



BUILDING TECHNICAL INFORMATION PACKET

DELTA PLEX ARENA & CONFERENCE CENTER
2500 TURNER AVE. NW - GRAND RAPIDS, MI 49544
PHONE: 616.364.9000
FAX: 616.559.8001

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GENERAL INFORMATION:

A) PHONE NUMBERS:

MAIN LINE: 616.364.9000

FAX: 616-559-7988

B) WEBSITE:

WWW.DELTAPLEX.COM

C) ADDRESS:

THE DELTAPLEX ARENA & CONFERENCE CENTER

2500 TUNER AVE. NW, GRAND RAPIDS, MI 49544

(VENUE ACTUALLY RESIDES WITHIN THE BOUNDARIES OF THE CITY OF WALKER, MI.)

D) CONTACT LIST:

PRESIDENT / OWNER : JOEL LANGLOIS

DIRECT PHONE: 616-559-7915

EMAIL: JOEL@DELTALEX.COM

ADMINISTRATIVE SERVICES MANAGER: KELLIE LEFURGE

PHONE: 616.364.9000

EMAIL: PLEXDESK@DELTALEX.COM

DIR. OF VENUE EVENTS: ERIN BOWEN:

PHONE: 616.364.9000

EMAIL: ERIN@DELTALEX.COM

FINANCE MANAGER: MARIANNE TALALAY

PHONE: 616.559.7914

EMAIL: MARIANNE@DELTAPLEX.COM

OPERATIONS MANAGER: SHIRLEY SUTTORP

PHONE: 616.559.7923

EMAIL: OPERATIONS@DELTAPLEX.COM

DIRECTIONS TO THE DELTAPLEX:

THE DELTAPLEX IS LOCATED JUST FOUR MINUTES FROM DOWNTOWN GRAND RAPIDS. IT IS EASILY ACCESSIBLE FROM US-131, I-96, AND I-196.

- A) FROM THE NORTH: TAKE US-131 SOUTH TO WEST RIVER DRIVE EXIT (EXIT 91) AND TURN RIGHT (HEADING SOUTH) ON WEST RIVER DRIVE. FOLLOW FOR APPROXIMATELY 1 MILE TO THE DELTAPLEX.**
- B) FROM THE SOUTH: TAKE US-131 NORTH TO ANN STREET (EXIT 88) AND TURN RIGHT AT THE LIGHT. TURN RIGHT AT NEXT LIGHT ON TURNER AND FOLLOW FOR 0.8 MILES TO THE DELTAPLEX.**
- C) FROM THE WEST (ON I-96 EAST): TAKE ALPINE AVENUE SOUTH (EXIT 30). TURN LEFT ON TO 3 MILE RD FOR 0.1 MILE AND TURN RIGHT ON TO ALPINE AVENUE FOR 0.3 MILE. AT THE FIRST LIGHT TAKE A LEFT ON TO HILLSIDE DRIVE AND CONTINUE 0.2 MILE TO THE DELTAPLEX.**
- D) FROM THE EAST (ON I-196 WEST) A.K.A. THE GERALD R. FORD FREEWAY: TAKE I-196 WEST TO US-131 NORTH TOWARDS CADILLAC (EXIT 77) FOLLOW US- 131 TO ANN STREET (EXIT 88) AND TURN RIGHT AT THE LIGHT. TURN RIGHT AT NEXT LIGHT ON TURNER AND FOLLOW FOR 0.8 MILES TO THE DELTAPLEX.**

DRIVING DISTANCES TO THE DELTAPLEX:

ALPENA, MI: 4 HRS. 16 MINUTES

ANN ARBOR, MI: 2 HRS, 2 MINUTES

TRAVERSE CITY, MI: 2 HRS, 14 MINUTES

DETROIT, MI: 2 HRS, 28 MINUTES

CADILLAC, MI: 1 HR, 25 MINUTES

CHICAGO, IL: 2 HRS, 56 MINUTES

MT. PLEASANT, MI: 1 HR, 26 MINUTES

FORT WAYNE, IN: 2 HRS, 41 MINUTES

LANSING, MI: 1HR, 7MINUTES

TOLEDO, OH: 2 HRS, 51 MINUTES

BAY CITY, MI: 2 HRS, 28
MINUTES

COLUMBUS, OH: 5 HRS, 17 MINUTES

LOCAL AIRPORT:

GERALD FORD INTERNATIONAL AIRPORT

5500 44TH ST. SE

GRAND RAPIDS, MI 49512-4055

616.233.6000 WWW.FLYGRANDRAPIDS.ORG

TAXI SERVICES:

CALDER CITY TAXI 616.454.8080

AMERICAN TAXI CAB CO. 616.776.7272

VETERANS & YELLOW CAB 616.459.4646

PORT CITY CAB 616.243.5314

LIMOUSINE SERVICES:

GRAND CARRIAGE 616.893.4984

KENT CITY, MI 49330

WWW.GRANDCARRIAGES.COM

CITY LIGHTS LIMOUSINE 616.530.3082

3265 CANAL AVE SW

GRANDVILLE, MI 49418

WWW.CITYLIGHTS.8M.COM

A CLASS LIMOUSINE SERVICE 616.245.3820

662 LEONARD ST. NW

GRAND RAPIDS, MI 49504

HOTEL ACCOMMODATIONS WITH NEGOTIATED DISCOUNTED PRICING FOR VENDORS AND EXHIBITORS:

AMERICAS BEST VALUE INN

777 THREE MILE ROAD

WALKER, MI 49544 US

1-800-230-4134

SPRINGHILL SUITES GRAND RAPIDS NORTH

450 CENTER DRIVE NW

GRAND RAPIDS, MI 49544

616-785-1600

HAMPTON INN – GRAND RAPIDS

500 CENTER DRIVE NW

GRAND RAPIDS, MI 49544

616-647-1000

BUILDING HISTORY:

THE DELTAPLEX ARENA AND CONFERENCE CENTER IS A UNIQUE FACILITY IN THE ENTERTAINMENT/CONVENTION BUSINESS. LOCAL GOVERNMENTS OWN MOST FACILITIES OF THIS TYPE. THE LANGLOIS FAMILY, HOWEVER, PRIVATELY OWNS THE DELTAPLEX. IN THE LATE 1990'S, THE LANGLOIS FAMILY DEMOLISHED THE FORMER "STADIUM ARENA", AND CONSTRUCTED THE DELTAPLEX IN ITS PLACE. SINCE THAT TIME, THE DELTAPLEX ARENA AND CONFERENCE CENTER HAS HOSTED THOUSANDS OF EVENTS, WHICH INCLUDE: CONCERTS, FROM CHRISTIAN TO COUNTRY TO HEAVY METAL, TRADESHOWS, FAMILY SHOWS, SEMINARS, BANQUETS, CIRCUSES, A PRESIDENTIAL CAMPAIGN RALLY, AND THE LIST GOES ON! CUSTOMER SERVICE IS A HIGH PRIORITY FOR ALL THE STAFF AND MANAGEMENT. CUSTOMER SERVICE IS THE

REASON 80-90% OF OUR CLIENTS RETURN TO THE DELTAPLEX ARENA AND CONFERENCE CENTER.

EVENT PLANNING:

A) ASSIGNMENT OF DATES:

FOR MORE INFORMATION AND AVAILABILITY ON BOOKING AN EVENT AT THE DELTAPLEX, PLEASE CONTACT JOEL LANGLOIS AT 616.364.9000 OR E-MAIL HIM AT JOEL@DELTAPLEX.COM.

B) HOLD POLICIES:

(1) PLACING HOLDS ON THE CALENDAR: A HOLD MAY BE PLACED ON ANY DATE FOR WHICH A LICENSING AGREEMENT HAS NOT BEEN EXECUTED. HOLDS WILL BE PLACED AT THE DISCRETION OF THE DELTAPLEX. HOLDS WILL BE ACCEPTED UP TO TWELVE (12) CALENDAR MONTHS IN ADVANCE OF A PROPOSED DATE. ANY REQUESTS TO PLACE HOLDS ON THE CALENDAR MORE THAN TWELVE (12) MONTHS IN ADVANCE WILL REQUIRE THE APPROVAL OF THE CEO.

THE DELTAPLEX WILL MAKE EVERY EFFORT TO PROVIDE RENTAL CUSTOMERS WITH THE SPECIFIC DATES THEY NEED TO MAKE THEIR EVENT A SUCCESS. IN CASES WHERE TWO OR MORE CUSTOMERS WISH TO BOOK THE SAME DATE, THE FOLLOWING POLICIES AND PROCEDURES WILL GOVERN HOW THE DELTAPLEX WILL “HOLD” DATES AND ALLOW CUSTOMERS TO “CHALLENGE” DATES THAT HAVE BEEN PREVIOUSLY PLACED ON HOLD.

(2) PLACING A “HOLD” ON A DATE: THE DELTAPLEX MAY ALLOW CLIENTS TO PLACE A HOLD ON A REQUESTED DATE PROVIDED THAT THERE IS NOT ALREADY A SIGNED LICENSING AGREEMENT WITH ANOTHER CUSTOMER FOR THAT DATE. THE FIRST CUSTOMER TO REQUEST A HOLD FOR A SPECIFIC DATE WILL HAVE THE “FIRST HOLD” ON THE DATE. FIRST HOLD STATUS PROVIDES THE CUSTOMER WITH THE FIRST RIGHT OF REFUSAL SO THAT THE DELTAPLEX WILL NOT SELL THE DATE TO ANOTHER CUSTOMER WITHOUT FIRST PROVIDING THE CUSTOMER WITH FIRST HOLD STATUS AN OPPORTUNITY TO “CONFIRM” THE DATE BY EXECUTING A LICENSING AGREEMENT AND PAYING THE REQUIRED DEPOSIT AS DEFINED UNDER “DEPOSITS.”

IF A FIRST HOLD HAS ALREADY BEEN PLACED ON A DATE IN WHICH A CUSTOMER IS INTERESTED, THE CUSTOMER WILL HAVE THE OPTION OF PLACING A “SECOND HOLD” ON THE DATE. SECOND HOLD STATUS PROVIDES THE CUSTOMER WITH THE OPTION TO EXECUTE A LICENSING AGREEMENT AND PAY THE REQUIRED DEPOSIT SHOULD THE CUSTOMER WITH THE FIRST HOLD STATUS DECIDE TO NOT CONFIRM THE DATE WITHIN THE REQUIRED TIME PERIOD DEFINED UNDER “HOLD POLICES” OR IN THE EVENT OF A CHALLENGE AS DEFINED UNDER “CHALLENGING A DATE ON HOLD.” A MAXIMUM OF THREE (3) HOLDS MAY BE PLACED ON A DATE AT ANY GIVEN TIME. RENTAL CUSTOMERS MAY HAVE A MAXIMUM OF FOUR (4) HOLDS ON THE CALENDAR AT ANY GIVEN TIME. REQUESTS TO PLACE MORE THAN FOUR (4) DATES ON HOLD MUST BE APPROVED BY THE CEO.

- (3) HOLD TERMINATIONS: ONCE A CUSTOMER HAS PLACED A HOLD ON THE CALENDAR, THE DELTAPLEX WILL MAIL THE CUSTOMER A CONFIRMATION OF THE HOLD AND NOTICE OF THE DATE ON WHICH THE HOLD WILL EXPIRE. CUSTOMERS ARE RESPONSIBLE FOR KEEPING TRACK OF THE EXPIRATION DATES FOR ANY HOLDS THEY MAY HAVE ON THE CALENDAR.

THE DELTAPLEX WILL HOLD DATES ON THE CALENDAR UNTIL THE EARLIER OF:

- (a) NINETY (90) CALENDAR DAYS FOLLOWING THE DATE THE HOLD WAS FIRST PLACED, OR
- (b) FORTY-FIVE (45) CALENDAR DAYS PRIOR TO THE EVENT, WHICHEVER COMES FIRST.

AT THAT TIME, IF A BINDING LICENSE AGREEMENT HAS NOT BEEN EXECUTED BY BOTH THE CLIENT AND THE DELTAPLEX, THE DATE WILL AUTOMATICALLY BECOME AVAILABLE TO ANY CUSTOMER WITH A SECOND HOLD AND THEN THIRD HOLD, OR TO OTHER INTERESTED RENTAL CUSTOMERS. IF THE CUSTOMER CONFIRMS THE DATE, THEY MUST EXECUTE A LICENSING AGREEMENT AND PAY THE REQUIRED DEPOSIT WITHIN FOURTEEN (14) CALENDAR DAYS OR THEIR CONFIRMATION WILL BE RELEASED AND THE DATE WILL BE MADE AVAILABLE TO OTHER INTERESTED CUSTOMERS.

- (4) CHALLENGING A DATE ON HOLD: SHOULD A RENTAL CUSTOMER WISH TO CONFIRM AN EVENT ON A DATE THAT IS ON HOLD BY ANOTHER CUSTOMER, THE FOLLOWING POLICIES AND PROCEDURES FOR CHALLENGING THE DATE SHALL APPLY:
- (a) THE CUSTOMER IS REQUIRED TO SUBMIT A CHALLENGE REQUEST FORM IF THEY WISH TO CHALLENGE THE CUSTOMER WITH FIRST HOLD STATUS FOR THE DATE IN WHICH THEY ARE INTERESTED AND POST A ONE THOUSAND DOLLAR (\$1,000.00) DEPOSIT.
- (b) UPON RECEIPT OF THE CUSTOMER'S COMPLETED CHALLENGE REQUEST FORM AND DEPOSIT, THE DELTAPLEX WILL INFORM THE CUSTOMER WITH FIRST HOLD STATUS THAT THEY HAVE TWO (2) BUSINESS DAYS IN WHICH TO CONFIRM OR RELEASE THE DATE. THIS PROCESS SHALL START WITH THE CUSTOMER WITH FIRST HOLD STATUS AND IF APPLICABLE, CONTINUE WITH THE CUSTOMER WITH SECOND HOLD AND THEN THIRD HOLD STATUS. SHOULD THE CUSTOMER BEING CHALLENGED CONFIRM THE DATE, THE DELTAPLEX WILL REFUND THE DEPOSIT ON ACCOUNT BELONGING TO THE CUSTOMER ISSUING THE CHALLENGE ONCE A DEPOSIT HAS BEEN RECEIVED FROM THE CUSTOMER CONFIRMING THE DATE.
- (c) IF THE CUSTOMER BEING CHALLENGED CHOOSES TO CONFIRM THE DATE THEY SHALL PAY THE REQUIRED DEPOSIT WITHIN TWO (2) BUSINESS DAYS AND EXECUTE A LICENSING AGREEMENT WITHIN FOURTEEN (14) CALENDAR DAYS. IF THE DELTAPLEX DOES NOT RECEIVE THE DEPOSIT AND EXECUTED LICENSING AGREEMENT WITHIN THE REQUIRED TIMEFRAME, THE CONFIRMATION AND HOLD WILL BE REMOVED FROM THE CALENDAR AND THE DATE WILL BE MADE AVAILABLE TO OTHER CUSTOMERS.
- (d) IF THE CHALLENGE IS SUCCESSFUL AND THE DATE IS RELEASED TO THE RENTAL CUSTOMER ISSUING THE CHALLENGE, THE CUSTOMER SHALL PAY THE REMAINDER OF THE REQUIRED DEPOSIT WITHIN TWO (2) BUSINESS DAYS AND EXECUTE A LICENSING AGREEMENT WITHIN FOURTEEN (14) CALENDAR DAYS. IF THE DELTAPLEX DOES NOT RECEIVE THE DEPOSIT AND EXECUTED LICENSING AGREEMENT WITHIN THE REQUIRED TIMEFRAME, THE ORIGINAL THOUSAND DOLLAR

(\$1,000.00) DEPOSIT WILL BE FORFEITED AND THE DATE WILL BECOME AVAILABLE TO OTHER CUSTOMERS.

C) LICENSING AGREEMENTS:

ALL LICENSING AGREEMENTS MUST BE SIGNED AND RETURNED BY THE RENTAL CUSTOMER AND SUBMITTED WITH THE REQUIRED DEPOSIT WITHIN FOURTEEN (14) CALENDAR DAYS OF THE DATE THE LICENSING AGREEMENT IS ISSUED. IF A LICENSING AGREEMENT IS ISSUED AS A RESULT OF A CHALLENGE, THEN THE REQUIRED DEPOSIT IS DUE WITHIN TWO (2) BUSINESS DAYS AND THE EXECUTED LICENSING AGREEMENT IS DUE WITHIN FOURTEEN (14) CALENDAR DAYS. IF THE CUSTOMER FAILS TO RETURN THE EXECUTED LICENSING AGREEMENT AND DEPOSIT WITHIN THE REQUIRED TIMEFRAME, THE EVENT CONFIRMATION AND HOLD WILL BE REMOVED FROM THE CALENDAR AND THE DATE WILL BE MADE AVAILABLE TO OTHER CUSTOMERS.

D) BROKERING DATES:

THE DELTAPLEX DOES NOT ALLOW RENTAL CUSTOMERS TO BROKER DATES THAT THEY HAVE ON HOLD OR HAVE CONFIRMED. A RENTAL USER WITH A HOLD OR A CONFIRMED DATE MAY NOT UNDER ANY CIRCUMSTANCES ASSIGN OR SUBLET USE OF THE DELTAPLEX TO A THIRD PARTY WITHOUT THE PRIOR, EXPRESSED, AND WRITTEN CONSENT OF THE DELTAPLEX. THE SIGNATORY ON THE LICENSING AGREEMENT MUST BE THE SIGNATORY OF THE ORGANIZATION PLACING THE HOLD AND PRESENTING OR PRODUCING THE EVENT. THE DELTAPLEX RESERVES THE RIGHT TO PROHIBIT ANY RENTAL USER WHO IS FOUND TO BE BROKERING DATES FROM PLACING FUTURE HOLDS ON THE CALENDAR OR FROM RENTING THE DELTAPLEX.

E) DEPOSITS:

THE DELTAPLEX ARENA AND CONFERENCE CENTER RESERVES THE RIGHT TO REQUIRE A DEPOSIT (FULL RENT AMOUNT) IN THE AMOUNT SUFFICIENT TO COVER ALL COSTS OF PRODUCTION BASED ON THE ESTIMATED SHOW RELATED EXPENSES PREPARED BY THE DELTAPLEX ARENA AND CONFERENCE CENTER. THIS DEPOSIT WILL BE IN THE FORM OF A

CASHIER CHECK OR DIRECT WIRE TRANSFER AND MAY BE REQUIRED AT ANY TIME PRIOR TO THE EVENT.

F) INSURANCE:

LESSEE SHALL PROVIDE TO LESSOR A CERTIFICATE OF PUBLIC LIABILITY INSURANCE NAMING DELTAPLEX, DELTA-TURNER, LTD. EVENT SERVICES, LTD., ALL ITS OFFICERS, AGENTS AND EMPLOYEES AS ADDITIONAL NAMED INSURED, WITH LIABILITY LIMITS OF NOT LESS THAN \$2,000,000.00 FOR ANY ACCIDENT OR OCCURRENCE INVOLVING INJURY, INCLUDING WRONGFUL DEATH, TO ONE OR MORE PERSONS, AND NOT LESS THAN \$2,000,000.00 FOR PROPERTY DAMAGE RESULTING FROM ANY OCCURRENCE. ALL INSURANCE POLICIES REQUIRED SHALL BE WRITTEN AND ISSUED BY A CARRIER APPROVED BY LESSOR AND AUTHORIZED TO ISSUE POLICIES IN THE STATE OF MICHIGAN. IN THE EVENT THAT LESSEE FAILS TO PROVIDE SATISFACTORY EVIDENCE OF SAID INSURANCE WITHIN 20 DAYS OF THE DATE OF USE DESCRIBED HEREIN, LESSOR MAY OBTAIN SAID INSURANCE ON BEHALF OF LESSEE, AND LESSEE SHALL REIMBURSE LESSOR FOR THE COST OF SAME: OR AT LESSOR'S OPTION LESSOR MAY REFUSE TO PERMIT USE OF THE FACILITIES UNTIL EVIDENCE OF SAID INSURANCE IS PROVIDED.

G) ESTIMATES:

AS REQUESTED, THE DELTAPLEX ARENA AND CONFERENCE CENTER WILL ISSUE A GOOD FAITH ESTIMATE TO THE PROMOTER OR AUTHORIZED LESSEE OF ANY EVENT. THE ESTIMATE IS BASED UPON THE INFORMATION AVAILABLE AT THE TIME OF INQUIRY. A PRELIMINARY ESTIMATE CAN BE AFFECTED BY ADDITIONAL REQUESTS FOR STAFFING, EQUIPMENT, OR TECHNICAL ASSISTANCE AS WELL AS LENGTH OF PERFORMANCE. THEREFORE, IT IS BENEFICIAL TO BOTH PARTIES TO DISCUSS FULL DETAILS PRIOR TO ISSUING A PRELIMINARY ESTIMATE. IF A TECHNICAL RIDER IS AVAILABLE FOR YOUR EVENT, A COPY SHOULD BE FORWARDED TO THE DELTAPLEX ARENA AND CONFERENCE CENTER AT THE EARLIEST POSSIBLE DATE.

H) CONCESSIONS & CATERING:

THE DELTAPLEX ARENA AND CONFERENCE CENTER CAN CATER YOUR EVENT, PARTY, GROUP OUTING AND MORE. WE HAVE FULL FOOD AND BEVERAGE, INCLUDING FULL LIQUOR, CAPABILITIES.

I) SETTLEMENT & PAYMENT POLICY:

THE DELTAPLEX ARENA AND CONFERENCE CENTER IS CAPABLE OF SETTLING THE EXPENSES FROM YOUR EVENT IN TWO MANNERS. SETTLEMENTS MAY OCCUR A SHORT TIME AFTER THE EVENT AND DELIVERED TO CLIENTS THROUGH EMAIL, OR FOR EVENTS WHERE TICKETS ARE SOLD AT THE CONCLUSION OF THE EVENT.

BUILDING POLICIES:

A) AMERICANS WITH DISABILITIES ACT OF 1990:

THE DELTAPLEX ENTERTAINMENT AND EXPO CENTER STRIVES TO PROVIDE EQUAL OPPORTUNITY ACCESS TO ALL SERVICES AND EVENTS WITHIN THE FACILITY. THE DELTAPLEX ARENA AND CONFERENCE CENTER RESERVES THE RIGHT TO REQUIRE LESSEES TO COMPLY WITH CODES PERTAINING TO THE AMERICAN DISABILITIES ACT OF 1990 (ADA) INCLUDING, BUT NOT LIMITED TO PROVIDED SPECIAL SEATING AREAS, ACCESS AND SERVICES.

B) BALLOONS:

BALLOONS CONTAINING HELIUM OR LIGHTER THAN AIR PRODUCTS ARE NOT ALLOWED INSIDE THE FACILITY. AIR-FILLED BALLOONS MAY BE APPROVED BY THE EVENT MANAGER FOR PERMANENT ATTACHMENT TO AUTHORIZED DISPLAYS. IF A LESSEE USES BALLOONS FOR DISPLAYS, THEY TAKE FULL RESPONSIBILITY FINANCIALLY FOR REMOVING ANY BALLOONS THAT BREAK FROM THEIR TETHER. THE FINANCIAL RESPONSIBILITY MAY INCLUDE THE COST ASSOCIATED WITH RENTAL OF A LIFT CAPABLE OF REACHING THE CEILING OF THE FACILITY AND THE LABOR REQUIRED TO COMPLETELY REMOVE AND REPAIR FEE OF THE HVAC/VENTILATION SYSTEM.

C) BANNERS:

BANNERS OR ANY OTHER TYPE OF SIGNAGE MAY NOT BE ATTACHED TO ANY PART OF THE DELTAPLEX ARENA AND CONFERENCE CENTER, INCLUDING RAILINGS, PARAPET, AND WALLS. BANNERS/SIGNAGE MAY BE ATTACHED TO LESSEE'S EQUIPMENT UNLESS GIVEN PERMISSION BY THE EXECUTIVE DIRECTOR OR THE EVENT COORDINATOR.

D) CAMERAS/VIDEO AND AUDIO RECORDING:

AS A GENERAL RULE, CAMERAS ARE NOT ALLOWED FOR ANY EVENT HELD IN THE DELTAPLEX ARENA AND CONFERENCE CENTER WHEN TICKETS ARE SOLD UTILIZING THE ETIX SYSTEM OR ANY OTHER SHOW WHERE THE PROMOTER WILL NOT ALLOW CAMERAS. VIDEO AND AUDIO

RECORDING DEVICES ARE STRICTLY PROHIBITED. IF LESSEE WISHED TO ALLOW THESE DEVICES, THEY MUST INFORM THE EVENT MANAGER WELL IN ADVANCE OF THE EVENT.

E) DECORATIONS/TAPE/CONFETTI/STICKERS:

ALL DECORATIONS MUST BE PLACED IN ACCORDANCE WITH THE FOLLOWING DELTAPLEX REGULATIONS:

- (1) NO DECORATIONS MAY BE DISPLAYED IN A MANNER THAT MAY CAUSE DAMAGE TO THE FACILITY.
- (2) PRIOR TO TAPING ANY DECORATIONS OR SIGNS TO ANY SURFACE, LESSEE MUST HAVE PERMISSION OF THE DELTAPLEX ARENA AND CONFERENCE CENTER AND USE TAPE WHICH IS APPROVED BY THE FACILITY. LESSEE IS RESPONSIBLE FOR REMOVING DECORATIONS AND SIGNAGE AND ANY TAPE RESIDUE.
- (3) NO DECORATIONS MAY BE PLACED IN ANY AREA THAT BLOCKS PUBLIC INGRESS OR EGRESS.
- (4) DECORATIONS MUST NOT BE PLACED IN ANY AREA THAT OBSTRUCTS THE SIGHT LINES OF A PERFORMANCE.
- (5) SIGNAGE MAY NOT BE ATTACHED TO OR NEAR ANY DELTAPLEX PERMANENT SIGNAGE.
- (6) CONFETTI, SAND, GLITTER, AND STICKERS ARE DIFFICULT TO CLEAN UP AND THEREFORE WILL REQUIRE ADDITIONAL CLEAN-UP COSTS IF USED. THE ADDITIONAL CLEAN-UP LABOR WILL BE BILLED AT THE CURRENT MAINTENANCE/CLEAN-UP RATE. THE DELTAPLEX ARENA AND CONFERENCE CENTER RESERVES THE RIGHT TO PROHIBIT THESE ITEMS FOR ANY EVENT.

F) DELIVERIES AND MATERIAL STORAGE:

DUE TO LIMITED SPACE AND LIABILITY, THE DELTAPLEX ARENA AND CONFERENCE CENTER MAY NOT BE ABLE TO ACCEPT DELIVERIES FOR LESSEE PRIOR TO THE DATES CONTRACTED

FOR THEIR EVENT, UNLESS PRIOR ARRANGEMENTS ARE CONFIRMED WITH THE EVENT MANAGER.

ALL DELIVERIES MADE TO THE LESSEE DURING THE TERM OF THE LEASE SHOULD INCLUDE THE EVENT PROMOTER NAME AND THE NAME OF THE PERSON THE MATERIAL SHOULD BE ROUTED TO. ALL FREIGHT SHOULD BE SENT TO THE FOLLOWING ADDRESS:

THE DELTAPLEX ARENA AND CONFERENCE CENTER
2500 TURNER AVE. NW
GRAND RAPIDS, MI 49544

G) FLAMMABLE MATERIALS:

FLAMMABLE MATERIALS MAY NOT BE STORED WITHIN THE FACILITY WITHOUT PRIOR APPROVAL FROM THE EVENT SERVICES MANAGER. AT NO TIME WILL LESSEE BE ALLOWED TO USE OR STORE ANY FLAMMABLE MATERIAL IN ANY UNSECURED PUBLIC AREA.

H) FOOD AND BEVERAGES:

THE DELTAPLEX HAS FULL FOOD AND BEVERAGE CAPABILITIES AND IS LICENSED WITH THE KENT COUNTY HEALTH DEPARTMENT AND THE MICHIGAN LIQUOR CONTROL COMMISSION AND AS SUCH ASKS THAT GUESTS NOT BRING FOOD AND/OR BEVERAGE ITEMS INTO THE FACILITY. THE ONLY EXCEPTION IS BABY FOOD OR FORMULA. GUESTS MUST DISPOSE OF THE UNAUTHORIZED ITEMS PRIOR TO ENTRANCE INTO THE FACILITY OR RETURN THEM TO THEIR VEHICLE. GUEST SERVICE CENTER WILL NOT CHECK-IN OR STORE ANY FOOD OR BEVERAGE ITEMS. GUEST WITH SPECIFIC/SPECIAL DIETARY NEEDS DUE TO MEDICAL CONDITIONS OR RELIGIOUS REQUIREMENTS SHOULD CONTACT THE DELTAPLEX AT 616-364-9000.

VENDORS WHO PARTICIPATE IN EVENTS PROMOTED BY LICENSEES MAY ONLY SELL PREPACKAGED FOOD FOR OFFSITE CONSUMPTION. THE DELTA PLEX MAY ASK THAT FOOD VENDORS INSTRUCT BUYERS OF THEIR PRODUCTS TO REFRAIN FROM OPENING ANY FOOD WHILE ONSITE.

I) EVENT SPECIFIC FLOOR PLAN:

A TO-SCALE FLOOR PLAN MUST BE COMPLETED AND SUBMITTED TO THE DELTAPLEX ARENA AND CONFERENCE CENTER FOR THE FIRE DEPARTMENT APPROVAL AT LEAST 30 DAYS PRIOR TO THE MOVE-IN OF THE EVENT. IF INFORMATION IS NEEDED TO MEET FIRE DEPARTMENT REGULATIONS, PLEASE CONTACT THE EVENT SERVICES MANAGER. WE ARE ALSO HAPPY TO ASSIST IN PREPARATION OF THE DRAWING.

J) LOST AND FOUND:

ALL LOST AND FOUND ITEMS TURNED IN AT THE DELTAPLEX ARENA AND CONFERENCE CENTER ARE KEPT FOR 30 DAYS AT THE ADMINISTRATIVE OFFICE. ITEMS MAY BE CLAIMED DURING THE OFFICE HOURS 8AM-5PM MONDAY THROUGH FRIDAY.

K) PARKING:

LESSEE MUST NOTIFY THE EVENT COORDINATOR OF ANY PARKING NEEDS FOR THEIR EVENT AT LEAST 14 BUSINESS DAYS PRIOR TO MOVE-IN. THIS NOTIFICATION MUST INCLUDE THE NUMBER OF VEHICLES AND TYPE. FAILURE TO PRODUCE THIS INFORMATION IN A TIMELY MANNER OR AS REQUESTED MAY RESULT IN INSUFFICIENT PARKING FOR LESSEE.

L) PROMOTIONS:

ANY PROMOTIONS (I.E. TICKET GIVEAWAYS, DISCOUNTED TICKETS, MEET AND GREET, BANNERS, SPONSOR BOOTHS, PRODUCT GIVEAWAYS, ETC.) MUST BE SUBMITTED FOR APPROVAL BY THE DELTAPLEX ARENA AND CONFERENCE CENTER AT LEAST 14 DAYS IN ADVANCE.

M) PUBLIC SAFETY:

THE DELTAPLEX ARENA AND CONFERENCE CENTER MANAGEMENT HAS THE FINAL AUTHORITY TO TAKE WHATEVER ACTION IT DEEMS NECESSARY TO PROTECT SAFETY OF PATRONS WITHIN THE BUILDING. THIS INCLUDES, BUT IS NOT LIMITED TO:

(1) LESSEE WILL NOT BE ALLOWED TO BLOCK ANY AISLE OR FIRE EXITS.

- (2) NO MATERIAL THAT PRESENTS A POTENTIAL HEALTH OR FIRE HAZARD WILL BE ALLOWED INSIDE THE BUILDING.
- (3) LESSEE MUST ALLOW THE DELTAPLEX ARENA AND CONFERENCE CENTER TO MAKE A PUBLIC ADDRESS ANNOUNCEMENT IF FACILITY MANAGEMENT DEEMS IT NECESSARY TO ENSURE THE SAFETY OF A MEMBER OF OR THE ENTIRE AUDIENCE (I.E. A REQUEST FOR PATRONS TO RETURN TO SEATS OR EVACUATION, ETC.)
- (4) THE DELTAPLEX ARENA AND CONFERENCE CENTER DOES NOT IN ANY WAY CONDONE CROWD SURFING, MOSHING, OR STAGE DIVING. PATRONS WHO PARTICIPATE IN ANY OF THE ACTIVITIES LISTED ABOVE MAY BE SUBJECT TO EJECTION. THE DELTAPLEX ARENA AND CONFERENCE CENTER RESERVES THE FINAL DECISION ON THE REMOVAL OF ANY PATRON INVOLVED IN ABOVE ACTIVITIES.

N) PYROTECHNICS:

ANY SHOW USING PYROTECHNIC EFFECTS SHALL BE REQUIRED TO COMPLY WITH THE REQUIREMENTS SET FORTH BY THE WALKER FIRE DEPARTMENT FIRE MARSHALL'S OFFICE. APPLICATION SHALL BE MADE OF THE CITY OF WALKER'S BUREAU OF FIRE PREVENTION AND INSPECTION THROUGH THE YOUNGSTOWN CENTER/EVENT SERVICES MANAGER A MINIMUM OF 60 DAYS PRIOR TO THE SCHEDULED LOAD-IN DATE. IT SHALL BE THE APPLICANT'S RESPONSIBILITY TO COMPLY WITH THE NATIONAL FIRE PROTECTION ASSOCIATION (NFPA) GUIDELINES. NFPA 1126 "USE OF PYROTECHNICS BEFORE A PROXIMATE AUDIENCE," NFPA 160 "FLAME EFFECTS BEFORE AND AUDIENCE," INTERNATIONAL FIRE CODE (IFC) SECTION 3308 "FIREWORKS DISPLAY," ANY AND ALL OTHER LOCAL, STATE, AND FEDERAL LAWS. THE DELTAPLEX ARENA AND CONFERENCE CENTER RESERVES THE RIGHT TO REQUIRE A WALK THROUGH INSPECTION OR FULL DEMONSTRATION OF EFFECTS IN THE PRESENCE OF THE LOCAL FIRE INSPECTOR FOR ANY PYROTECHNIC DISPLAY. THE TEMPORARY PYROTECHNIC IS \$300 AND PAYABLE TO THE CITY OF WALKER. THE FEE WILL INCREASE TO \$500 IF IT IS NOT 30 DAYS IN ADVANCE. IF FILED WITHIN 30 DAYS OF EVENT, THERE IS A CHANCE THE PERMIT MAY NOT BE APPROVED SINCE APPROVAL HAS TO COME FROM THE FULL CITY COUNCIL AT ONE OF ITS REGULARLY SCHEDULED MEETINGS.

O) SPECIAL EFFECTS:

OTHER SPECIAL EFFECTS THAT ARE NOT COVERED UNDER THE DEFINITION OF PYROTECHNICS SHALL BE SUBMITTED TO THE DELTAPLEX ARENA AND CONFERENCE CENTER SPECIAL EVENTS MANAGER A MINIMUM OF 30 DAYS PRIOR TO THE SCHEDULED LOAD-IN DATE, FOR REVIEW AND APPROVAL BY THE WALKER FIRE DEPARTMENT FIRE MARSHALL'S OFFICE. EXAMPLES OF THESE EFFECTS WOULD BE: ANY EFFECTS INVOLVING FLAMMABLE/COMBUSTIBLE LIQUIDS, OPEN FLAMES SUCH AS TORCHES OR OTHER DEVICES, SMOKE EFFECT DEVICES, ANY TYPE OF EXPLOSIVE EFFECTS, BLACK POWDER, BLANK LOADS, OR OTHER THEATRICAL EFFECTS.

P) SPONSORSHIPS:

ALL SPONSORSHIPS AND SIGNAGE RELATED TO SPONSORSHIPS MUST BE APPROVED BY THE DELTAPLEX ARENA AND CONFERENCE CENTER IN ADVANCE. THE DELTAPLEX ARENA AND CONFERENCE CENTER WILL NOT UNREASONABLY DENY ANY REQUEST, BUT MUST ENSURE THAT SPONSORSHIPS, PROMOTIONS, AND SIGNAGE DO NOT CONFLICT WITH BUILDING SPONSORSHIP PACKAGES OR PRESENT A DANGER TO PATRONS.

Q) SMOKING POLICY:

THE DELTAPLEX ARENA & CONFERENCE CENTER IS A SMOKE FREE BUILDING.

R) STAFFING:

THE DELTAPLEX ARENA AND CONFERENCE CENTER RESERVES THE RIGHT TO SET ALL STAFFING REQUIREMENTS FOR EVENTS. THE DELTAPLEX ARENA AND CONFERENCE CENTER WILL WORK CLOSELY WITH LESSEE TO MAKE SURE BOTH THE FACILITY AND LESSEE'S NEEDS ARE MET. THE DELTAPLEX ARENA AND CONFERENCE CENTER WILL BE THE SOLE PROVIDER OF ALL USHERS, TICKET SELLING, TICKET TAKING, SECURITY, STAGEHANDS, MAINTENANCE, OR ANY OTHER EVENT RELATED STAFF UNLESS PREVIOUS ARRANGEMENTS ARE MADE.

S) VEHICLE DISPLAYS:

VEHICLE DISPLAYS INSIDE THE FACILITY FOR ANY EVENT MUST MEET THE FOLLOWING GUIDELINES:

(1) THE FUEL TANK MUST HAVE A MINIMAL AMOUNT OF FUEL AND MUST BE SEALED BY A KEY-LOCKED CAP OR WITH DUCT TAPE.

(2) BATTERY MUST BE DISCONNECTED

T) TICKET POLICY FOR CHILDREN:

CHILDREN UNDER TWO YEARS OF AGE DO NOT REQUIRE A TICKET BUT MUST SIT IN THE LAP OF THEIR PARENT OR GUARDIAN. FOR SOME SPECIAL EVENTS THERE ARE EXCEPTIONS. PLEASE CONTACT THE DELTAPLEX FOR MORE DETAILS AT 616.364-9000.

PUBLIC ACCOMMODATIONS/GUEST SERVICES

A) ADMINISTRATIVE OFFICE:

THE ADMINISTRATIVE OFFICE IS LOCATED UPSTAIRS THE MAIN ENTRANCE TO THE ARENA. BUSINESS HOURS ARE MONDAY THROUGH FRIDAY 8:30AM TO 5PM.

B) TICKET OFFICE:

THE DELTAPLEX ARENA AND CONFERENCE CENTER TICKET OFFICE ACCEPTS CASH, VISA, MASTERCARD, AMERICAN EXPRESS AND DISCOVER AS PAYMENT FOR THE DELTAPLEX ARENA AND CONFERENCE CENTER EVENTS. CONVENIENCE AND FACILITY MAINTENANCE CHARGES MAY APPLY TO THE TICKET PRICE. THERE IS NO CONVENIENCE FEE WHEN A CUSTOMER BUYS A TICKET AT THE BOX OFFICE. THERE ARE FOUR TICKET WINDOWS THROUGH THE MAIN ENTRANCE TO THE ARENA, TWO OUTSIDE THE WEST RIVER HALL, AND ONE IN THE OFFICE, WHICH IS OPEN DURING NON-EVENT DAYS MONDAY THROUGH FRIDAY 10AM-6PM AND SATURDAY'S WHEN THERE IS AN ON-SALE FOR TWO HOURS STARTING AT THE ON-SALE TIME.

C) DIAPER CHANGING STATIONS:

CONVENIENTLY LOCATED IN SELECTED PUBLIC RESTROOMS IN THE FACILITY.

EVENT SUPPORT EQUIPMENT AND DETAILS:

A) STAGE:

(1) PORTABLE BY STAGERITE

(2) MAXIMUM SIZE: 40W X 80D

(3) STAIRS, RAILS, ADA RAMP AVAILABLE

B) POWER:

(1) SHOW POWER SL:

400 AMP - 3 PH DISCONNECT

200 AMP - 3 PH DISCONNECT

100 AMP - 3 PH DISCONNECT

(2) SHOW POWER SR:

600 AMP - 3 PH DISCONNECT

200 AMP - 3 PH DISCONNECT

100 AMP - 3 PH DISCONNECT

(3) ADDITIONAL POWER AVAILABLE VIA TRANSFORMERS AND ADDITIONAL DISTRIBUTION PANELS

C) BARRICADE:

AVAILABLE RENTAL

D) LIGHTING:

(1) (40) 1,000 WATT METAL HALIDE

(2) (60) 1,000 WATT INCANDESCENT

(3) (4) SPOT LIGHTS LYCIAN SUPER STAR 1.2

RIGGING:

A) MAIN GRID:

100FT X 67FT - 100,000 LB. GRID

(1) 30,000 LBS. MAXIMUM POINT LOAD

(2) 25,000 LBS. PER QUADRANT

B) OTHER RIGGING POINTS:

THE BUILDING CARRIES VARIOUS OTHER RIGGING POINTS OF DIFFERENT CAPACITIES.

PLEASE CONSULT YOUR EVENT COORDINATOR FOR SPECIFIC INFORMATION. ADDITIONALLY,
IN CERTAIN CIRCUMSTANCES ADDITIONAL POINTS CAN BE INSTALLED.

STAGE HANDS:

UNION LOCAL 26

A) RULES:

(1) 4 HOUR MIN IN/OUT

(2) 5 HOUR MEAL PENALTY

(3) SHOW CALL + STEW /ELECT /HS LIGHTS/DEPARTMENT HEADS

TRUCK LOADING:

MAIN LOADING DOORS - 14' X 16' DRIVE IN DOOR AND 2 LOADING DOCKS, (3 DRIVE IN DOORS)

A SIGNIFICANT LOADING AND BACKSTAGE PARKING AREA IS AVAILABLE AND ADJACENT TO THE LOADING DOCK DOOR. THIS AREA CAN EASILY STORE 14-16 SEMIS AND BUSES. WE CAN ADD UNLIMITED SPACE BY MOVING BARRIERS TO INCREASE LOADING COMPOUND. WE CAN EASILY ADD MOBILE HOMES FOR ADDED DRESSING ROOMS AND ERECT A TENT TO EXTEND CATERING AREA IF NEEDED FOR EXTREMELY LARGE EVENTS.

DRESSING ROOMS/PRODUCTION ROOMS

A) ROOM 101:

10' X 10' OFFICE

B) ROOM 102:

10' X 10' DRESSING AREA WITH LOCKERS WITH PRIVATE SHOWER RESTROOM

C) PRODUCTION OFFICES:

(1) MAIN 2 OFFICES LOCATED ADJACENT DRESSING ROOM A

(2) WEST RIVER: LOCATED BEHIND WEST RIVER TICKETING OFFICES

D) DRESSING ROOMS:

(1) DRESSING ROOM A: 20' X 30' WITH SHOWER AND RESTROOM FACILITIES.

(2) DRESSING ROOM B: 20' X 30' WITH SHOWER AND RESTROOM FACILITIES.

(3) DRESSING ROOM C: 15' X 20' WITH SHOWER AND RESTROOM FACILITIES.

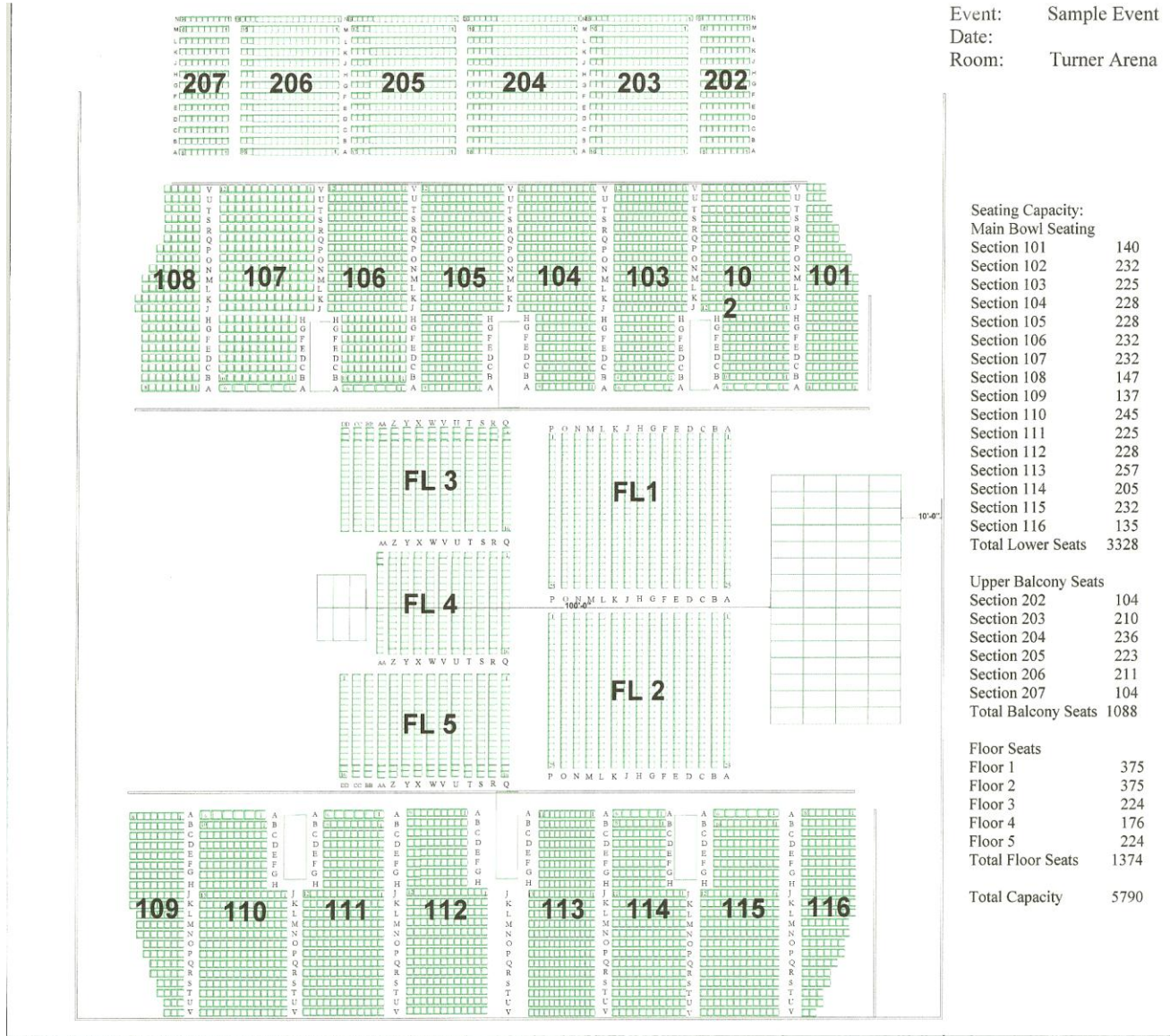
(4) DRESSING ROOM D: 15' X 20' WITH SHOWER AND RESTROOM FACILITIES.

- ALL ROOMS HAVE CAT 5 CABLES FOR INTERNET AND VOIP TELEPHONES

- NOTE: WE HAVE TWO CONVENTION/EXPOSITION ROOMS WHICH CAN BE CONVERTED INTO MASSIVE DRESSING ROOMS IF NEEDED WITH A PRIVATE PATHWAY BEHIND THE GRANDSTAND SEATING AREAS TO THE BACK STAGE AREAS. ONE ROOM SPECIFICALLY ADJACENT TO THE PATHWAY WOULD BE OUR HILLSIDE CONFERENCE ROOM WHICH IS 17,000 SQUARE FEET.
- DRESSING ROOMS CAN BE CONVERTED TO LOCKER ROOMS WITH LOCKERS UPON REQUEST.

ARENA SEATING:

PLEASE SEE THE ATTACHED SECTION CAPACITIES DOCUMENT FOR EXACT SEATING CAPACITIES.



CONFERENCE ROOMS CAPACITIES:

A) WEST RIVER HALL CAPACITIES:

OCCUPANCY: 1,000- 2,500 DEPENDING ON EVENT

120 BOOTHS FOR TRADE SHOWS

B) HILLSIDE HALL CAPACITIES:

OCCUPANCY: 800-1,800 PEOPLE DEPENDING ON EVENT

70-80 BOOTHS OR MORE FOR TRADE SHOWS

CHAIRS AND TABLES:

AVAILABLE IN HOUSE RENTAL

ELEVATOR:

LOCATED AT MAIN STAIRWAY, SERVES 2ND AND 3RD LEVELS

BASKETBALL EQUIPMENT:

PORTABLE NBA REGULATION COURT AND SHELDE BASKETBALL GOALS WITH GLASS BACKBOARDS. SCOREBOARDS AND SHOT CLOCKS ALSO AVAILABLE.

SCOREBOARD/VIDEO BOARDS:

MAIN CENTER HUNG BOARD WITH MATRIX FOR ADVERTISING AND SPECIAL NEED SCORING.

RACE EQUIPMENT:

FULL CONCRETE BARRICADES FOR RACING ON MAIN FLOOR.

FORKLIFTS:

2 AVAILABLE – CAPACITIES 5,000 AND 3,500 LBS.

PERSONNEL LIFTS:

2 AVAILABLE – ELECTRIC.

WASHER/DRYER:

AVAILABLE IN HOUSE

PIPE AND DRAPE:

SOME AVAILABLE IN HOUSE/RENTAL

FOR APPROVED DECORATORS, CONSULT YOUR EVENT COORDINATOR

FURNITURE:

SEVERAL SETS IN HOUSE; ADDITIONAL SETS- RENTAL

AV:

VARIOUS AUDIO / VISUAL EQUIPMENT IN HOUSE

FACILITY SPECIFICATIONS:

A) ENTIRE BUILDING

SIZE: 124,000 SQFT / 200' CLEAR SPAN

CONSTRUCTION: 1976 AND 1998

LAND SIZE: 24 ACRES, PARKING FOR 1,500 PLUS

HVAC: 100% AIR CONDITIONED, ARENA ALSO HUMIDITY CONTROLLED

ELECTRICAL: 1600 AMP 480V 3PHASE, 208/Y, AND 120V

LOCATION: 2500 TURNER AVENUE, GRAND RAPIDS, MI 49544

CATERING: FOOD AND FULL LIQUOR

DOCKS: 2 CENTRALLY LOCATED LOADING DOCKS, 3 DRIVE IN DOORS

B) ARENA:

SIZE: 20,000 SQ. FT.

SEATING: 4,416 FIXED SEATS, CAN CONFIGURE UP TO 6,500

FLOOR: NHL SIZED ICE SURFACE, CONCRETE MULTIPURPOSE

LOCKERS: 5 PERMANENT DRESSING ROOMS

CONCESSIONS: 2 PERMANENT/6 PORTABLE

CEILING: 52' CLEAR WITH MULTIPLE RIGGING POINTS

TICKET AREA: 1 PERMANENT TICKET BOOTH/4 STATIONS

STAGING: 60' X 80' PORTABLE

DOORS: 14' X 16' DRIVE IN DOOR AND 2 LOADING DOCKS

C) CONCOURSE AND MEETING ROOMS:

1ST FLOOR: 8,000 SQUARE FEET OPEN CONCOURSE AREA, 12' CEILING

2ND FLOOR: OFFICES AND MEETING ROOM, 16' CEILING (1000 AND 2000 SQ. FT.)

3RD FLOOR: 6,000 SQFT OPEN AREA WITH PULLOUT SEATING FOR ARENA, 23' CEILING

D) OFFICES:

ADMINISTRATION OFFICE (2ND FLOOR)

SEVERAL OTHER OFFICE AREAS THROUGHOUT THE BUILDING

E) WEST RIVER HALL:

SIZE: 22,000 SQUARE FEET

DOORS: 4 ENTRY DOORS, 1-12'X12' DRIVE IN / 2 LOADING DOCKS

ELECTRICAL: 480v, 208/Y, AND 120v

HVAC: 100% AIR CONDITIONED

CEILING HEIGHT: 12' CLEAR AND 14' OVERALL

F) HILLSIDE HALL:

SIZE: 17,000 SQUARE FEET

DOORS: 10 ENTRY DOORS, 1-12'X12' DRIVE IN / 2 LOADING DOCKS

ELECTRICAL: 480v, 208/Y, AND 120v

HVAC: 100% AIR CONDITIONED

CEILING HEIGHT: 12' TO 16' CLEAR

G) WALKER BALLROOM:

SIZE: 33' X 60' / 2,000 SQUARE FEET

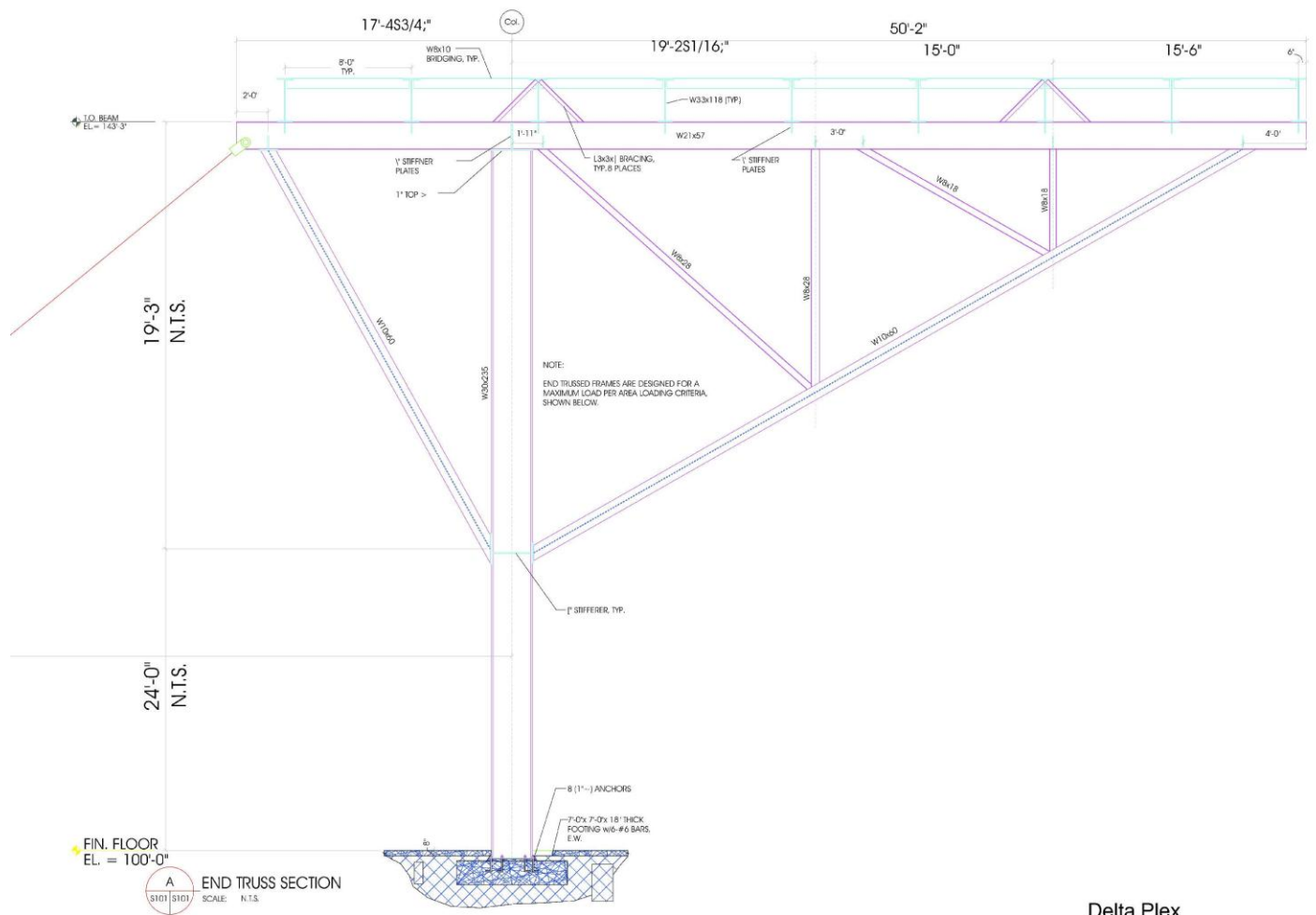
DOORS: DOUBLE 3' X 6'8" DOOR – 6' OPENING

ELECTRICAL: 120v

HVAC: 100% AIR CONDITIONED

CEILING HEIGHT: 13' 6"

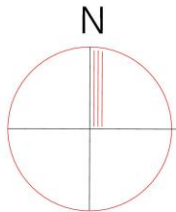
RIGGING DIAGRAMS AND TECHNICAL INFORMATION





NOTE:
TOTAL MAX LOAD = 100,000 lbs.

Delta Plex
Rigging Grid Detail
05.10.2000



AREA LOADING CRITERIA

SCALE: N.T.S.

