such as general web surfing and Internet-based email access. If you have any questions, please consult with your Event Manager.
- **Telecommunications** - A wide variety of services are available to meet all organizer requirements. Once installed, service is active 24 hours a day for the length of the event.

- **Fire Safety Department** - *First Aid*

Guest Services - *FedEx Office, Coat Check, Gift Shop, Relaxation Station, and Shoe Shine*

FIRST AID

<http://www.mccormickplace.com/attendees/amenities.php>

McCormick Place provides wheelchair-accessible first aid stations in each building. Specific stations are opened based on the event location. These stations are fully equipped and include automated external defibrillators for reviving heart attack victims.

All medical care is provided under the guidance of the McCormick Place Medical Director who is Board Certified in emergency medicine. Stations are staffed by Emergency Medical Service (EMS) providers, most of whom serve as full-time paramedics for the Chicago or suburban fire departments.

In addition, two hospitals are situated within minutes of McCormick Place. City ambulances will be called to transport patients when needed.



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There are First Aid areas located in each building:

- **Lakeside Center** - Level 1 nearby the Arie Crown Theater Dressing Room Entrance
 - **South and North Buildings** - Level 2.5 of the Grand Concourse nearby the FedEx Office
 - **West Building** - Level 1 nearby the Transportation Center
- * Hours of operation and location are based on event activity in the facility.

AED's - Ninety-two (92) Automated External Defibrillators (AEDs) have been strategically placed throughout the McCormick Place complex. The AEDs are mounted in highly-visible cabinets placed throughout McCormick Place and in each security vehicle. When needed anyone who has taken a CPR/AED course can utilize them, as can our own certified personnel. More than 150 security and fire-safety officers and managers have been certified in CPR and are trained to use AEDs.

[AED Locations \(List\)](#) [AED Locations \(Map\)](#)

FOOD OPTIONS

<http://www.mccormickplace.com/attendees/food-beverage.php>

SAVOR... Chicago at McCormick Place is providing innovative food concepts and exciting new menu items for customers to McCormick Place. There are new retail concepts that include La Brea Bakery and Jamba Juice and a new Starbucks location on the 2.5 level of the South Hall.

(Restaurant operations are subject to event location. Check with the Information Desk upon your arrival.)

GREEN INITIATIVES

C2E2 is committed to reduce, reuse, and recycle approach to planning and producing our shows. Recycling waste, trash and other paper products and using recycled products are just a few of the steps we have taken toward "green" tradeshow experience.

For example sending out this Service Manual in a web based format conserves over 150,000 pieces of paper previously used for the 3-ring binder format!

Here are a few examples of what you can do to help the environment:

- Reduce, Reuse, Recycle
- Sign your office up for a recycling program: paper, plastic, cans, etc.
- Develop an online ordering system for your buyers.
- Reduce marketing on paper by opting for more electronic communication, email attendees after the show.
- Design your booth display to last for 5 years or longer using natural fibers.



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- Practice Green Purchasing where ever possible by specifying Environmentally Preferable Products (EPP). These products or services contain recycled content, minimize waste, conserve energy or water, and reduce the amount of toxics disposed or consumed.
- Reduce packing material by utilizing recyclable materials and take advantage of convention center recycling options for packaging.
- Donate extra amenities or promotional products to local charities rather than shipping them back or tossing them in the trash.
- Reed Exhibitions has implemented the following programs and purchasing habits in an effort to reduce the amount of waste generated and encourage our clients and vendors to **Reduce, Reuse and Recycle** whenever possible.
- We have successfully implemented Express Badge on many shows, allowing attendees to print their badge on demand at show site. This process **reduces** the printing and mailing of unnecessary badges.
- Our offices are set up to **recycle** paper, plastic, cans.
- We design a show look for a minimum of 3 year lifecycle and **recycle** graphics for the same period.
- We have **reduced** paper communications both internally and externally by opting for electronic communication.
- Producing an on-line exhibitor manual **reduces** our paper consumption by over 150,000 sheets on this show alone.

Where ever possible we partner with local charities to provide donation opportunities for our exhibitors as a way to “**reuse**” leftover products and merchandise, thus saving on packing materials and carbon emissions by not shipping home. A great way to “Reuse” material for a good cause.

HARASSMENT POLICY

Harassment of any kind, including stalking, deliberate intimidation, unwelcome physical attention, physical assault and battery, will not be tolerated at C2E2. If it's illegal outside the convention center, it's illegal inside the convention center. Harassment is grounds for removal from the convention without refund as well as potential legal action. We want C2E2 to be a safe, open and accepting environment for all Fans, and if you find yourself victim of harassment at the convention please come immediately to C2E2's Show Office. Read our full [Anti-Harassment Policy](#)

INFORMATION DESKS

The Information Desks at McCormick Place are the checkpoints for information about events in the facility and available McCormick Place services in the following locations:

- South Building, Level 1



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- West Building on Levels 1 and 3
- Lakeside Center on Level 3

INFANT NURSING AREA

The First Aid Office located on Level 2.5 of the Grand Concourse in the South Building and on Level 1 in the West Building is setup to provide privacy for infant nursing.

INTERNET

McCormick Place is pleased to offer Internet and networking services to event organizers and their exhibitors. McCormick Place offers a complimentary basic Wi-Fi service throughout all public spaces, meeting rooms, ballrooms and designated areas on the exhibit floor. McCormick Place will also offer a variety of price points and service levels for guests with greater Wi-Fi needs.

LOST & FOUND

Located in the Security Office – North Hall

MEDICAL BADGES

Who should have a Medical Assistance Sticker? ReedPOP shows provide Medical Stickers to individuals who may have mobility, physical, vision, hearing, cognitive, psychological, invisible or other types of disabilities. We offer a range of assisted services, if you have any questions after reading the below, [please get in touch with us](#).

How do I get a Medical Assistance Sticker?

- **Online preshow:** [Please fill out an application](#).
- **Onsite:** Please go to the Medical Assistance desk located at Registration, and one of our staff members will be happy to assist.

This sticker identifies you to Staff, Crew and Security, and indicates that you may need additional assistance.

Please note that the Medical Sticker does not provide admission, you must have a valid Badge.

****Badges with Medical Assistance Stickers are for the use of one individual only throughout the course of C2E2 2019. Badges with Medical Assistance Stickers cannot be redistributed, resold or reallocated. Failure to comply with this will result in revocation of Badge without refund and the inability to attend future ReedPOP events. ****



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I have a mobility or physical disability, should I apply for a Medical Sticker?

If you answer “no” to any of the statements below or have any of the diagnosed conditions you will most likely require the assistance a medical sticker provides:

- Are you able to move without the aid of an assistive device?
- Are you able to walk 200 feet without stopping to rest?
- Do you have any of the following diagnosed conditions?
- Significant limitations in the lower extremities.
- Any disease or disorder that substantially impairs mobility due to a neurological, arthritic or orthopedic condition.
- Any cardiac condition to the extent that your functional limitations are classified as severe by the American Heart Association?
- Any ailments that drastically restrict movement which weren't listed above.

Can a Medical Assistance Sticker be provided to a companion? Fans that receive the Medical Sticker will also be provided with an additional Sticker for **one companion**. Please note that the Medical Sticker does not provide admission, and your companion must have a Badge. Medical Stickers do not grant early access to the Show Floor. We cannot guarantee access into Panels, Autographing and Special Events or the ability to skip lines.

I have a hard time standing for long periods of time. Do you provide assistance for queuing to enter the show? We have a dedicated queue space for those with Medical Stickers requiring special assistance or mobility requirements for arrival before show opening. Please note that this does not provide you early access into the show.

Will this sticker help me get seating in Panels and Screenings? We provide priority seating for Medical Sticker Fans as available, please be aware that all seating for Panels and Screenings are on a first come, first served basis and we cannot guarantee seating for everyone.

A Fan with a Medical Sticker should plan to arrive to a Panel at least 15 minutes prior to the event. Keep in mind that all of our events are very popular and we want to make sure that you get to see what panel is important to you, so plan accordingly.



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What about Autographing and Photo Ops? The Medical Badge does not allow priority access to signings at the convention. Guests often sign for limited amounts of time, and to be fair for all attendees, the Medical Badge does not allow an attendee to bypass any autographing lines. If you have a companion, they may wait in line for you. If you do not have a companion, please speak with one of our Staff so that they can facilitate a Line Placeholder for you. We ask that you wait to the side and do not leave the queue area. When your spot reaches the front of the line, you may rejoin for your signing.

Is the Convention Center fully-accessible? Is there Handicapped parking available onsite? The convention center is fully accessible – please check our show maps for elevator locations. McCormick Place has parking spaces available Lot A (located on Martin Luther King Drive), Lot C (located underground in Lakeside Center) and the Hyatt Regency McCormick Place parking garage.

Is there anywhere I can rent a wheelchair/walker/cane? McCormick Place has a preferred service partner for all wheelchairs, mobility scooters, power chairs and oxygen equipment rentals. Please contact Scootaround Mobility Solutions at 888-441-7575 or visit www.scootaround.com/rentals/m/mccormickplace.

Is there anywhere I can store medications that need to be refrigerated? We have cold storage available for medications on a first come first service basis located **in the show office**. However please be aware that space is limited. Speak with one of our Staff Members onsite or email Info@ReedPOP.com prior to the show for more information.

Are service animals permitted inside the show? Guide dogs and service animals are also welcome at the show, provided they are harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. If that is the case, we require you to maintain control of the animal through voice, signal, or other effective controls. Poisonous, venomous, and predatory creatures are not allowed, including snakes. Neither are animals too big to be held, such as standard-sized horses.



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What accommodations do you have for those with anxiety or related problems? **If you need a break from the noise and people-people-everywhere, we have a Quiet Room and will be announcing the location closer to the show. Please be courteous to others when utilizing the space, this room will be monitored by Crew members.**

PERSONAL TRANSPORTERS

Motorized personal transporters, scooters and similar vehicles are not permitted at McCormick Place absent a compelling need, coupled with assurances of safe operation and adequate insurance coverage provided by Event Management, all of which must be approved at least 30 days in advance. Motorized devices are permitted for use by people with mobility impairments as described in the "Accessibility" information on the McCormick Place website. McCormick Place offers personal mobility vehicles for rent during events, and individuals interested in renting such a vehicle can call 888.441.7575 or by visiting www.scootaround.com/rentals/m/mccormickplace.

SEGWAYS - Segways are allowed in the McCormick Place facility, as long as they are operated with care and diligence with regard to the user's safety and the safety of others. Attendees are not permitted to use segways in the facility. We do allow Show Management to use them in public space, exhibit halls or meeting rooms. Users should use elevators and not escalators or stairways to go between levels. Exhibitors can use them in their booth areas, but must obtain permission from the event organizer. A listing of users should be sent to your Event Manager, who will then advise McCormick Place Security. Segways used in the facility must not exceed 8 mph, must avoid high-traffic areas and should never be left unattended. If guidelines are not followed McCormick Place reserves the right to revoke these privileges.

SHOE SHINE SERVICE

A permanent service area is located on Level 2.5 in the Grand Concourse. Satellite locations are set up based on event activity and public space availability. Both drop-off and as-you-wait service is available.

SMOKING POLICY

McCormick Place is an active supporter of providing smoke-free environments for its customers and employees. Directed by a City of Chicago Ordinance, smoking is not allowed in any enclosed space, including exhibit halls, meeting rooms, restaurants, lobbies, hallways and garage areas. Smoking is also prohibited within 15 ft. of any entrance. An area map showing the designated outdoor areas where smoking is allowed can be found on the McCormick Place website.

U.S. MAILBOX

Mailboxes are located near the Business Centers in the South and West Buildings.



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VISITOR INFORMATION CENTER

Information brochure displays from *Choose Chicago* are available in the following locations:

- South Building, Level 1 at Gate 4 and on Level 2.5 near the Business Center
- North Building, Level 2 near the Gift Shop
- West Building, Level 1 at the Transportation Center

Lakeside Center on Level 2

WHEELCHAIRS/MOTORIZED CHAIRS

Wheelchairs, scooters, information booths, designated parking, TDD telephones and other services are available for visitors with disabilities. For wheelchair/electric scooter rental contact our service partner Scootaround, Inc. at 888-441-7575 or by visiting their website at www.scootaround.com/rentals/m/mccormickplace to reserve in advance. Onsite rental may be available, depending on event schedules.



WIRELESS INTERNET/WIFI

Complimentary Wi-Fi is available on the exhibit floor during move in and move out. It is no longer available on the exhibit floor or in space(s) used for exhibits during show days, except in permanent Food Pod Areas in Halls A and F

Complimentary Wi-Fi will continue to be offered at all times in public/function space and meeting rooms.

This service is for checking emails or basic websites with minimal graphic content. Access to the Wi-Fi network may be sporadic and cannot be guaranteed as access is based on the volume of users. For your convenience, we offer two options to upgrade your Wi-Fi quality of service that can be purchased directly from your device. (Rates subject to change without notice)

- Concierge Wireless Service (Speed up to 1.0 mbps): Service in all areas complimentary Wi-Fi is available.
 - \$9.95 per day
 - \$35.95 per show (up to 5 days)
- VIP Wireless (Speed up to 1.5 mbps) Service from event move in thru move out in all areas INCLUDING Exhibit Floor.
 - \$300.00 for first device only. For multi device/user discounts, please contact the Technology Department at (312)791-6113 or email technology@mccormickplace.com



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McCormick Place Technology Services is committed to delivering the highest quality internet and networking services in the industry. Experience has shown that wireless service is inherently vulnerable to interference from other devices that utilize the same radio frequency spectrum (such as microwave ovens). It is for this reason that we highly recommend that if you plan to use the Internet to demonstrate or present products that are mission critical to your exhibit – a hard-wired service is the best way to go.

If you need help with selecting the proper Internet Service for your exhibit, please call McCormick Place Technology Services Department at (312)791-6113 and our experienced Service Managers will be happy to assist you or refer to the order form in your Exhibitor's Services Manual.

REQUIREMENTS To access WIFI service:

Your device/computer must have at least an 802.11b/g WirelessNetwork Interface Card (Integrated, PCMCIA, or USB)