



## GENERAL SHOW/VENUE INFORMATION

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

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### ADA ACCESIBILITY

Chicago Comic & Entertainment Expo is welcoming to individuals of all abilities, and is a fully accessible event. We are dedicated to continually improving our efforts to ensure full access and we encourage all feedback and suggestions in order to improve your experience.

The following explains all accommodations provided this year. For any accessibility-related questions, please email us at [ada@C2E2.com](mailto:ada@C2E2.com). We will do our very best to help you have an epic experience.

#### ADA CREDENTIALS

ReedPOP provides ADA Wristbands to individuals who may have mobility, physical, vision, hearing, cognitive, psychological, or any other type of disabilities that may not be visible. An ADA wristband identifies you to Staff, Crew, and Security and indicates that you may need additional assistance.

Please note that the ADA wristband does not provide admission, you must have a valid badge.

***\*\*ADA wristbands are for the use of one individual only throughout the course of Chicago Comic & Entertainment Expo 2019. ADA wristbands cannot be redistributed, resold or reallocated. Failure to comply with this will result in revocation of your badge without refund and the inability to attend future ReedPOP events.\*\****

We provide priority seating for fans with disabilities as available. All seating for panels and screenings are on a first come, first served basis and we cannot guarantee seating for everyone.

Guests with disabilities should plan to arrive to a panel at least 30 minutes prior to the event so that we can best accommodate you. Keep in mind that all of our events are very popular and we will make every effort to help you access the panels that are important to you.

#### ADA ACCESS CENTER

There will be an Accessibility Center located in McCormick place. Here you can:

- Obtain your ADA wristband.
- Ask any questions regarding accessibility for the event and/or convention center.
- Learn about other accessibility services.

**Please Note:** You must stop at one of the ADA Access Centers to get your ADA wristband credential. The ADA Access Centers are located [ada@C2E2.com](mailto:ada@C2E2.com)



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### WRISTBAND POLICIES

- ADA wristbands are valid for all days of the event.
- Please DO NOT remove your wristband for the duration the event.
- One companion wristband will be issued for each ADA patron; exceptions will be made for families with young children.
- If a guest wants to switch their companion, please bring the old companion wristband to the ADA Access Center to be reissued.

### 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.

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



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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.
- 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](http://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



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### 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. 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**



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### 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.

#### 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.)*



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### 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
- 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

### 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](http://www.scootaround.com/rentals/m/mccormickplace).



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**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.

#### 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](http://www.scootaround.com/rentals/m/mccormickplace) to reserve in advance. Onsite rental may be available, depending on event schedules.







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### 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](mailto:technology@mccormickplace.com)

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.