



PHOENIX
CONVENTION CENTER
& VENUES

Facility Guide

Welcome to the future of hospitality



CONTENT

The Phoenix Convention Center (PCC) is a stunning combination of beauty and practicality designed to accommodate events of all types and sizes. From national conventions to niche audiences, the Phoenix Convention Center offers unparalleled service with one goal in mind: to create memorable experiences.

Visit phoenixconventioncenter.com for more information.

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Let's Stay Connected!

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DIRECTOR'S MESSAGE



On behalf of our entire team, welcome to the Phoenix Convention Center & Venues. As one of the premier conventions and events destination in North America, our talented team stands ready to provide you with the highest level of service and professionalism.

High Profile. Low Impact.

Our award-winning center is GBAC STAR™ and LEED-silver certified, offering over one million square feet of rentable meeting and exhibition space on a campus that spans more than two million square feet. Our facility is designed with a stacked floor plan (p.6) that makes it convenient for your guests to move about the campus with ease.

Practical Solutions. Personalized Care. Award-Winning Service.

To assist with your event planning process, we have created this facility guide to help you to take full advantage of the excellent services and amenities we proudly provide to our valued clients. This document is a helpful resource regarding the specific policies and procedures at our facilities and will be an invaluable tool as we work together to create a successful event.

A Commitment to Excellence.

Thank you for selecting our facility for your event, we hope that you and your guests enjoy your experience. Please let us know what we can do to enhance your time with us. We thank you for the opportunity to deliver our distinctive brand of hospitality and look forward to welcoming you back again soon.

A stylized, handwritten signature in black ink, appearing to read 'J. Harper'.

Jerry Harper, Director
Phoenix Convention Center & Venues

PCC AT-A-GLANCE

With over one million square feet of flexible event space, complemented by a dazzling array of architectural features and public art installations, the Phoenix Convention Center is the perfect backdrop for your next event.

584,500

square feet

Exhibition Space

3

Carpeted Ballrooms

.....including the largest ballroom in the State of Arizona at 45,600 square feet

99

Meeting Rooms

80,000

square feet

Canyon on Third,
Outdoor Event Space
(p. 6)

200

Seat Lecture Hall with
built-in, rear screen Audio
Visual capabilities

61

Loading Docks





DISCOVER THE HEART OF PHOENIX

The center of a sprawling metropolis, the Phoenix Convention Center is conveniently located just four miles from “America’s Friendliest Airport”, Phoenix Sky Harbor International Airport. Surrounded by more than 3,000 hotel rooms, 190+ restaurants, nightlife, professional sports venues, performing arts theaters, live music venues, cultural museums, and more all within walking distance, the Phoenix Convention Center is at the center of it all.



BUILDING SERVICES

	West Building	North Building	South Building
ATM	●	●	●
Complimentary wi-fi*	●	●	●
Concierge/Guest Services	●	●	●
Courtesy Phones	●	●	
Food and Beverage	●	●	●
Lost and Found**	●		
Mamava Nursing Pods	●	●	
Parking	●	●	
Shipping (UPS Store ®)	●	●	
Water Refill Station	●	●	

*Complimentary Wi-Fi is only available in public spaces.

**The Phoenix Convention Center provides an official lost and found location in our Operations Center, located in the West Building. Should you, your exhibition, or any of your attendees misplace any items, contact the Operation Center at (602) 262-7271.

CANYON ON THIRD

Canyon on Third is an outdoor, urban event space for forward-thinking aspirations. Located in the heart of downtown Phoenix at the Phoenix Convention Center, it boasts 80,000 square feet of event space for transformative innovative possibilities. A canvas for vibrant events painted by an Arizona ambiance. The time has come to discover outdoor space reimagined.

Visit phoenixconventioncenter.com/canyon for more information.



WEST BUILDING

NORTH BUILDING

300 LEVEL

WEST BUILDING

45,200 SF West Ballroom

NORTH BUILDING

190,000 SF Exhibition Hall

200 LEVEL

WEST BUILDING

20,790 SF Conference Center

NORTH BUILDING

43,000 SF Meeting Rooms

100 LEVEL

WEST BUILDING

27,200 SF Meeting Rooms

NORTH BUILDING

45,600 SF Ballroom

43,000 SF Meeting Rooms

CANYON ON THIRD

80,000 SF Outdoor Event Space

LOWER LEVEL

312,500 SF Exhibition Hall

100 LEVEL

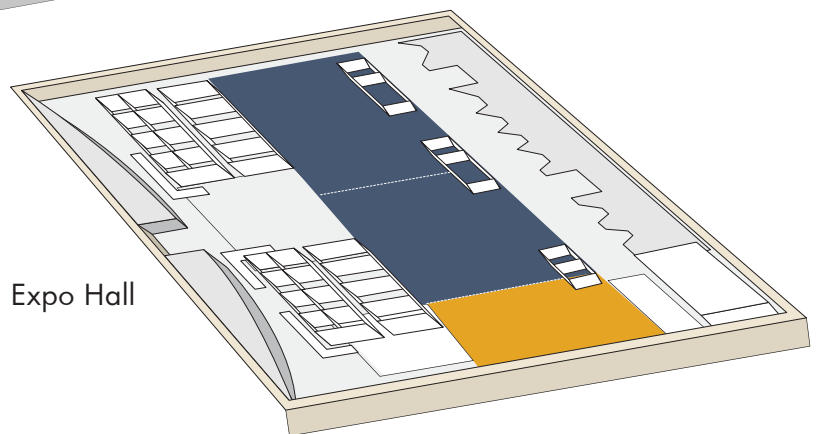
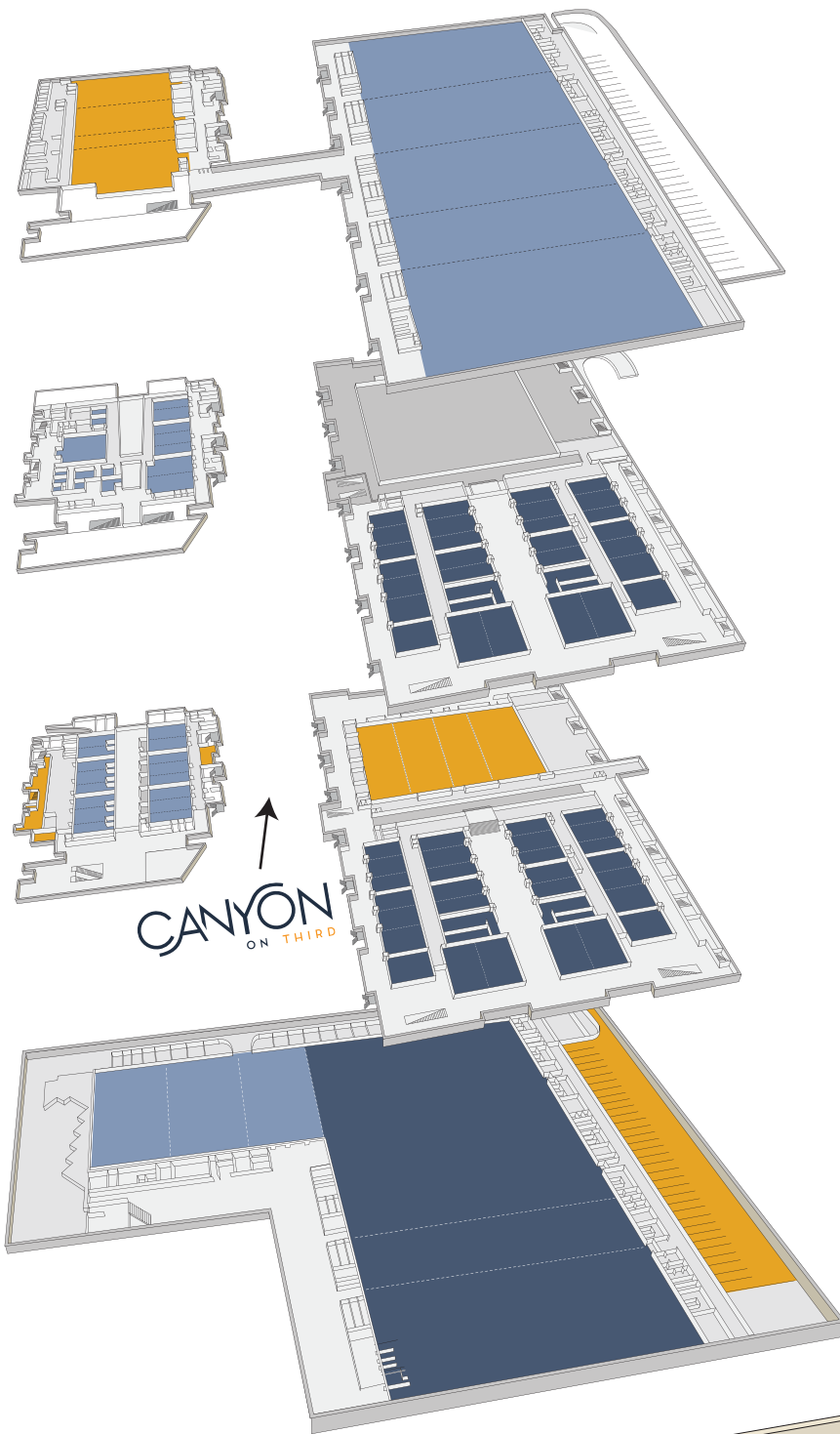
SOUTH BUILDING

28,000 SF Ballroom

82,000 SF Exhibition Hall

33,000 SF Meeting Space

Expands to 143,000 SF Expo Hall



Right People, Right Place, Right Time

Our top priority at the Phoenix Convention Center is ensuring that your attendees' experience is the very best. For more than three decades, we have hosted groups and events from around the country and the world. We provide practical, innovative and personalized client care with award-winning customer service in an incomparable setting.

A key factor in the success of your event is the support you will receive from our dedicated and exclusive Service Partners.

Ace Parking
Aventura Catering
AV Concepts
Commonwealth Expo Electric
Etix
Smart City



There are over 4,300 covered parking spaces available at the Phoenix Convention Center and five garages that provide accessible parking spaces for people with disabilities.

For over 60 years, Ace Parking has made it a priority to exceed the financial objectives set forth by clients and to deliver the highest possible level of service. It's these two principles that have defined Ace Parking's reputation as the premier parking management company in the industry.

Visit phoenixconventioncenter.com/parking for more information about parking during your visit.

Our preferred audio-visual service provider, AV Concepts, is a nationally recognized full-service staging company that provides a complete inventory and full-time staff on site to service your event.

An industry leader, their advanced audio-visual inventory and creativity accommodates several large complex events simultaneously. AV Concepts is the exclusive rigging service provider for the Phoenix Convention Center.

Visit phoenixconventionav.com to learn more about rigging services.



Our exclusive caterer, Aventura Catering, takes great pride in handling every detail of your food service needs, providing the utmost in quality, flavor, presentation and variety, while consistently exceeding expectations. The Aventura team has orchestrated events from a 6,000-person plated dinner to multi-course, all-day corporate meetings.

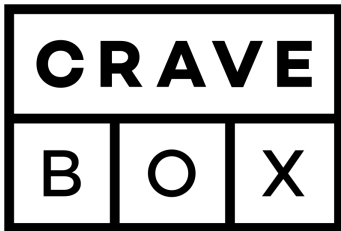
When was the last time your event tasted this good?



Aventura's top priority at the Phoenix Convention Center is ensuring that your attendees' experience is the very best. For more than three decades, they have hosted groups and events from around the world providing practical, innovative and personalized client care with award winning customer service in an incomparable setting.

Visit aventuracatering.com to view the online menus and services.

[PHX Kitchens Downtown Food Hall](#), the Phoenix Convention Center’s state-of-the-art food court, provides an array of dining options. The “Food Hall” offers a comfortable setting, free wi-fi, and the perfect place to relax in between meetings and events. Hours of operation vary based on the discretion of each group in attendance.



[Crave Box](#) delivers healthy options to our local guests and visitors from around the globe. Menu items include ancient grains, locally sourced produce and proteins, and house made dressing and sauces.



When you think Mexican cuisine, [Hecho en Arizona](#) is the place to be. Offering traditional Mexican staples - whether it's Tamales, Chimichangas, or the signature Taco Salad - you can be sure this counter isn't afraid to dish out the flavor.



[John Dough Phoenix Pizza Co.](#) is a fast-casual made-to-order pizza counter. Pizza fanatics will enjoy the fresh ingredients and superior taste.



At [Tenders, Love & Chicken \(TLC\)](#) the idea is simple: flavorful meat, crispy skin. This must-try option offers crispy, home-style chicken tenders, hand-tossed fries, and signature chicken sandwiches complete with a variety of dipping sauces.



[PHX Coffee Co.](#) serves up fresh locally roasted coffee featuring a house blend made specifically for the Phoenix Convention Center. All coffee and espresso beverages are made from fair trade high-quality ingredients.



[UrbanWok](#) is cuisine infused with Asian flavor that has an uptown flair. Blending different regions of Asia from China to Thailand, this menu is anything but traditional.



Since 1995, Commonwealth Electric Company has been the exclusive provider of utility services in the Phoenix Convention Center. The Commonwealth team consistently receives accolades from clients for their dedication and customer service commitment to events, both large and small.

Electricity for temporary hookups for exhibits and displays are provided on a 30'x30' utility grid system: 120 volts, A.C. single phase, 60 cycles; 208 volts, A.C. three phases, 60 cycles; 208 volts, A.C. single phase, 60 cycles; and 480 volts, A.C. three phases, 60 cycles. Compressed air is provided at 125 to 150 psi and water supply and drainage is provided at 80 psi on a 60'x60' utility grid system. Additional services are available.

Visit commonwealthexpo.com to learn more about production services.



Smart City Networks is the nation's leading provider of quality advanced technology and telecommunications services to the tradeshow and event industry. As the exclusive telecommunications service provider for the Phoenix Convention Center, the team will ensure that your event is productive and successful.

Visit smartcitynetworks.com/facilities with your advanced technology and telecommunication needs.



Etix is an international, web-based ticketing service provider, processing more than 55 million tickets per year in 40 countries. As the largest independent ticketing company in North America, Etix provides flexible and secure ticketing solutions, digital marketing services, and robust e-commerce fulfillment.

Contact a Sales Team Member to learn more about our ticket policies and procedures, and visit pccticketing.com to learn more about our Ticket Office.





RESOURCES

At the Phoenix Convention Center, we know there are many tasks to take care of and details to arrange that make planning an event seem overwhelming. Consider this twelve-month sample event planners checklist a starting point for planning your event with us.

12 Months from Event

- ✔ Submit an electronic .pdf file of your exhibit floor & exhibit hall lobby plan
- ✔ Review the Operations Policy and Procedures and Event Planner Manual documents.
- ✔ Conduct site visit of facility and meet with service providers

9 Months from Event

- ✔ Review services and general in-house service provider policies (catering, audio/visual, electrical, security, and internet)
- ✔ Provide contact information for outside service suppliers, including: Meeting Planning Consultants, Exposition Service Contractor, Production Company and /or Audio/Visual Company & First Aid

6 Months from Event

- ✔ Submit your credit application for approval

3 Months from Event

- ✔ Submit floor plans for Fire Marshall approval prior to selling any booth space
- ✔ Submit meeting/ballroom floor plan requests
- ✔ Submit preliminary schedule of events and meeting room titles for digital monitors
- ✔ Finalize catering, audio/visual, electric, security and internet services with service partners
- ✔ Submit preliminary branding/sponsorship plans and renderings for approval
- ✔ Submit transportation plan and street closure requests
- ✔ Finalize outside service contractor arrangements: Meeting Planning Consultants, Exposition Service Contractor, Production Company, and/or Audio/Visual Company, First Aid and Registration Company

1 Month from Event

- ✔ Finalize floorplan requests and event specs
- ✔ Submit any branding/sponsorship plans and renderings
- ✔ Submit certificate of insurance, including an endorsement for auto insurance if loading docks are to be used for your event
Missing this deadline could result in event cancellation
- ✔ Schedule a pre-convention meeting with your PCC Event Manager

15 Days from Event

- ✔ Submit any last minute changes

OPERATIONAL POLICIES & PROCEDURES

The Phoenix Fire Department and the Phoenix Convention Center have developed an Operational Policies & Procedures in accordance with the City of Phoenix Fire Prevention Code.

We strongly recommend you review these regulations, and distribute them to your exhibitors, to limit any problems or issues. Any reproduction of these regulations may not be altered without prior approval from the Phoenix Convention Center and Phoenix Fire Department.

Download your copy of the Operational Policies & Procedures at phoenixconventioncenter.com/plan — bottom of the page.

The Director reserves the right to alter and/or amend these Operational Policies and Procedures at any time and shall have sole authority to make decisions concerning any issue not addressed herein.

SAMPLE VENUE LICENSE AGREEMENT

Download your copy of the Venue License Agreement at phoenixconventioncenter.com/plan to review rights, responsibilities and to better understand the terms and conditions.

Any questions regarding the contracting process should be directed to a Sales or Event Manager.

EVENT PLANNER MANUAL

Directing your attendees and branding your event is an important step in the planning process. The Event Planner Manual is designed to help you understand the rules about signage throughout our facility.

Download your copy of the Event Planner Manual at phoenixconventioncenter.com/plan — bottom of the page. If you have questions or concerns, please contact your Event Manager. We are here to assist you through this process and to ensure you have a successful event.

GBAC STAR™ Accreditation

We're pleased to share that our convention facilities went through the multistep process to become a GBAC STAR™ Accredited Facility with the Global Biorisk Advisory Council (GBAC). GBAC is currently the industry's only outbreak prevention, response and recovery accreditation offered by the International Sanitary Supply Association (ISSA) – the world's leading trade association for the cleaning industry.



We achieved this accreditation after demonstrating compliance with the program's twenty elements and ways we will implement them into our daily practices. We will apply these elements to each step in the event process from site visits to post-cons and settlement meetings, including the guest and delegate experience.

The following twenty elements of the GBAC STAR™ Accreditation process have specific performance and guidance criteria:

- Organizational roles, responsibilities, and authorities
- Facility commitment statement
- Sustainability and continuous improvement
- Conformity and compliance
- Goals, objectives and targets
- Program controls and monitoring
- Risk assessment and risk mitigation strategies
- Standard Operating Procedures (SOP)
- Tools and equipment
- Cleaning and disinfection chemicals
- Inventory control and management
- Personal Protective Equipment (PPE)
- Waste management
- Personnel training and competency
- Emergency preparedness and response
- Facility infection disease prevention practices
- Worker health problem
- Audits and inspections
- Control of suppliers
- Documentation management



GREEN PRACTICES

The Phoenix Convention Center has been a leader in practicing green initiatives. We've highlighted our specific efforts below as we continue to take action towards a more sustainable future.

Leadership in Energy and Environmental Design (LEED)

Incorporating a variety of environmentally friendly technology and design elements, the Phoenix Convention Center's West Building has been awarded the LEED Silver Certification by the U.S. Green Building Council. LEED certification is given only to the world's greenest, most energy efficient, and high performing buildings.

Solar Power

On the roof of the West Building is a solar-power-generating plant with 732 thin-film panels that are expected to reduce the convention center's carbon dioxide pollution by 95 metric tons annually, and produce enough energy to power the equivalent of 12-14 homes each year.

Energy and Water Efficiency

Mechanical and electrical equipment are monitored by a building automation system which tracks and optimizes energy consumption levels, reducing heating and cooling costs. The West and North buildings are architecturally designed to create additional shade on and around our campus, while providing natural lighting in the lower halls. The North building also features a water harvesting garden which recycles condensation from the air conditioning units for irrigation purposes. The use of low-flow toilets, water closets and faucet sensors have also reduced water consumption campus wide.

Recycling Program

The Phoenix Convention Center and venues has a longstanding, comprehensive recycling program that includes the collection of paper, plastic, cardboard and glass materials with receptacles throughout the facility. In addition, we use biodegradable and recycled materials in our daily operations and work with clients to maximize recycling opportunities. Last year alone, we recycled more than 500 tons of material.

Green Purchasing

In conjunction with the City of Phoenix Environmentally Preferable Purchasing (EPP) program, the Phoenix Convention Center strives to purchase products or services that have a reduced effect on the environment when compared to competing products or services that serve the same purpose. The Convention Center's green purchases include 31,000 KI Daylight chairs made from recycled car battery casings and seatbelts.

Sustainable Food and Beverage Program

- **Local Fresh** - Through a partnership with local farmers, Aventura Catering buys locally-grown fresh organic produce when possible to provide clients with environmentally friendly vegetarian meal selections.
- **Monterey Bay Sustainable Seafood** - Aventura is a proud participant in the Monterey Bay Aquarium's sustainable seafood initiative, supporting ocean friendly seafood.
- **Reusable Cutlery/Biodegradable Materials** - To reduce waste, Aventura uses reusable cutlery, dishware, linens and decorations, and when disposables are required, products made of recycled and biodegradable materials are used, such as bamboo plates.
- **Waste Not Partnership** - Leftover food is donated to a local food bank or soup kitchen when possible.

Sustainability Awards

- U.S. Green Building Council LEED Silver Certified - West Building
- Valley Forward Environmental Excellence Award - Water Harvesting Garden
- Valley Forward Environmental Excellence Award - Public Art Project
- Valley Forward Environmental Excellence Award - West Building



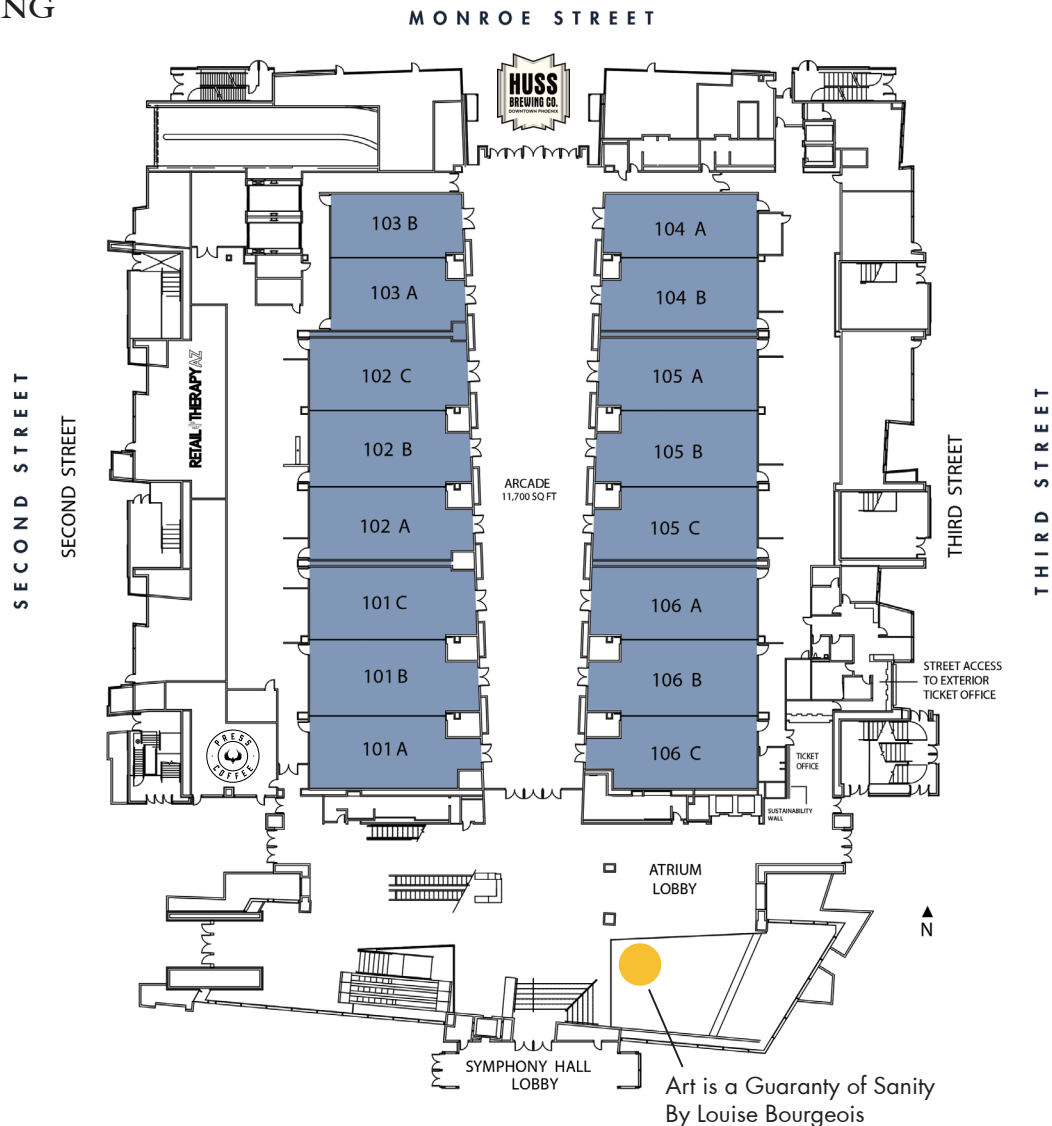
PUBLIC ART

Since the very beginning, we have made artwork and the inspiration of native environments a critical component of our ongoing vision. You can experience it within the grandest displays, such as the slot canyon design of the main entrance to the Atrium Lobby or the West Building and the unique color palettes chosen to honor the natural Sonoran Desert.

This approach has influenced every aspect of our campus design, including the indigenous materials used and the emphasis on inviting in light from the powerful Southwestern sun. In addition, we have fostered a dedication to energy efficiency and stewardship of our natural resources, which allows us to properly honor the many artistic influences we've found within the diverse world that the Phoenix Convention Center calls home.

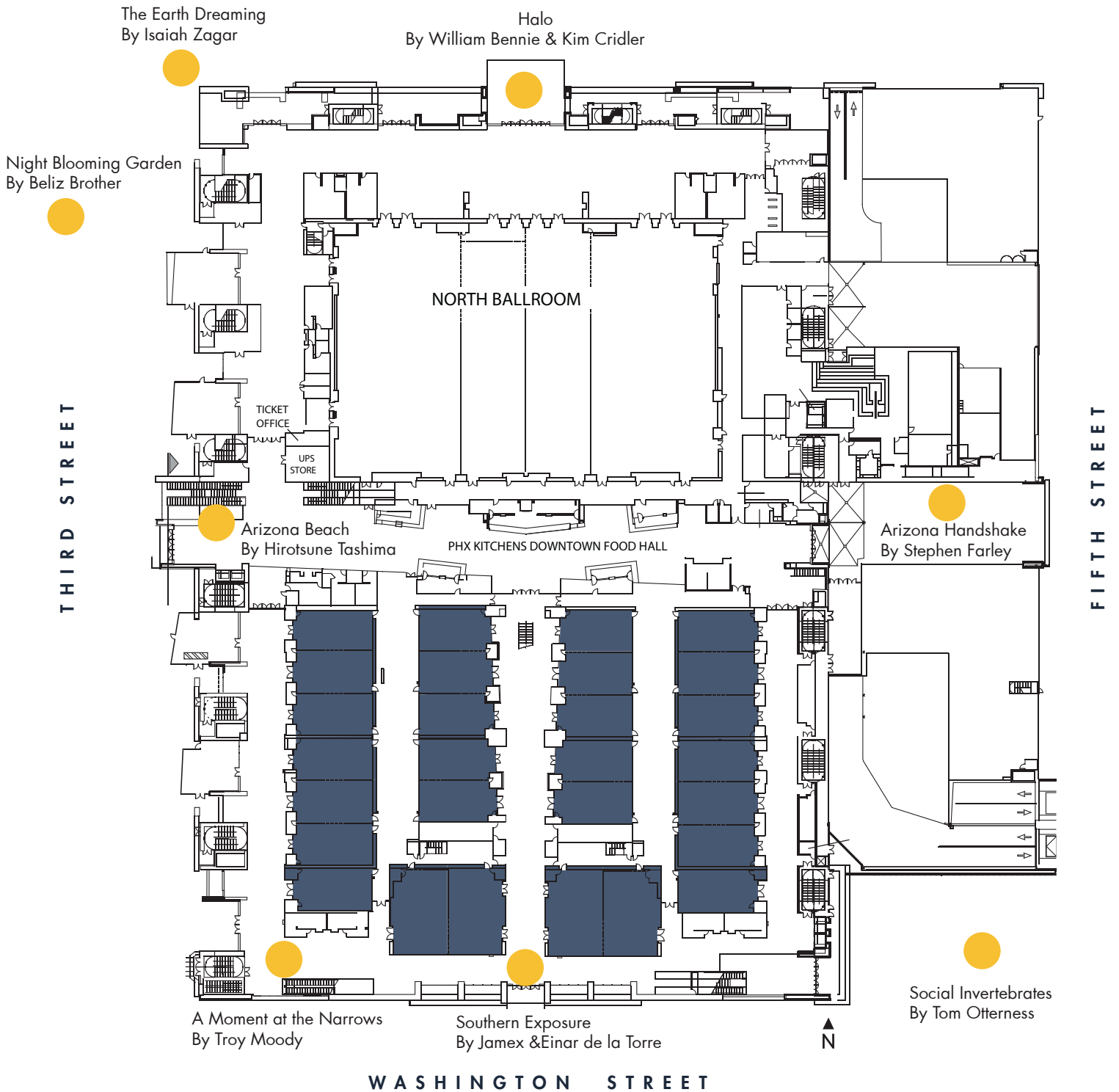
This campus map shows specific locations of public art throughout the PCC.

WEST BUILDING



NORTH BUILDING

MONROE STREET

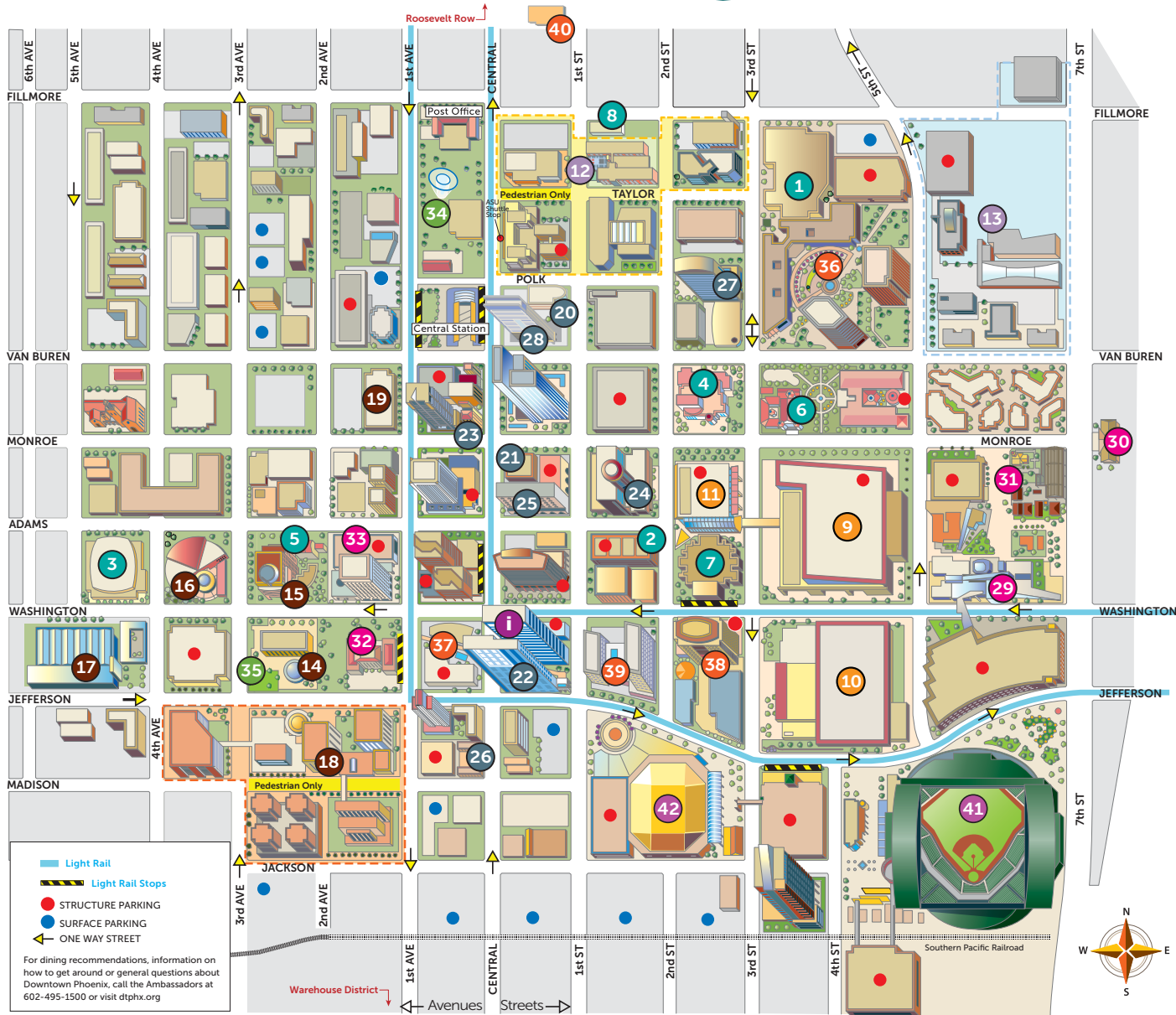


DOWNTOWN PHOENIX

When you're ready to explore Phoenix and the bustling downtown, with more than 190 restaurants, nightlife, live music venues, professional sports arenas, and so much more, this map will help you.

Visit phoenixconventioncenter.com/transportation for details on getting around.





DTPHX Downtown Phoenix Inc.

Downtown Information Center
1 E. Washington St., Ste. 230

Arts & Culture

- 1 AMC Theatres
- 2 Arizona Latino Arts & Cultural Center (ALAC)
- 3 Comerica Theatre
- 4 Herberger Theater Center
- 5 Orpheum Theatre
- 6 St. Mary's Basilica
- 7 Symphony Hall
- 8 Valley Youth Theatre

Convention Center

- 9 Phoenix Convention Center North
- 10 Phoenix Convention Center South
- 11 Phoenix Convention Center West

Education

- 12 ASU Downtown
- 13 Phoenix Biomedical Campus

Government

- 14 Phoenix City Council Chambers
- 15 Phoenix City Hall/The Gallery @ City Hall
- 16 Phoenix Municipal Court
- 17 Sandra Day O'Connor Federal Courthouse
- 18 Superior Court Complex
- 19 US Bankruptcy Court

Hotels

- 20 Hampton Inn & Suites Phoenix Downtown
- 21 Hilton Garden Inn Phoenix Downtown
- 22 Hotel Palomar Phoenix
- 23 Hotel San Carlos
- 24 Hyatt Regency Phoenix
- 25 Renaissance Phoenix Downtown Hotel
- 26 Residence Inn & Courtyard by Marriott
- 27 Sheraton Grand Phoenix
- 28 Westin Phoenix Downtown

Museums

- 29 Arizona Science Center
- 30 Children's Museum of Phoenix
- 31 Heritage Square
- 32 Historic City Hall
- 33 Wells Fargo History Museum

Parks

- 34 Civic Space Park
- 35 Paw-Pup Dog Park

Shopping

- 36 Arizona Center
- 37 CityScape Phoenix
- 38 Collier Center
- 39 Fry's Food Store
- 40 Phoenix Public Market

Sports

- 41 Chase Field
- 42 Talking Stick Resort Arena

PHOENIXCONVENTIONCENTER.COM

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