



Event Planner Information

ARENA



50 Foster Street, Worcester, MA 01608 Phone: 508-755-6800 Fax 508-929-0111
www.dcucenter.com



The Arena



For 40+ years, the ASM Global managed DCU Center in Worcester, Massachusetts has been recognized as the gathering place for people to experience the finest in entertainment, sporting events and public functions. As a multipurpose facility and proven leader in the entertainment and convention industry, the DCU Center is uniquely designed to accommodate the needs of any size group from 15 to 15,000.

Boasting an active concert schedule, the DCU Center has provided the opportunity for artists of all musical genres to take to the stage and play in front of enthusiastic crowds. From rock to rap, country to contemporary, millions of fans from all over the world have come to the DCU Center to see their favorite performers.

The arena features annual appearances of the top family shows including Cirque du Soleil, Disney On Ice, Harlem Globetrotters, WWE Smackdown Live!, plus new touring products that delight fans of all ages. Audiences have witnessed a wide variety of memorable sporting and entertainment events including preseason games by the Boston Bruins and Boston Celtics, World Championship and Olympic Boxing, Holy Cross College Basketball, Professional Bull Riding, MIAA State High School Basketball Championships, Stars On Ice, and Monster Trucks. The DCU Center has hosted the First and Second Rounds of the NCAA Men's Basketball Championships twice providing significant exposure for the facility, its partners, the City of Worcester and the region. In addition, the DCU Center has hosted NCAA Men's Ice Hockey regional tournaments more times than any other arena in the country and has already been selected as the host facility for 2026.

In addition, the facility is the proud home to the Worcester Railers, locally owned and operated ECHL team affiliated with the New York Islanders, which hosts 36 regular season home games. Founded in 2016, the Railers have been consistently recognized for their community first approach by receiving the ECHL's league-wide Community Service Award.

With a capacity of up to 14,500 seats, the DCU Center has consistently been recognized as a top-grossing arena as well as for its ability to draw crowds by international industry publications.



Table of Contents



Building Contact Information	4
Arena Technical Specifications	5
Truck, Backstage & 24-Hour Delivery Entrances	8
Parking	9
Arena Concourse	10
Arena Backstage Diagram	11
Arena Rigging Diagram	12
Directions	13
Box Office Event Set-Up Information	14
Capacities By Individual Selections	15
Potential 240 End Stage Concert	16
Potential 360 End Stage Concert	17
Potential 180 End Stage Concert w. Curtains	18
Security	19
Dock Security & Fire Code	20
Marketing Services	21
Media	22
Food & Beverage Guidelines	25
Accessibility & Special Needs	26
Smoking Policy & Damages	27
Rules & Regulations	28



Contact Information



General Inquiry

DCU Center
50 Foster Street
Worcester, MA 01608
www.dcucenter.com

Telephone: 508-755-6800
Fax: 508-929-0111

24 Hour Security Phone

508-929-0182, 508-929-0181

Operations Department

Operations Fax: 508-929-0148

Rob Hornbaker
Director of Operations
rhornbaker@dcucenter.com
508-929-0152

David MacArthur, Jr.
Operations Manager
dmacarthur@dcucenter.com
508-929-0331

Security Department

Kevin Allain
Security Manager
kallain@dcucenter.com
508-929-0145

Box Office

General Office
Telephone: 508-929-0164

Marie Denman
Box Office Manager
mdenman@dcucenter.com
508-929-0260

Ticketmaster 800-745-3000
www.ticketmaster.com

Food & Beverage Department

Tom MacMaster
Director Food & Beverage
TMacMaster@dcucenter.com
508-929-0132

Brianna White
Banquet Manager
bwhite@dcucenter.com
508-929-0134

Joanne Staruk
Concessions Manager
jstaruk@dcucenter.com
508-929-0135

Finance Department

Melissa Day
Director of Finance
mday@dcucenter.com
508-929-0112

Executive Office

Sandy Dunn
General Manager
sdunn@dcucenter.com
508-929-0106

Jim Moughan
Asst. General Manager
jmoughan@dcucenter.com
508-929-0118

Marketing Department

John LaHair
Director of Marketing
jlhair@dcucenter.com
508-929-0126

Sabrina Rashid
Marketing Coordinator
srashid@dcucenter.com
508-929-0127

Event Manager

Shari O'Connor
Senior Event Manager
soconnor@dcucenter.com
508-929-0115



Arena Technical Specifications



This information is provided as a guide to assist in your coordination of an event. It is subject to change without notice. Please make sure to recheck all critical information with the Operations Department in advance of the event.

Seating Capacities:

Reserved Seating Setup	180	220	240	360
Floor	1840	1840	1840	1840
Lower Bowl	3252	3773	4301	4980
Upper Bowl	3855	4306	4884	6456
Balcony	852	1286	1286	1286
Totals	9799	11205	12311	14562

Floor Dimensions/Description:

Length: 200' Width: 85'

Width @ 145' when 100 level telescopic risers are closed.

Reserved: 1840 seats - Includes 6 Sections stacked 3 & 3. Seats are 16/14/16 Continental seating may be provided in first 3 rows.

GA Floor: 2800 maximum depending on available square footage on floor, i.e. stage size, mix location dimensions, barricade configuration.

Fire Aisle Width: 48"

Cross Aisle Width: 5'

Rows per Section: 20

Standard Back to Back Chair Measurement: 33"

Standard Downstage Edge Location (60' x 40' stage): Section 110 Seat 5

Facility is home to ECHL team, the Worcester Railers. Floor typically has ice from mid-September to the end of April (and possibly mid-June depending on playoffs.)

Dashers are kept in place for events. Ice covering is Athletica decks with some weight restrictions.

Operations Department:

Rob Hornbaker,
Director of Operations
rhornbaker@dcucenter.com
508-929-0152, 508-929-0148

David MacArthur, Jr.
Operations Manager
dmacarthur@dcucenter.com
508-929-0331, 508-929-0148

Security Department:

Kevin Allain,
Security Manager
kallain@dcucenter.com
508-929-0145, 508-929-0148

24-Hour Security Phone
508-929-0182, 508-929-0181



Arena Technical Specifications (cont'd)



Spotlights:

Permanent Number: 8	Type: Super Trooper II -2000 Watt
Locations: 2 @ House Center L & R 2 @ House Rear L & R 4 @ House Rear Center	Throw: 190' Throw: 200' Throw: 260'
Portable Number: 2 House Light Position: Com System:	Type: Strong Roadies - 1000 Watt Northwest corner on floor (stage right) Clear Com

Material Handling Equipment:

Forklifts:
1 @ 4,000 lbs.
2 @ 5,000 lbs.
1 @ 8,000 lbs.

Extensions available.

Genie Lifts: 2
Scissor Lifts: 2

Power:

	Amps	Phase	Volts	Location	Distance
Service 1	200	3	208	SR	100' from Center
Service 2	400	3	208	SR	100' from Center
Service 3	800	3	208	SR	100' from Center
Service 4	400	3	208	SR	130' from Center
Service 5	200	3	208	SR	100' from Center
Service 6	400	3	208	SR	110' from Center

Shore Power Available in some locations at 60 amp. Additional fee - \$75.00 per hookup.

Rigging:

Limit on roof: 90,000 lbs. Limit per point: 2,000 lbs. Type: Open beam Floor to low steel: 65' House rigger: Mark Apholt, IATSE Local 96	Obstructions: Center hung scoreboard and 4 sound clusters Scoreboard trims at 40' from floor and 15' wide, but can be tucked into the steel where necessary.
--	---



Arena Technical Specifications (cont'd)



Dressing Rooms/Locker Rooms/Green Rooms:

Backstage

Large Rooms: 4	Showers: 4	Toilets: 2	LR 3 & 4 - 21' x 18' each
LR 3/4 & 5/6 have connecting door to use as double space			LR 5 & 6 - 18' x 18' each
Medium Rooms: 2	Showers: none	Toilets: 2	DR 3 & 4 - 20' x 12' each
Small Rooms: 1	Showers: none	Toilets: 1	DR 5 - 18' x 12'
Production Room: 1	Showers: none	Toilets: none*	PROD - 12' x 8'
Catering Room: 1			20' x 38'
Meeting Rooms: 1			MR B - 24' x 38'
Officials Locker Room	Showers: 2	Toilets: 1 + 1 Urinal	14' x 12'

Concourse

Meeting Rooms: 1	VIP Lounge (Railyard)	Capacity = 100 Baquet Style, 150 Reception Style
Private Route from backstage for meet and greet. Excellent Location for sponsor entertaining.		
*Restrooms in immediate vicinity		

Parking:

Advance to Operations
Parking in Conception Center subject to availability.
Alternative is street parking in the vicinity of the facility.

Load In:

Loading dock: Yes	Truck ramp: Yes
Distance to stage:	50' Upstage center 120' Stage right

Dock to Arena Floor Access:

At Section 117: Roll Up Door 14' h x 19' 9" w (corridor is 23' w)
At Section 112: Roll Up Door 13' 3" h x 13' 10" w (with steel/seating in place 8' 6" h)

Labor:

IATSE Local #6
General Work Rules: 4 hour minimums - in/show/out
OT after 8 hours
Meal after 5 hours

Effects:

Pyro: Yes Permit: Yes (City Fire Marshal) Demo: Yes Shooter: Mass Licensed
Laser: Yes Permit: No Demo: No Water/Drain Available: Yes

Other:

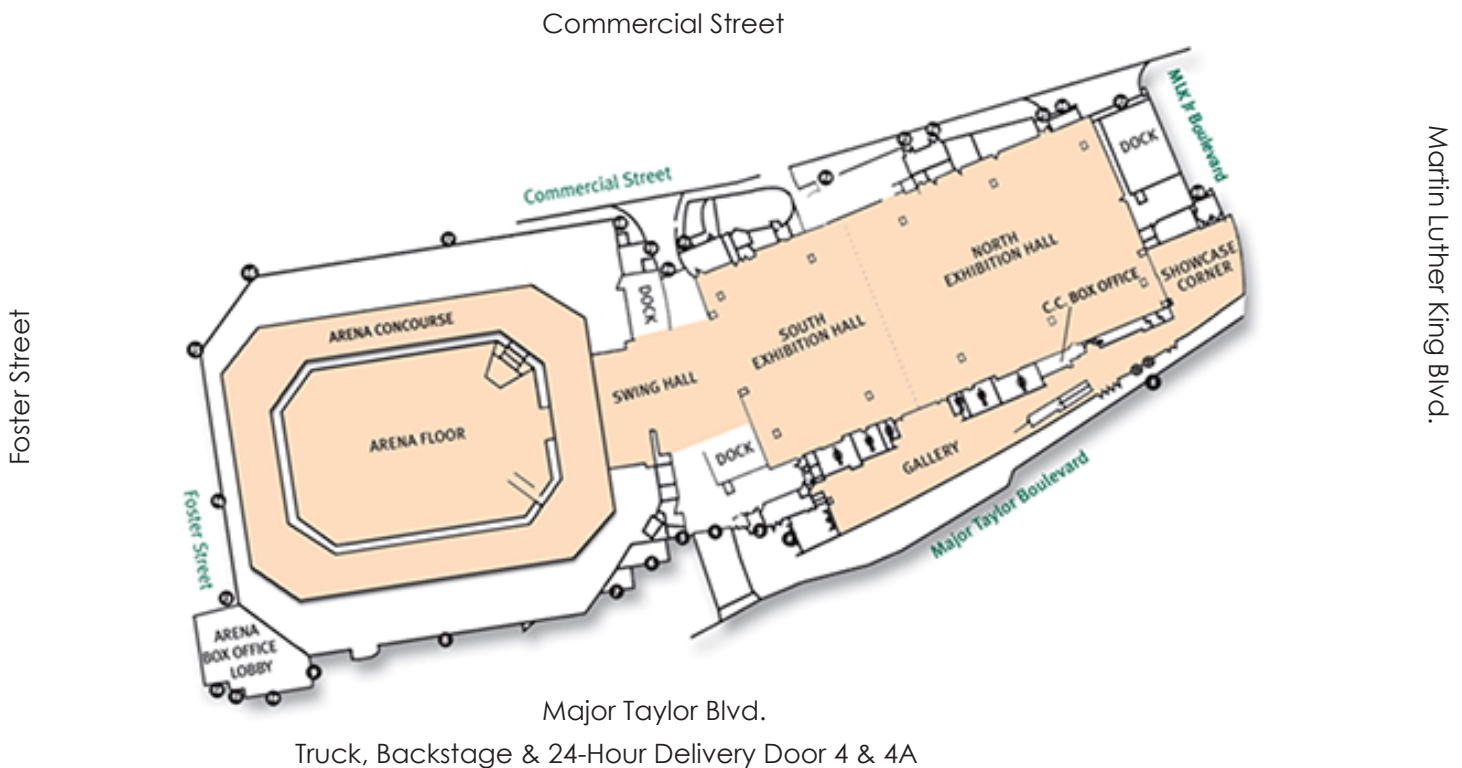
Phones available: Yes - 20 + Per Line Cost: \$150.00 + Long Distance Escrow
High Speed T1 Line: Yes Per Line Cost: \$150.00 + Long Distance Escrow

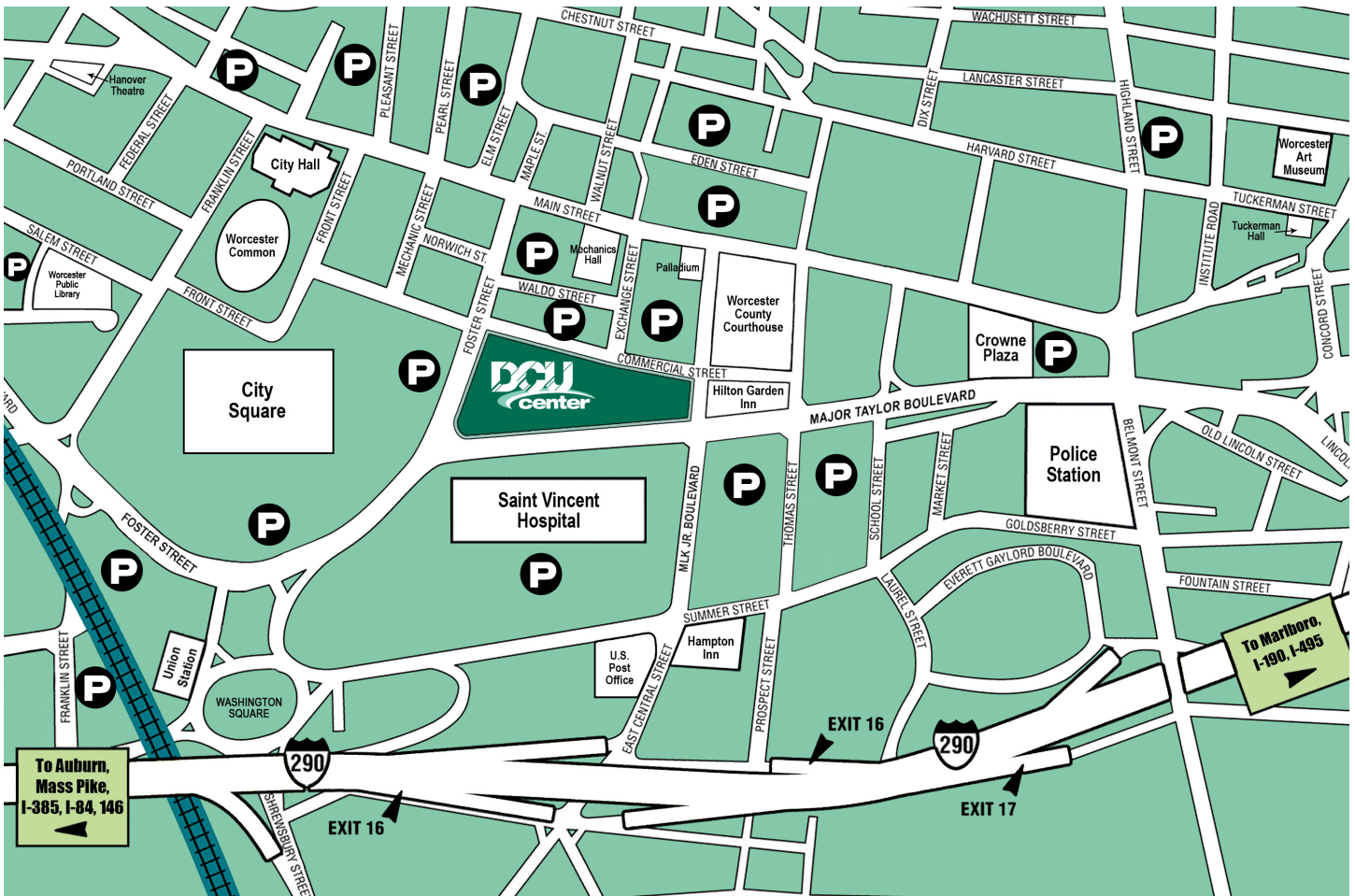


Truck, Backstage & 24 Hour Delivery

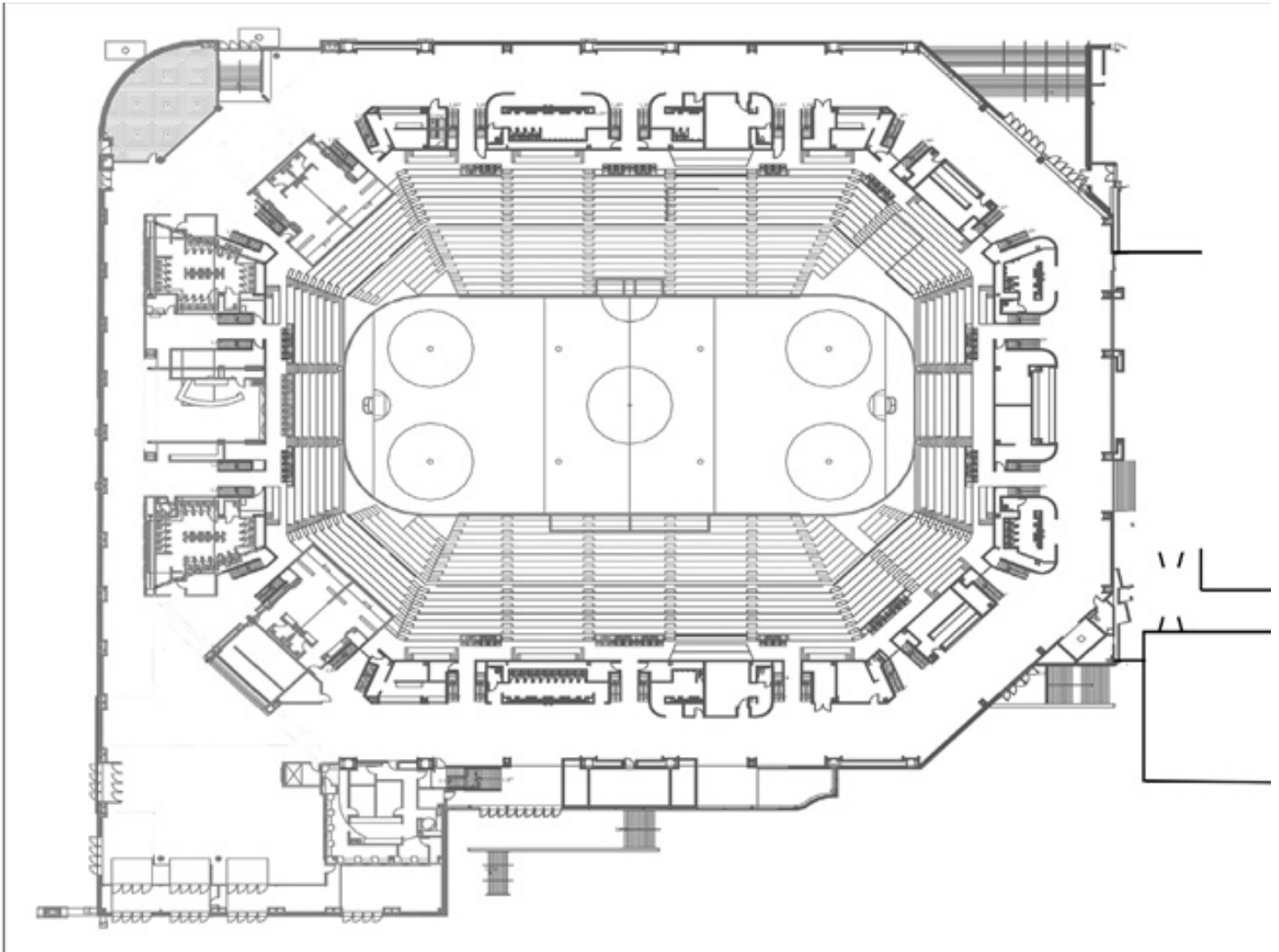


Truck and show personnel entrance is located on Major Taylor Boulevard approximately 1/2 way down the facility at Door 4 (truck entrance) and Door 4A (personnel and small delivery entrance). 24-hour security is located inside Door 5 and can be contacted by calling 508-929-0182 or 508-929-0181. No parking is permitted on any of the plaza areas or driveways around the facility except for promotional vehicles (i.e. radio stations and sponsors), and these arrangements must be made in advance.

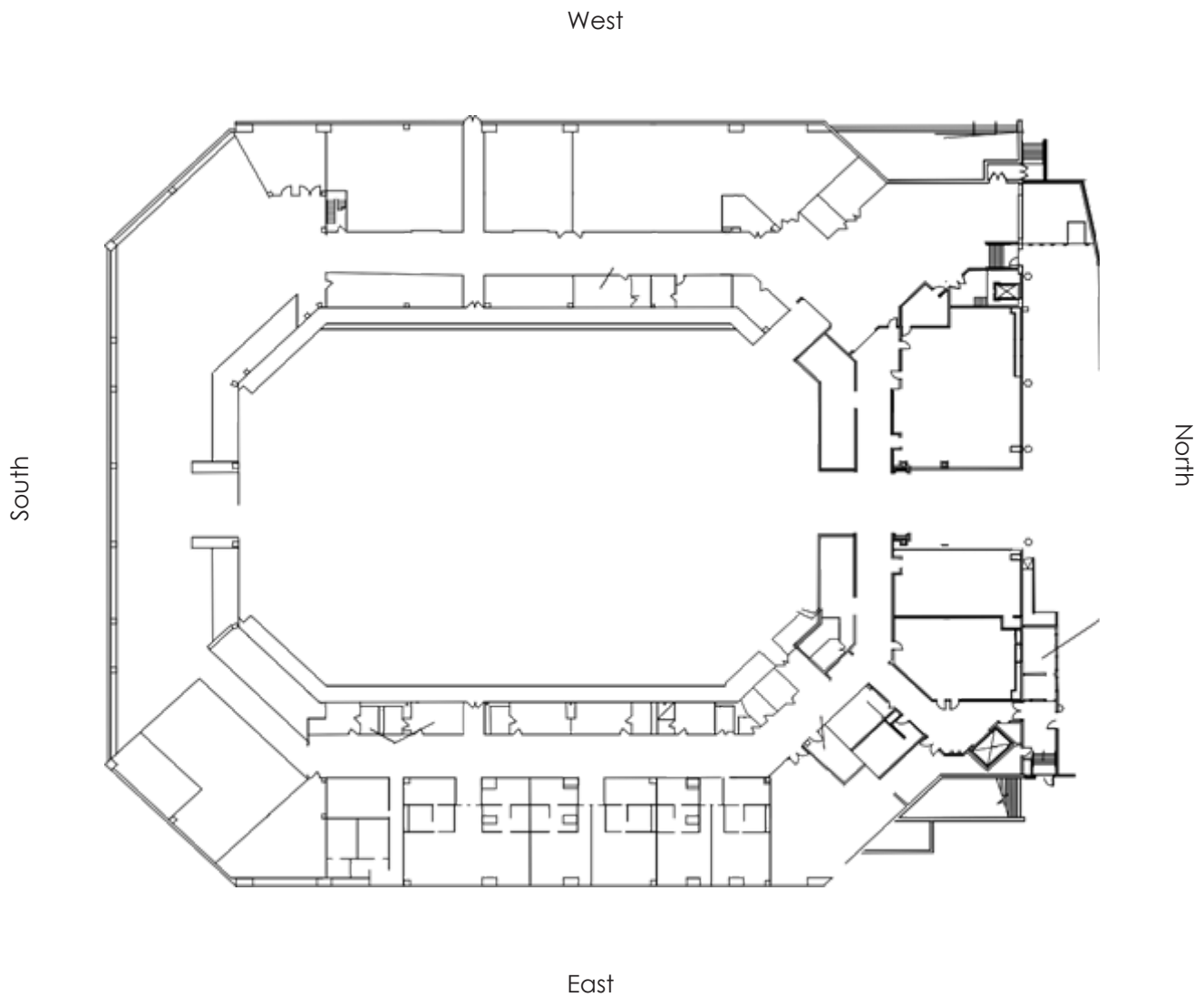




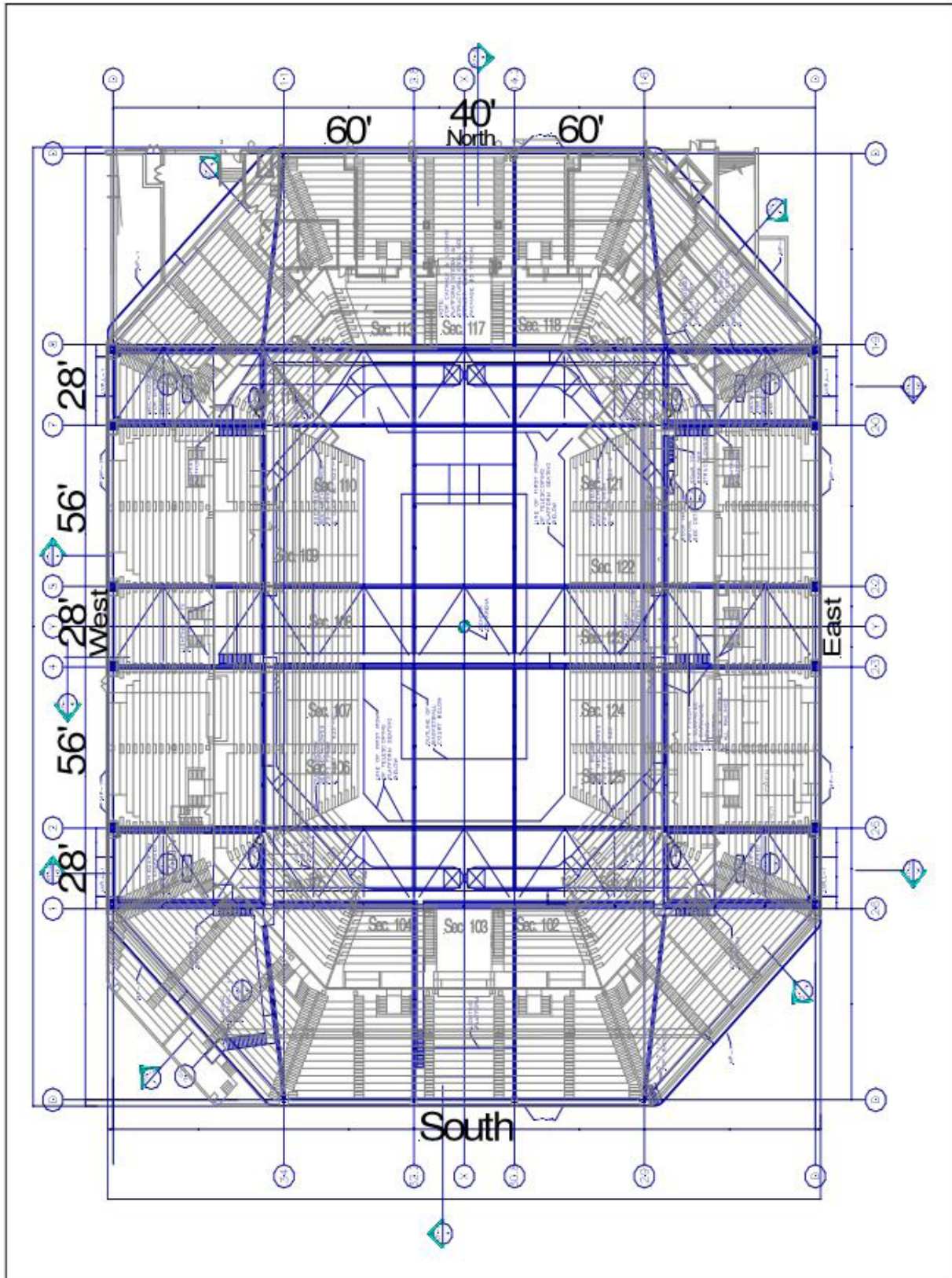
Arena Concourse



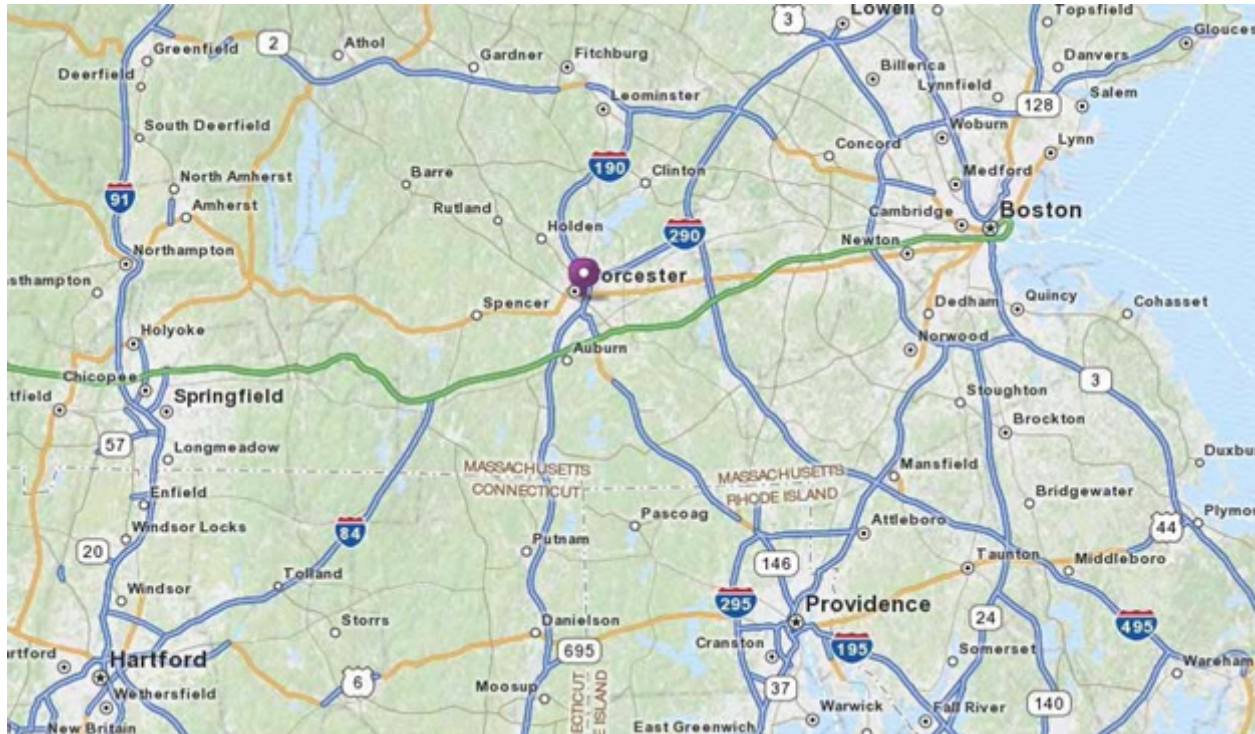
Arena Backstage Diagram



Arena Rigging Diagram



Worcester is a short ride from Boston, Springfield, Providence, and Hartford.



DCU Center is conveniently located 50 Foster Street in downtown Worcester, MA off of exit 16 on I-290.

From the North

Rt. 3 S. to Rt. 495 S. to Rt. 290 W. Use Exit 20 and take a left at the bottom of the ramp. Follow signs to the DCU Center.

From the South

Rt. 395 N. To Rt. 290 E. take Use Exit 20 and take a right at the bottom of the ramp. Follow signs to the DCU Center.

From the West & East

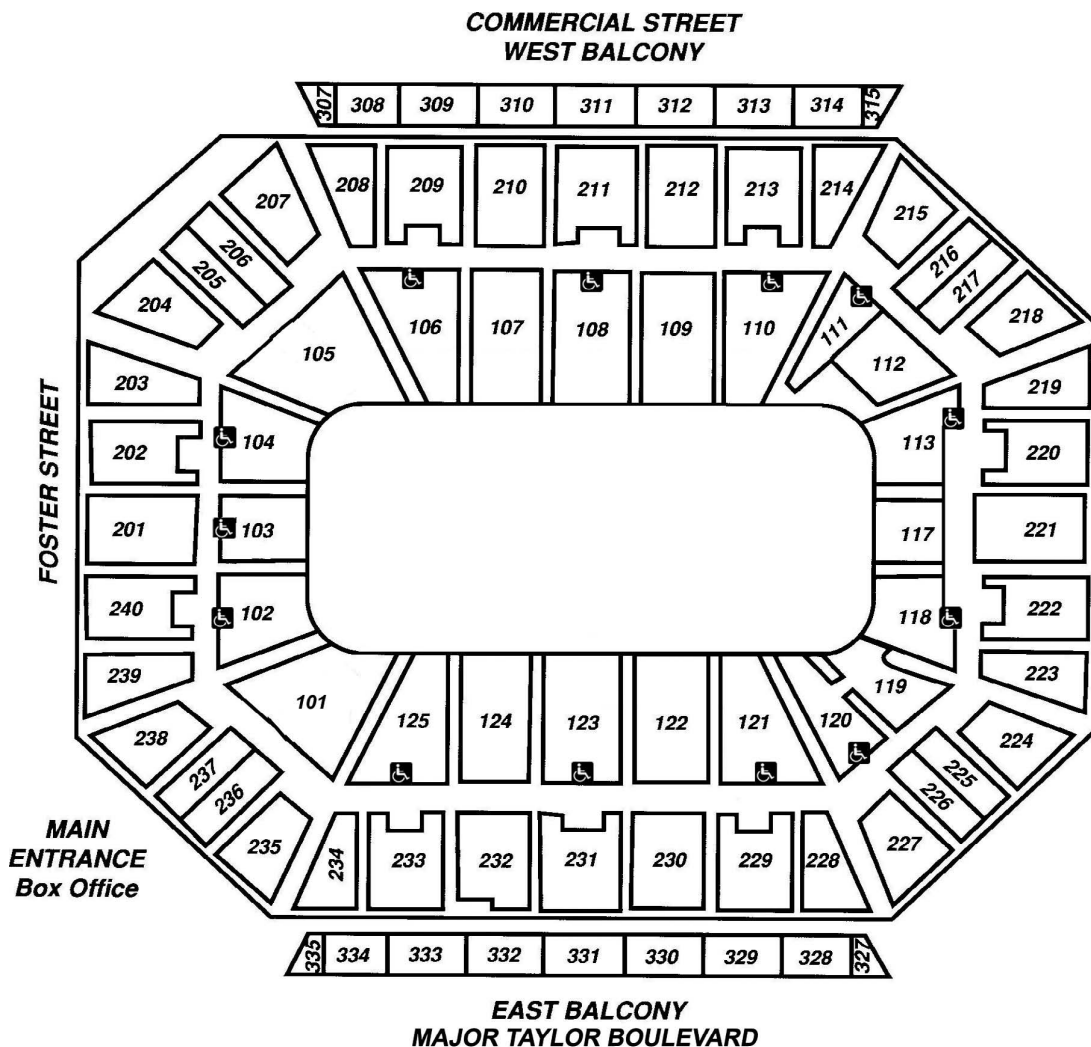
I-90 E. (the Mass Turnpike East) to Exit 10 (Auburn). Take Rt. 290 E. Use Exit 20 and take a right at the bottom of the ramp. Follow Signs to the DCU Center.



Box Office Event Set-up Information



DCU Center is a Ticketmaster facility. Tickets may be purchased at the DCU Center box office located at Door 9 on 50 Foster Street, Worcester, MA. In addition, tickets may be purchased through Ticketmaster, at various outlets, or online at www.ticketmaster.com. A facility fee of \$5.00 per concert ticket is charged in addition to the base ticket price and applicable Ticketmaster convenience fees.



Box Office Contact:
General Office
Telephone: 508-929-0164

Marie Denman,
Box Office Manager
mdenman@dcucenter.com
508-929-0260



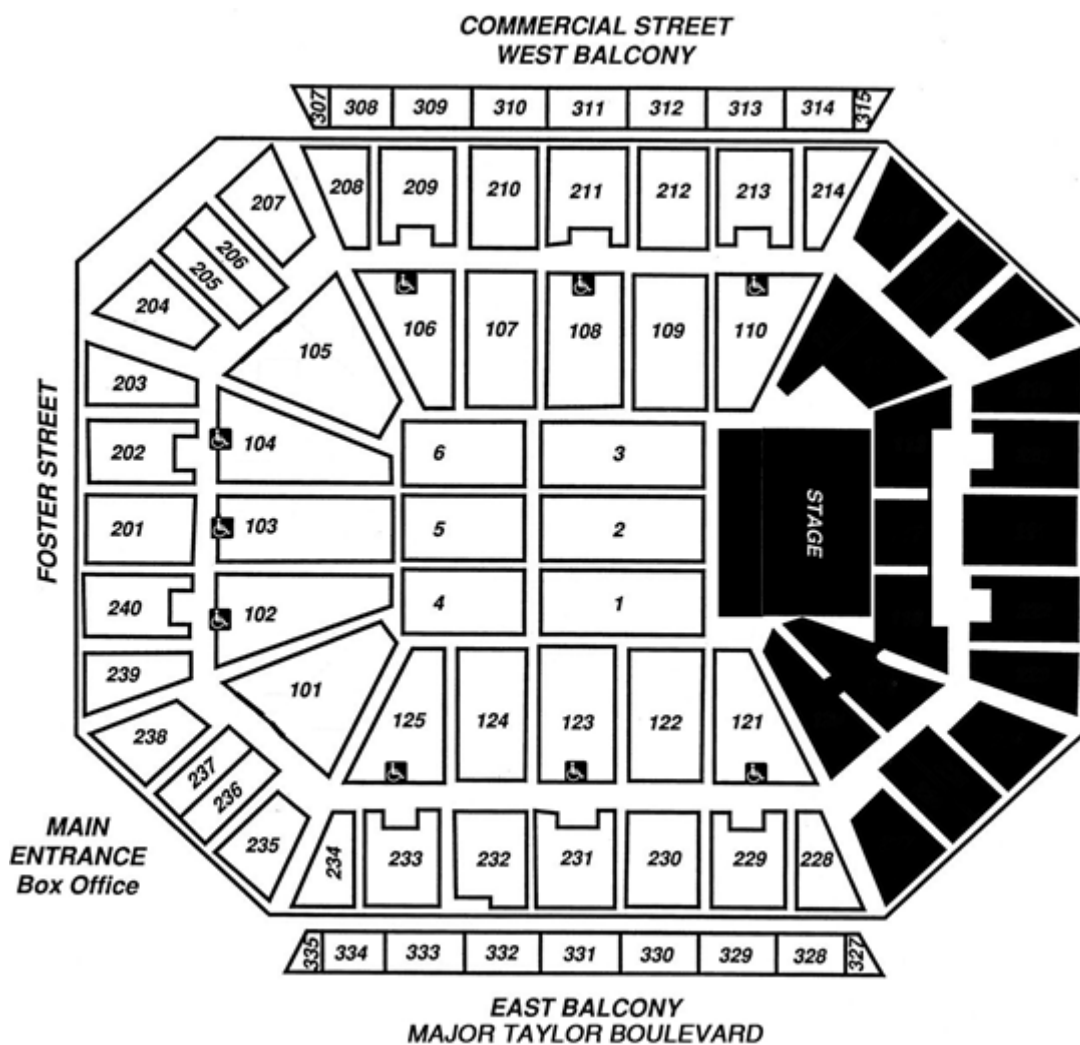
Capacities by Individual Sections



Capacities vary by show and based on reserved/general floor and inside or outside hockey season. The following information is provided as a reference only and should not be assumed to be the final capacity for any individual show. Specific show capacities will be provided after receipt of technical information.

Section	# Seats	Section	# Seats	Section	# Seats	Section	# Seats	Section	#Seats
Floor	1840	Lower 100	1995	Upper 100	1995	All 200	4413	All 300	1286
Floor	1604	Lower 100	1995	Upper 100	1995	All 200	4317	All 300	1286
1	320	121	105	121	167	230	208	330	56
2	280	122	150	122	105	231	171	331	96
3	320	123	150	123	105	232	206	332	57
4	320	124	150	124	161	233	172	333	92
5	280	125	103	125	163	234	106	334	76
6	320	101	83	101	135	229	171	329	92
KILLS	-236	102	152	102	126	212	208	335	49
		103	256	103	72	211	172	328	76
		104	152	104	127	210	204	327	49
		105	83	105	135	209	173	312	56
		106	103	106	162	208	105	311	96
		107	150	107	161	213	169	310	56
		108	150	108	105	235	149	309	92
		109	150	109	105	236	128	308	76
		110	104	110	166	237	114	313	92
		KILLS	-368			238	179	307	50
						201	169	314	76
						206	142	315	49
						205	138		
						204	165		
						201	231		
						240	184		
						202	186		
						239	126		
						203	126		
						228	107		
						214	108		
						210	2		
						232	1		
						208	2		
						213	2		
						234	1		
						235	30		
						207	49		
						204	9		
						KILLS	-96		

220 End Stage Concert

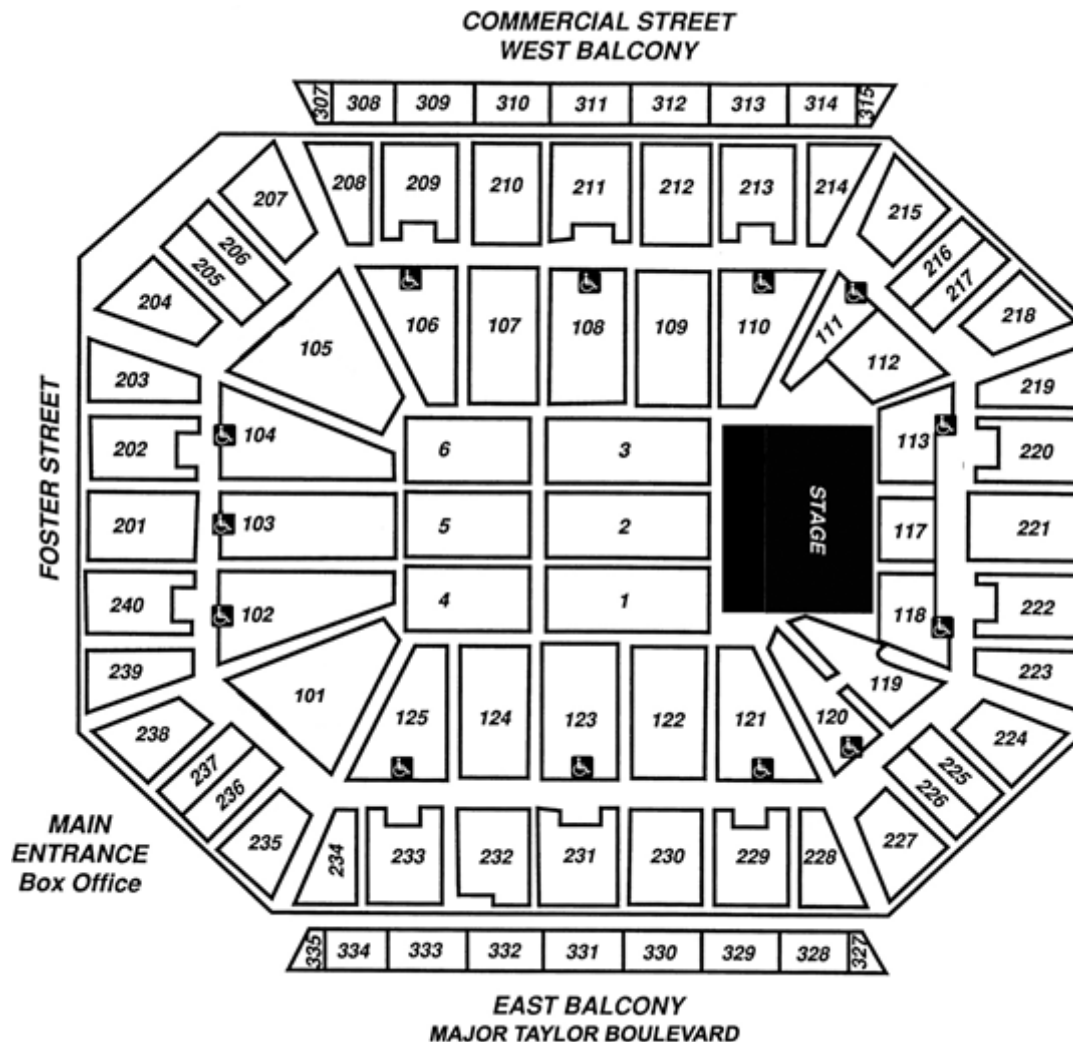


Seats

Floor	1,840
100 Level	3,773
200 Level	4,591
300 Level	1,286
Total	11,490

*Does not include production or sight kills and is subject to change

360 End Stage Concert



Seats

Floor	1,840
100 Level	4,620
200 Level	6,456
300 Level	1,286
Total	14,202

*Does not include production or sight kills and is subject to change.

180 End Stage Concert w. Curtains



			Seats		Gross
	\$	-	1,840	Floor	\$0.00
	\$	-	3,252	100s	\$0.00
	\$	-	674	200s	\$0.00
			5,766		\$0.00
Expendable Capacity					
	\$	-	1,381		\$0.00
	\$	-	1,078		\$0.00
	\$	-	722		\$0.00
	\$	-	852		\$0.00
Totals			9,799		\$0.00

Subject to change based on the size of mix position and location of stage.



Security



Keys/Room Security

The DCU Center has the capability to change door locks to designated rooms. Your Event Coordinator can review the policies and costs associated with this service.

It is important to note that no doors may be locked, chained, etc. by show management without prior written approval of DCU Center management. The DCU Center, at all times, reserves the right to access any area if necessary.

Security (exclusive in-house)

The DCU Center maintains an exclusive in-house security operation. Our trained building security personnel maintain 24-hour security coverage for the DCU Center's perimeter areas, internal corridors and life safety alarm system. Building security will also open and secure exterior and interior access doors and monitor internal traffic flow. At no time will the facility accept responsibility for promoter or exhibitor products or belongings. Special circumstances regarding the security of items brought onto the premises must be discussed with the Event Coordinator and the Security Manager. All items of concern should not be left on the premises unattended.

All incidents of injury, vandalism, fire, theft, etc. should be reported to the Central Security office immediately. Following notification of any incidents, security officers will initiate appropriate reports and investigations.

Security

Security services will be provided under the following guidelines:

1. Minimal staffing will be at the discretion of DCU Center management as deemed appropriate after carefully considering the nature and character of event.
2. There is a four (4) hour minimum per person per day.
3. On large calls (6 or more), an additional break person will be scheduled depending on shift length.
4. Additional positions including the loading docks and the service road may require coverage based upon the needs of the event.
5. DCU Center staff will man all ticket taking/badge checking positions as well as pass gate.
6. Any door utilized for ingress/egress or load-in/load-out must be manned during all hours of operation.

Police

Uniformed Worcester Police are the only armed security permitted in the facility. Any special security services regarding police must be arranged through your Event Coordinator.



Dock Security & Fire Code



Loading Dock/Marshalling Yard

For the purpose of maintaining safe and efficient operations, the DCU Center will retain complete control over all loading dock and marshalling yard activities. All staff utilized for dock and marshalling yards will be scheduled through your Event Coordinator. Licensee is responsible for all associated labor and space costs.

General Fire Code Regulations

1. Licensees, show management, exhibitors and all other parties comply with all Federal, State, Municipal and DCU Center mandated fire codes that apply to public assembly facilities. The DCU Center includes sections of the NFPA Life Safety Code which apply to public assembly facilities as part of the Licensee Agreement.
2. The decision of the Fire Marshall of the City of Worcester is final.
3. Crate storage is prohibited in the DCU Center without the prior written approval of DCU Center Management. Crate storage is the responsibility of the Licensee.
4. Crates stored in interior storage rooms may not be stacked higher than within three (3) feet of sprinkler heads and an eight (8) foot radius must be maintained around all access/egress doors.
5. All bunting, table coverings, drapes, signs, banners and like materials must be flame resistant and are subject to inspection and flame testing by Fire Marshall.
6. All electrical equipment must conform to the National Electrical Code and be UL approved.
7. The following materials are prohibited without written consent of DCU Center: open flame devices; vehicles; welding, cutting or brazing equipment; ammunition; radioactive devices; flammable liquids; pressure vessels; exhibits involving hazardous processing and materials; fireworks or pyrotechnics; blasting agents or explosives; flammable cryogenic gases; aerosol cans with flammable propellants; gas operated cooking equipment; portable heating equipment; other equipment, materials and operations that increase risk to fire and life safety.
8. The display of any and all vehicles that are powered by a combustion engine require fuel tanks be less than 1/4 full. The cap for the fuel tank must be locked or taped closed and at no time is the removal or addition of fuel allowed in or around the DCU Center. Vehicle electrical systems must be disconnected by either removing battery, battery cables or disconnecting battery cables and taping contact with non-conductive electrical tape.
9. At no time during public hours are vehicles to be moved.
10. All emergency exits, hallways and aisles leading from the building are to be kept clear and unobstructed. Any vehicles, material, equipment, etc. in fire lanes or blocking exits, etc. will be removed at Licensee's expense.
11. Exit signage, fire extinguisher, fire alarms, pull stations and related fire fighting equipment may not be hidden, obstructed or blocked.
12. The DCU Center may request in writing specifications, descriptions, etc. of any and all equipment, processes, operations, etc. from Licensee, service contractor, exhibitors, etc. and reserves the right the right to submit such information to the Fire Department for approval.
13. Exterior exhibit hall doors and loading dock doors are not to be propped open. Automatic closing devices are not to be tampered with.



Marketing



The DCU Center offers a full-service marketing department to assist with the advertising, promotion and publicity of your event. Among the services offered are:

- Release event information (fact sheet & press release) to local and regional press
- Include event information on DCU Center web site (**410,000 views annually**)
- Event information/contesting execution on DCU Center social networking sites (Facebook, Twitter, Instagram)
- Event inclusion on DCU Center arena video display board (still and / or video) and DCU Center in-house television monitors (19)
- Poster & flyer campaign (facility, businesses, promotional partners)
- Event listing on 2 outdoor digital marquees (Arena & Convention Center - avg. **2 million impressions annually**)
- Conduct Group Sales campaign including direct mail, e-marketing and cross promotions for group sales customers (social, civic, business, church, scout, school, professional & family groups of between 10 and 20 or more) - *Fees Apply*
- On sale /pre sale announcement in DCU Center "Fan Club" newsletter (**260k subscribers**)
- Coordinate trade with outer market media for broader outreach and exposure (print, radio)
- Ticketmaster Marketing Tools (Auction, CEN, Homepage Spotlight)
- Cross promotion (when appropriate) with Worcester Railers (ECHL team)
- Assist in Public Relations outreach (pitching stories to media/setting up advance articles, mall appearances, and radio interviews)
- Assist with tour sponsorship needs, meet & greets and VIP services
- Coordinate day of show media (escort photographers, plan radio station presence, backstage tours)

Additionally, the DCU Center can assist with media buying and event sponsorship. Our knowledge and relationships in the market can help leverage a greater return on investment with added value, grass roots marketing and third-party promotions.

Marketing Department:

John LaHair,
Director of Marketing
jlahair@dcucenter.com
508-929-0126

Station	Address	Format	Phone
WCVB-TV	Needham, MA	ABC	781-449-0400
WBZ-TV	Boston, MA	CBS	617-787-7000
WFXT-TV	Dedham, MA	FOX	781-467-2525
WHDH-TV	Boston, MA	NBC	617-725-0777
Charter TV3	Worcester, MA	Cable	508-853-1515
WCCA TV13	Worcester, MA	Community	508-755-1880
NECN	Newton, MA	Cable	617-630-5000
NESN	Watertown, MA	Cable Sports	617-536-9233
WUNI-TV	Needham, MA	Univision	781-433-2727
WWLP	Springfield, MA	NBC	413-377-2200
WGGB	Springfield, MA	ABC	413-733-4040
WTIC	Hartford, CT	FOX	860-527-6161
WTNH	New Haven, CT	ABC	203-784-8888
WJAR	Cranston, RI	NBC	401-455-9100
WPRI/WNAC	East Providence, RI	CBS/FOX	401-438-7200
WLNE	Providence, RI	ABC	401-453-8000
WMUR	Manchester, NH	ABC	603-669-9999



Media - Radio



Station	Address	Format	Phone
WXLO 104.5FM	Worcester, MA	Hot AC	508-752-1045
WWFX 100.1FM	Worcester, MA	Rock	508-752-1045
WORC 98.9FM	Worcester, MA	Oldies	508-752-1045
WSRS 96.1FM	Paxton, MA	Soft AC	508-757-9696
WTAG 580AM	Paxton, MA	News	508-795-0580
WCRN 830 AM	Worcester, MA	News	508-792-5803
WEEI 850AM	Boston, MA	Sports	617-779-3500
WRKO 680AM	Boston, MA	Talk	617-779-3400
WXKS 107.9FM	Medford, MA	Hot AC	781-396-1430
WJMN 94.5FM	Medford, MA	Rhythm	781-663-2500
WBMX 98.5FM	Boston, MA	Hot AC	617-746-1300
WZLX 100.7FM	Boston, MA	Classic Rock	617-746-5100
WBZ 1030AM	Boston, MA	News	617-787-7000
WKLB 102.5FM	Boston, MA	Country	617-822-9600
WROR 105.7FM	Boston, MA	Classic Rock	617-822-9600
WMJX 106.7FM	Boston, MA	Soft AC	617-822-9600
ESPN 890 AM	Charlestown, MA	Sports	617-830-1000
WORC 1310AM	Worcester, MA	Latin	508-791-2111
WICN 90.5FM	Worcester, MA	Public Radio	508-752-0700
WCHC 88.1FM	Worcester, MA	Holy Cross	508-793-2475
WXRV 92.9FM	Haverhill, MA	Alternative	978-374-4733
WGFP 940AM	Webster, MA	Country	508-943-9400
WHYN 93.1FM	Springfield, MA	Hot AC	413-781-1011



Media - Print / Digital



Station	Address	Format	Phone
Worcester Telegram & Gazette	Worcester, MA	News	508-793-9245
Worcester Telegram & Gazette		Features	508-793-9232
Worcester Telegram & Gazette		Sports	508-793-9350
Worcester Telegram & Gazette		Business	508-793-9185
Worcester Telegram & Gazette		Photo	508-793-9310
Worcester Magazine	Worcester, MA		508-749-3166
Worcester Business Journal	Worcester, MA		508-755-8004
The Pulse Magazine	Worcester, MA		508-756-5006
In City Times	Worcester, MA		508-756-5006
MassLive	Worcester, MA		800-246-0855
Boston Business Journal	Boston, MA 02110	Business	617-330-1000
Boston Herald	Boston, MA		617-426-3000
Boston Herald		Features	617-619-6193
Boston Herald		Sports	617-619-6651
Boston Herald		Photo	617-426-3000, x.5468
Boston Herald		Business	617-619-6435
Boston Globe	Boston, MA	General	617-929-2000
Boston Globe		Photo	617-929-2000
Boston Globe		Features	617-929-2800
Boston Globe		Sports	617-929-3235
Boston Globe		Business	617-929-2903
The Landmark	Holden, MA		508-829-5981
The Republican	Springfield, MA	News	413-788-1200



Food & Beverage Guidelines



1. Alcoholic beverages may not be brought into or out of the facility. All alcoholic beverages must be purchased from, and served by, DCU Center employees. The DCU Center reserves the right to prohibit the consumption of alcoholic beverages at any time.
2. All food and beverage items consumed within the complex must be purchased from, or by arrangement with, DCU Center Cuisine. No food or beverage may be carried into or out of the facility.
3. Exhibitors may bring in candy bowls of individually wrapped mints or penny-candy style candies as complimentary favors for attendees.
4. Exhibitors of food and beverage products or services at food and beverage related shows may distribute complimentary individual sample-size or bite-size portions of their product. All items must be commercially prepared, "homemade" items are not allowed. Beverage portions must be less than four (4) ounces.
5. The securing of permits and licenses is the responsibility of the licensee/exhibitor.
6. An exhibitor and/or association member must occupy approved booths at all times.
7. Exhibitors may NOT bring in popcorn machines, coffee urns or similar items for use as traffic promoters except by prior arrangement with DCU Center Food & Beverage Department. Most equipment and product of this type may be rented or purchased through DCU Center Food & Beverage.
8. Arrangements can be made for exhibitors who need on-site food preparation, or who require items such as ice, by calling DCU Center Food & Beverage at (508) 755-6800 extension 2134.
9. Concession stands and kitchen facilities may not be used by exhibitors.
10. Restrooms may not be used by exhibitors for cleanup. Use of janitorial areas and/or services must be arranged in advance with the Operations Department.
11. Costs associated with the disposal of trash, waste, etc. from exhibitor sampling are the responsibility of the licensee and/or exhibitor.
12. The Exhibition Hall concession stands will be open during most ticketed shows and expositions that are open to the public. In general, the concessions will only be open on show days during show hours. DCU Center Food & Beverage reserves the right to close concessions or open additional locations as business conditions warrant. We welcome any suggestions and input from the client in offering menu items that best meet the needs of attendees.



Accessibility & Hearing Impaired



Handicap Facilities

In an effort to ensure appropriate access to events at the facility to all of our patrons, The DCU Center—in accordance with ADA—provides ramp access, accessible restroom facilities, braille elevator buttons and fire alarms for the hearing impaired and the handicapped. We also offer assisted listening devices and sign language interpreters per your arrangement. Your Event Coordinator can provide you with further details.

Front Driveway/Shuttle Drop-off/Pick-up

The primary drop-off/pick-up location for shuttle busses, taxis, handicapped patrons, etc. is directly in front of the DCU Center's revolving doors (Door 1) on Worcester Center Boulevard. Please advise exhibitors and event staff that this area should not be used for load-in/out or for parking.



Smoking Policy & Damages



Smoking Policy

In accordance with the Massachusetts Clean Air Act, the DCU Center's smoking policy restricts smoking and vaping to areas outside the facility. Smoking and vaping are prohibited at all times in all areas of the facility. While the DCU Center maintains signage, the cooperation of show management in encouraging compliance is requested.

Damages

Please notify your Event Coordinator of any damage that occurs throughout the course of the show. The DCU Center will make its best efforts to inform you of any damages as soon as discovered and will provide copies of damage reports and photographs when applicable. The cost of repair of damages is the licensee's responsibility, and the DCU Center will make all repairs.



Rules & Regulations



General Rules & Regulations

1. The use of double face tape and cloth tape is permitted on concrete floor surfaces only. The DCU Center requires the use of Polyken 105 C tape or approved equal. The removal, and associated costs thereof, of tape and tape residue is the responsibility of Licensee.
2. Signs, decorations and related materials may not be taped, tacked, stapled, nailed, etc. to painted surfaces, columns, fabrics or decorative walls in the DCU Center.
3. DCU Center permanent signs, banners, etc. may not be blocked in any manner. Temporary signs may not be attached in any manner to permanent DCU Center signage.
4. No banner larger than 5' x 8' can be hung in the DCU Center without prior written approval of Operator. No exterior banners are permitted.
5. Under no conditions will signs or banners be taped, hung or otherwise attached to the DCU Center's operable walls.
6. The use of helium balloons is prohibited. Costs associated with violation of this are the responsibility of the Licensee.
7. Adhesive backed decals, stickers, and chewing gum may not be distributed in the DCU Center. Costs associated with the removal of decals/stickers are the responsibility of the Licensee.
8. Movement of operable walls in the DCU Center must be performed by DCU Center personnel only.
9. Use of DCU Center equipment, supplies and other materials is limited to DCU Center personnel unless approved in writing by Operator.
10. The movement of DCU Center furniture, fixtures and equipment must be performed by DCU Center personnel only.
11. House lighting, ventilation, heat or air conditioning will be provided as required during show hours. Energy conservation is of prime concern and minimal light and comfort levels will be maintained during move-in/out.
12. Passenger elevators and all escalators are to be used by the general public and should not be used for any freight or equipment movement.
13. Motorized vehicles and equipment (i.e. carts, forklifts, scooters, etc.) and other moveable equipment (i.e. dollies, pallet jacks, etc.) are not permitted on any lobby, prefunction, meeting room or ballroom space without the prior written approval of Operator.
14. Use of glitter and confetti is not permitted in the DCU Center without the prior written approval of Operator. Costs associated with the clean up of glitter, confetti and related materials are the Licensee's responsibility.
15. All floor load capacities should be strictly observed. Any variations should be approved in writing by the Operator (See Appendix).



Rules & Regulations



General Rules & Regulations (cont'd)

16. The sale of merchandise is prohibited without prior written approval of Operator.
17. All distributed materials, whether for sale or at no cost, must be distributed from locations approved by Operator.
18. The sale of any foodstuffs, including refreshments, is strictly prohibited.
19. Holes may not be drilled, cored or punched into any part of the DCU Center or exterior premises.
20. DCU Center office telephones are reserved exclusively for DCU Center operations. DCU Center numbers may not be published as official show or convention numbers.
21. Animals and pets are not permitted in the DCU Center except in conjunction with an approved exhibit, display, show, etc. Service animals in accordance with ADA are permitted.
22. Damages to the DCU Center are the responsibility of Licensee. Incidents of damages should be reported to Security immediately.
23. Licensee is responsible for procuring all necessary licenses and/or permits. The DCU Center will not secure such licenses/permits on behalf of Licensee.
24. Licensee is responsible for removal of bulk trash prior to opening of show. DCU Center will charge Licensee for any additional trash hauls necessary due to event operations. Bulk trash is defined as any material that cannot be readily removed by a standard push broom. Licensee must return the contracted areas to broom swept condition. Costs for returning the said areas to this condition are Licensee's responsibility.
25. Licensee must abide by any and all DCU Center labor rules and jurisdictions. The DCU Center will provide Licensee labor guidelines when applicable.
26. All facility utilities are property of the DCU Center and it is prohibited to access, tamper with or otherwise utilize said utilities without prior written approval of Operator. Costs for repairs, damages, etc. resulting from unauthorized use of utilities are Licensee's responsibility.
27. All working personnel will take breaks in DCU Center designated area and will be provided specific facilities for restrooms and lunch rooms (when available).
28. No soliciting is permitted in the DCU Center or on DCU Center premises.
29. Any and all unsafe conditions or activities will be terminated immediately upon request. The DCU Center will remove disruptive parties as necessary.
30. The DCU Center provides on an exclusive in-house basis all electrical, utility, security, labor, housekeeping, telecommunications, and food and beverage services.



Rules & Regulations



Security

1. The DCU Center maintains a twenty-four (24) hour security force responsible for monitoring the facility perimeter, interior public traffic flow in such areas, and the DCU Center's life safety system. The activities of the security personnel cannot be restricted by activities of the Licensee.
2. Licensee is responsible for security services in all areas specifically licensed to Licensee including exhibit halls, meeting rooms and other areas.
3. The DCU Center may require Licensee to provide minimum levels of security coverage in any leased space and other areas (i.e. docks, public access areas, registration areas, etc.). Such coverage will be at Licensee's expense.
4. No doors may be chained or otherwise locked without the written approval of the DCU Center. No doors can be chain locked when area is occupied.
5. All approved chains must be plastic coated and DCU Center in-house security must be presented with keys to all locks.
6. All proposed security arrangements are subject to DCU Center approval and must be submitted to the DCU Center at least thirty (30) days prior to the event.
7. All service contractors and other event related labor must enter/exit the DCU Center via the designated employee entrance (Door 5) and are to be properly badged.
8. DCU Center in-house security reserves final rights to admit access of any event personnel to any DCU Center space.
9. Any changing or removal of door locks must be approved in writing by the DCU Center and work performed by DCU Center personnel.
10. Use of armed guards is prohibited without the written consent of the DCU Center.



Rules & Regulations



Exhibit Hall and Loading Dock Regulations

1. No vehicles will be allowed in dock areas, exhibit halls, etc. without proper identification.
2. No parking, tow away zones and other restricted areas will be strictly enforced and vehicles will be towed at the owner's expense.
3. Move in and move out periods must be approved in writing by the DCU Center.
4. Individuals exhibiting behavior indicative of intoxication or use of a "mood altering" substance will be expelled from the DCU Center premises.
5. Vehicles are to be operated in a safe and prudent manner. Any actions including speeding, erratic driving, etc. that are deemed unsafe by the DCU Center are to be stopped at once. Failure to adhere to DCU Center direction will be grounds for ejection from the premises and possibly suspension of work privileges in the DCU Center.
6. No refueling of vehicles is permitted within fifty (50) feet of the DCU Center.
7. At no time may exit doors be blocked or obstructed with freight, equipment, display material, trash or unattended materials.
8. No glass containers are permitted on the exhibit floor, in meeting rooms or ballrooms without the prior written approval of the DCU Center.
9. Unless prior approval is granted, no one under the age of eighteen (18) is allowed on the exhibit floor.
10. Dock utilization schedules must be submitted to the DCU Center, and the DCU Center at times may require changes in the proposed schedules to allocate specific space to different events.
11. All freight deliveries to the DCU Center must be shipped on designated move-in/out days and must be to the attention of the service contractor. The DCU Center will not accept freight deliveries on behalf of licensee, service contractors, exhibitors, etc. The DCU Center will not accept C.O.D. deliveries.
12. The DCU Center will not assume responsibility or liability for freight left on the premises following the conclusion of the move in/out.
13. Freight left in the DCU Center will be disposed of at licensee's expense.
14. Licensee is responsible for informing all parties of DCU Center's freight policies.

Miscellaneous

Circumstances and operations not covered in these rules and regulations will be subject to interpretation, stipulations and decisions deemed necessary and appropriate by Operator.