



## **POLICIES AND PROCEDURES**

### **INTRODUCTION**

The National Western Complex Policies and Procedures are an attachment to all License Agreements and should be read and reviewed prior to signing the Agreement. The National Western Complex Management reserves the final and absolute right to interpret Policies and Procedures and to settle and determine all matters, questions or differences in regard thereto or otherwise arising out of, connected with, or incidental to the National Western Complex. It further reserves the right to determine unforeseen matters not covered by these policies, to amend or add to these policies as in its judgment may determine necessary.

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# 1. VENUE DIRECTORY AND EMERGENCY INFORMATION

**National Western Complex**  
4655 Humboldt Street  
Denver, Colorado 80216-2818  
Main Office: 303-296-6977  
Booking: 303-299-5554  
[NationalWesternComplex.com](http://NationalWesternComplex.com)

## **Directions:**

The National Western Complex is located just east of I-25 on I-70 and is easily accessible by taking the Brighton Blvd. exit. It is also serviced by RTD Light Rail N Line.

## **General Information and Customer Service:**

Ticket Office: ..... 303-295-6124  
[nwtickets@nationalwestern.com](mailto:nwtickets@nationalwestern.com)

## **Facility Personnel:**

Kyle Baun - Vice President of Complex Event Sales ..... 303-299-5515  
[kbaun@nationalwestern.com](mailto:kbaun@nationalwestern.com)

Jen Edwards - Director of Complex Event Sales ..... 303-299-5554  
[jedwards@nationalwestern.com](mailto:jedwards@nationalwestern.com)

Craig Lundquist – Manager of Complex Events ..... 303-299-8640  
[clundquist@nationalwestern.com](mailto:clundquist@nationalwestern.com)

Erika Hammerschmidt - Complex Event Coordinator ..... 303-299-8648  
[ehammerschmidt@nationalwestern.com](mailto:ehammerschmidt@nationalwestern.com)

Kendra McConnell – Horse Show Manager ..... 303-299-5525  
[kmccconnell@nationalwestern.com](mailto:kmccconnell@nationalwestern.com)

Steve Polson - Director of IT and Telecommunications ..... 303-299-5510  
[spolson@nationalwestern.com](mailto:spolson@nationalwestern.com)

Kevin Bode – Director of Event Operations ..... 303-299-8647  
[kbode@nationalwestern.com](mailto:kbode@nationalwestern.com)

## **Emergency Information: ..... 911**

In the event of an emergency, the National Western Complex is located just 1 block from Denver Fire Department’s Station Number 9, which offers EMT and First-Responder Care to the facility.

**Denver Fire Dept. (Station 9): ..... 720-913-3473**

**EMS - Stadium Medical: ..... 720-630-2000**

**Denver Fire Prevention Bureau: ..... 720-913-3474**  
(Floor plan approval and firefighter staffing/on-duty personnel)

**Denver Police Department (District 2): ..... 720-913-1000**

## **2. CATERING AND CONCESSIONS**

WSSA reserves to itself and its exclusive food service provider all food & beverage/liquor rights and privileges, including the sale of all food and beverage/liquor. All food & beverage/liquor services during events must be performed by WSSA's exclusive in-house food service provider. Licensee is responsible for making its own arrangements and contracts with the in-house food service provider designated only by WSSA. All functions involving food and/or beverage/liquor must have the approval of said function by the exclusive in-house food service provider.

## **3. INSURANCE**

A certificate of liability insurance is required for **move in, show, and move out dates**. A \$1,000,000 combined single limit of liability for bodily injury/property damage claims, personal/advertising liability and products/completed operations. Policy general aggregate of at least \$1,000,000 and fire legal damage with a limit of at least \$100,000. Coverage must include contractual liability. *Policy shall include, "as additional insured's, the Western Stock Show Association, its officers, directors, employees and agents and the City and County of Denver."*

## **4. FACILITIES DEVELOPMENT TAX (FDA TAX)**

The City and County of Denver levies a tax of 10% on sales of admissions to events at City's facilities unless an exemption is granted. The Denver Manager of the Department of Revenue is the sole grantor of exemptions. Claims for exemption may be filed at the Sales Tax Division. In cases where Licensee collects and pays the Facilities Development Admissions (FDA) tax directly to the City and County of Denver, a completed copy of the FDA return must be furnished to WSSA as evidence that the tax has been paid. For additional details, visit [www.denvergov.org](http://www.denvergov.org) – FDA Tax Guide.

If a Licensee believes the event is tax exempt, the Licensee must contact in advance:

Tax Audit Administrator  
City & County of Denver Department of Finance  
Phone: 720-913-9955  
[TaxAuditAdmin@denvergov.org](mailto:TaxAuditAdmin@denvergov.org)

## **5. GENERAL INFORMATION**

### **5.1 Rental**

The rental is on a "four wall" basis, and includes only house lighting, climate control, where available, and water as they are now installed on the premises during event open times. Energy conservation is of prime concern; therefore, heat and air conditioning are not provided during move-in and move-outs. At Licensee's request and expense, National Western Complex shall provide heat or air conditioning during move-in and move-outs at an agreed upon hourly rate.

Use of the National Western Complex shall be strictly confined at the time limits set forth in the License Agreement, and the Licensee shall not be permitted to move in early or move out late without the assessment of an additional charge for such time.

## **5.2 Event Personnel**

The rental includes event personnel. The number and identity of event personnel shall be determined by Complex Show Management. Additional requests for event personnel and additional equipment or services are listed in the License Agreement.

## **5.3 Advertising**

National Western reserves the right to approve all advertising material with respect to the event. All event advertising shall refer to the facility as "National Western Complex." National Western is a registered trademark of The Western Stock Show Association.

The National Western Complex telephone number may not be published, nor used in the media, as an information number, or as an official show number.

## **5.4 Multi-Purpose Facility**

National Western Complex is a multi-purpose facility and often there will be more than one event utilizing the Complex at one time. Therefore, the following areas are considered public areas and are under the control of the National Western Management: a) all lobbies and concourses, b) all permanent food facilities, c) all Complex parking facilities, d) all ticket offices and e) all private offices and conference rooms unless otherwise stated in License Agreement.

## **5.5 Food and Beverage**

The rights to all food and beverages served in National Western Complex are reserved by CaterWest/SSA Group, the approved food and beverage concessionaire for all events held at our facilities. This means that the Licensee may not sell or give away energy/soft drinks, water, alcohol, food, or contract with any outside sources for furnishing the same.

## **5.6 Security**

The National Western Complex will not be responsible, under any circumstances, for property of the tenant while on the National Western Complex property. Proper securing of doors and facilities will be performed by the Complex staff; however, any additional security for tenant's property will be the responsibility of the tenant. Overnight security is required if vendors and/or animals are in the building.

## **5.7 Building Controls**

National Western Complex heating and air conditioning, house lighting and house sound systems will be operated only by its personnel.

## **5.8 Smoke Free**

National Western Complex maintains a no smoking/vaping policy at its facilities for all events. Smoking is only permitted outside the building in designated smoking areas. Smoking is not permitted in areas which produce a situation where separation of non-smoking and smoking areas cannot be guaranteed.

## **5.9 Marijuana Policy**

Please be advised that smoking marijuana in public is prohibited. This includes all areas inside and outside of the National Western Complex. Violators may be prosecuted to the full extent of the law for any violation.

## **5.10 Animal Policy**

No dogs, cats or other pets, except "Quality of Life Assistance Animals", as defined by the Americans with Disabilities Act of 2001, shall be permitted on the Grounds during the Show. Exhibitors will not be allowed to chain their pets outside of their vehicle or camper while working.

## **5.11 Lost Property**

Unclaimed articles or property must be held and distributed by the Licensee.

# **6. SET-UP**

## **6.1 Floor Plan**

Licensee shall provide National Western with a floor plan, which shall be a part of the License, indicating all spaces to be used and all details of the Event. Floor plans are to be submitted at least 30 days prior to the Event. After approval by the National Western, floor plans will be forwarded to the Denver City Fire Marshall for review of aisles and exits. There is a \$100 permit fee.

The person's name appearing on the License Agreement shall be the only person authorized to make changes or request additional equipment and/or services to the License Agreement. Should Licensee desire to appoint an additional designee for this purpose, it shall be provided to Complex Show Management in writing

## **6.2 Load In/Load Out**

Trade shows or exposition shows must have a person designated to open and close the overhead door at the service entrance and to prevent persons from parking in service entrance areas.

## **6.3 Floor Load Capacity**

The floor load capacity for National Western Complex is 125 pounds per square foot.

## **7. AV AND ELECTRICAL**

### **7.1 Audio Visual**

AV, special lighting, sound needs and electrical work require additional time. If the work is done by National Western Complex personnel at Licensee's expense, arrangements should be made when submitting the event set-up requirements thirty (30) days prior to the first day of the event.

### **7.2 Electrical**

All event participants (exhibitors, vendors) must be informed that all displays and equipment must conform to National Electric Code and the local building department codes.

- a. Proper grounding of equipment is necessary.
- b. Only 3 wire grounding extension cords will be allowed.
- c. No extension cords are permitted to run through any pedestrian areas.
- d. National Western electrician will deliver power to the booths and exhibits.
- e. To provide the most efficient service for exhibitors at The National Western Complex, we require that Licensee take orders for electrical needs directly from vendors and exhibitors.
- f. The Licensee must provide National Western with a list of electrical needs by booth location along with their floor plan.
- g. Electrical info must be provided at least 2 weeks prior to the show.
- h. The National Western will bill the Licensee directly for all work done at an hourly rate. The Licensee is free to charge exhibitors as they see fit for electrical service.
- i. Exhibitors must specify what kind of service and the number of circuits needed.

## **8. FIRE REGULATIONS**

A Fire Detail is required for all events.

- a. Licensee agrees to adhere to the City and County of Denver Fire Regulations.
- b. National Western Complex must obtain a fire permit for each event. Licensee is responsible for obtaining all permits required by law.
- c. All fire lanes must be kept clear of vehicles.
- d. Fire Department requires 20 feet of clearance in front of all exit doors.

- e. All fire alarm pulls, fire extinguishers and electrical panels must be kept clear and accessible.
- f. Aisles need to be at least 10' wide per fire code.
- g. Vehicles in the building must have less than one-quarter (1/4) of the tank capacity, not to exceed five (5) gallons per vehicle, have no leaks, battery must be disconnected and vehicle shall not move during event hours.
- h. A permit must be obtained from the Denver Fire Prevention Bureau at 720.913.3464 for cooking and open flame use.

## **9. DECORATING**

- a. Normal decorating time is between 8:00 a.m. and 4:30 p.m. If earlier access is required for your event, arrangements must be made in advance with Complex Show Management.
- b. Decorations, signs, banners, floor coverings and similar materials may not be taped, nailed, tacked, stapled, glued or otherwise fastened to floors, ceilings, doors, walls, glass, columns or painted surfaces unless approved by Complex Show Management. Duct tape is strictly prohibited.
- c. Painting or permanently covering of walls, floors, ceilings, or other areas of the facility or its furnishings or fixtures is prohibited.
- d. Glitter, confetti and crepe paper are not allowed. An additional clean up charge will be assessed if used.
- e. Helium balloons may not be sold or distributed inside the facility. Table centerpieces may be used providing balloons are secured to the arrangement. A deposit may be required. Approved helium balloons that are released within the facility shall be removed at Licensee's expense. Helium, or other balloons distributed outside of National Western Complex shall not be permitted to be brought into the facility.
- f. No pressure-adhesive stickers or decals or similar promotional items may be distributed in the facility.
- g. All decorations or props must be removed immediately from the building following the close of the event. National Western Complex will not be responsible for any items left on the premises by Licensee.
- h. National Western Complex will not furnish ladders for decorating.
- i. Signs, banners, decorations and similar materials that require hanging from the ceiling must be approved by Complex Show Management and may require the use of a lift which must be operated by NWC staff. An additional charge may apply.

## 10. DELIVERIES

The National Western requires notice of any shipments and approximate date of delivery.

- a. The National Western is not responsible for lost, stolen or damaged articles that are received by, signed by, stored or left at the Complex.
- b. All deliveries must be addressed to the Licensee along with event name. Failure to follow guidelines may result in refusal or misdirection of deliveries.
- c. **Post Show:** Licensee is responsible for making arrangements for all outgoing shipments. The National Western is not responsible for lost, stolen or damaged articles left.