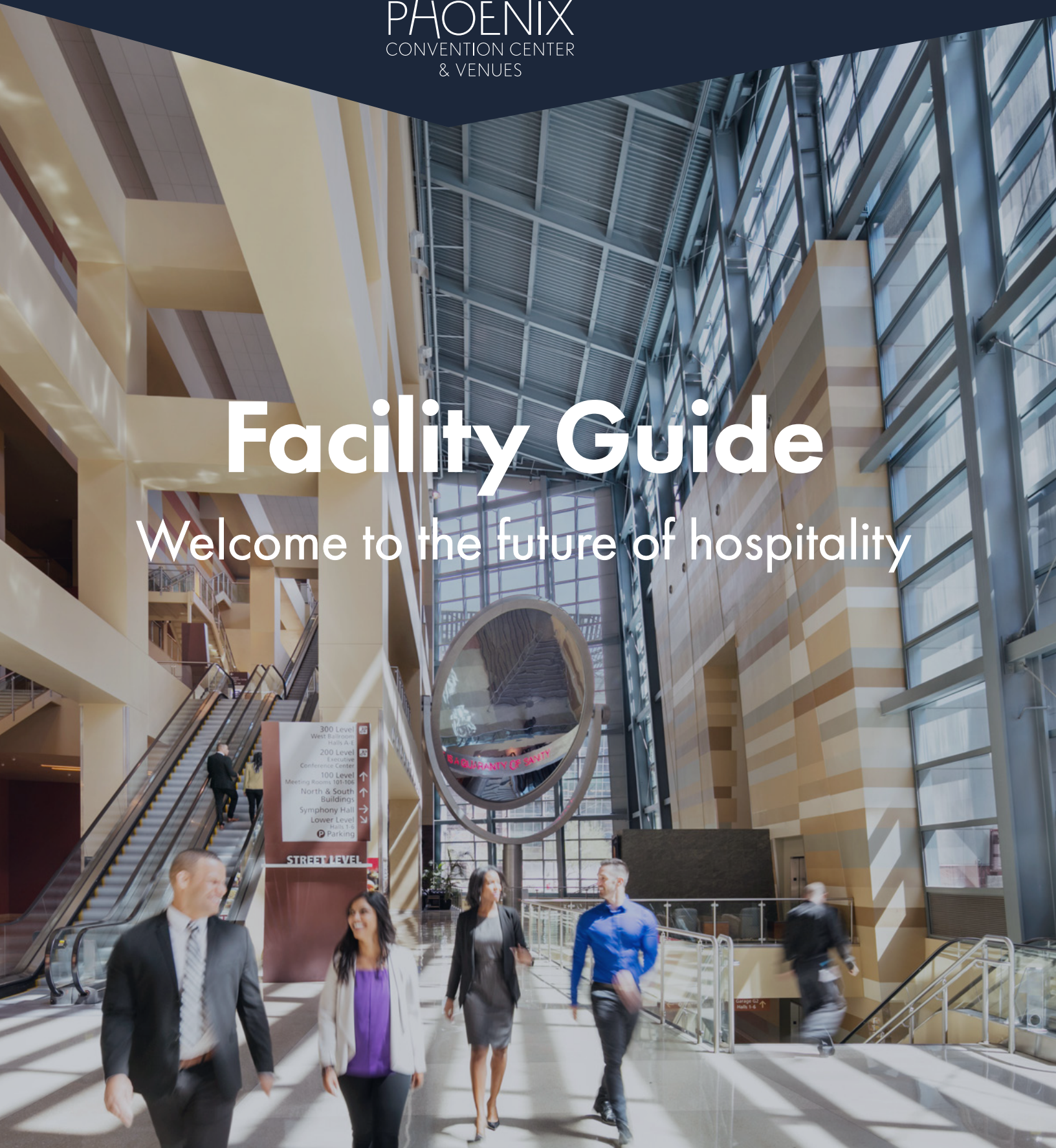




Facility Guide

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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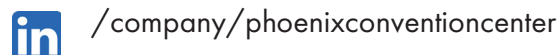
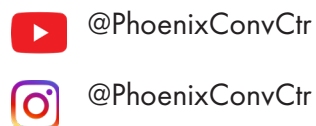
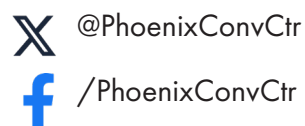
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Let's Stay Connected!



DIRECTOR'S MESSAGE



Welcome to the Phoenix Convention Center & Venues. On behalf of our dedicated team, we are grateful to you for selecting us as the location for your event.

Phoenix has much to offer its visitors. From nearby hikes and trails to your pick of illustrious golf courses to Michelin-star restaurants, the city offers something for everyone. As the fifth-largest city in the United States, entertainment abounds in Phoenix and the good times don't stop for snow days. With approximately 300 days a year of sunshine, our destination is one of the few capable of host an outdoor event in the middle of winter.

The amenities continue throughout our facility. The award-winning Phoenix Convention Center is LEED-silver certified, offering nearly one million square feet of rentable meeting and exhibition space on a campus which spans more than two million square feet. Our facility is designed with a stacked floor plan that makes it convenient for your guests to move about the campus with ease. Within our facility, we also offer rentable outdoor event space in our Canyon on Third, boasting 80,000 square feet of transformative and innovative possibilities.

Here, you can expect top-tier customer service, befitting one of North America's most premier and sought after destinations. You can also expect a team devoted to helping you create the best event possible. We proudly strive to help in creating memorable and impactful events on our campus each and every day.

To assist with the event planning process, we have crafted this facility guide to ensure you take full advantage of all we offer. This guide 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.

Thank you for entrusting our facility with your event, we hope you and your guests enjoy your experience and we look forward to having you back soon.

A handwritten signature in black ink that reads "Jerry Harper". The script is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Jerry Harper, Director
Phoenix Convention Center & Venues

PCC AT-A-GLANCE

With nearly 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^{sf}

Exhibition Space

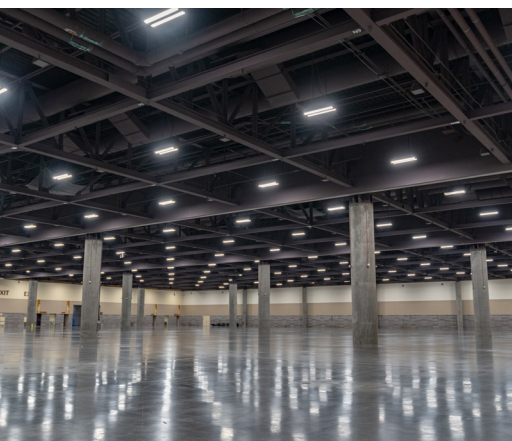
3

Carpeted Ballrooms

Largest ballroom in Arizona

99

Meeting Rooms



80,000^{sf}

Canyon on Third

Outdoor Event Space

200

Seat Lecture Hall

Built-in, rear screen A/V capabilities

61

Loading Docks

Climate Controlled Spaces



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
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 reimaged.

Visit [Canyon on Third](#) 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

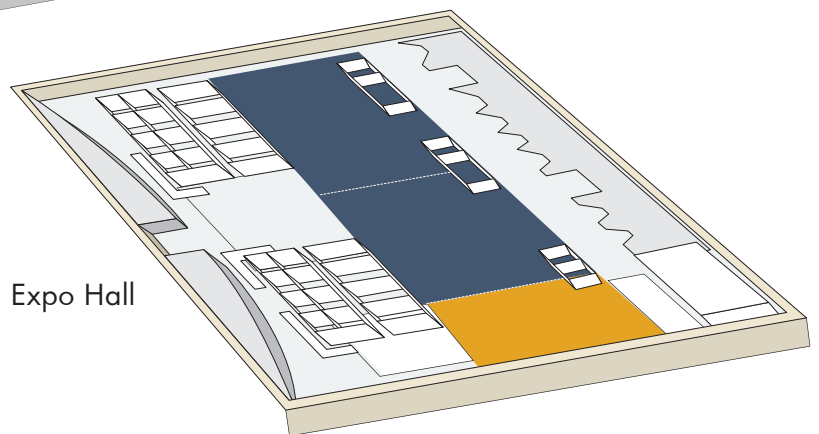
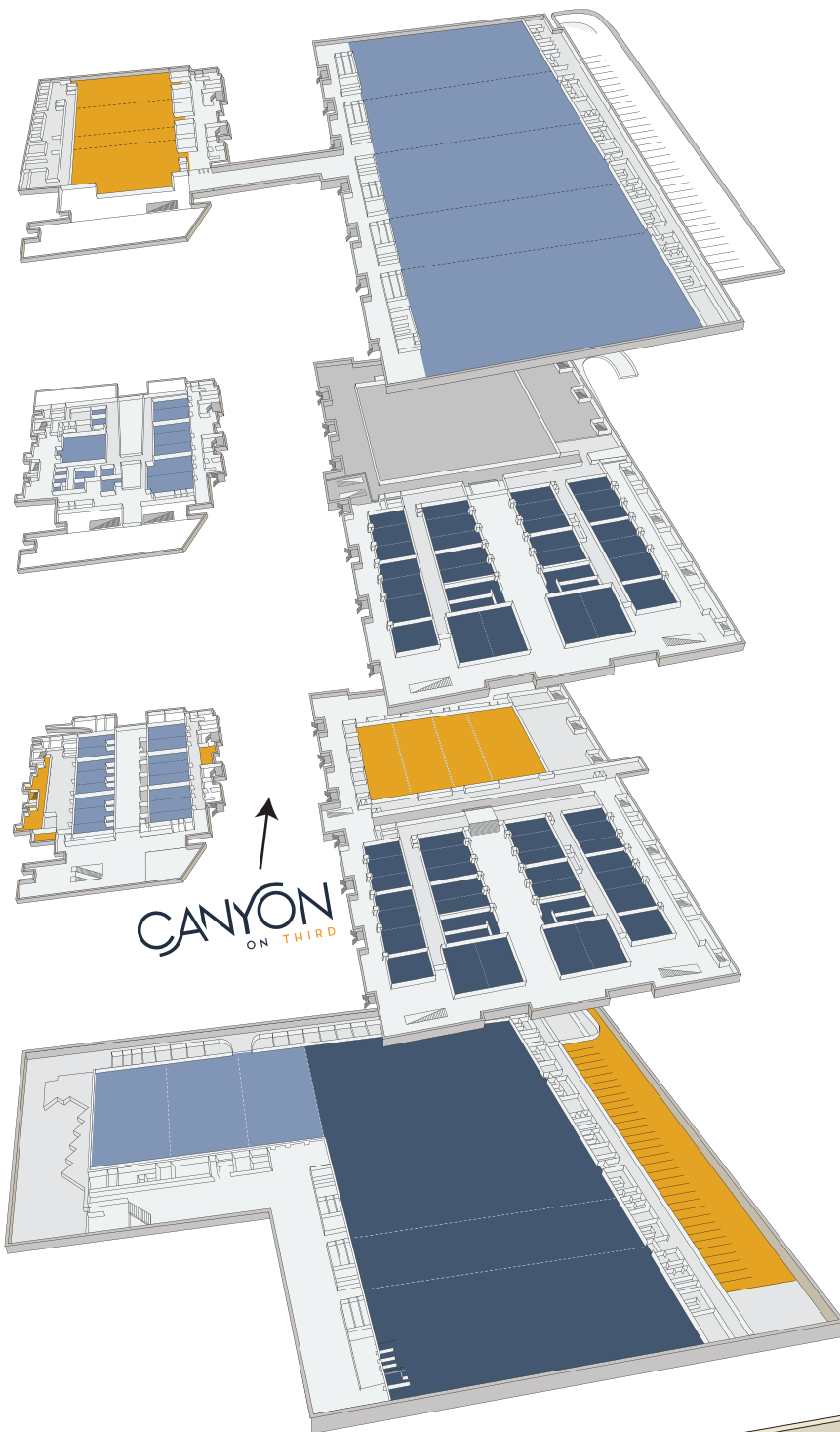
SOUTH BUILDING

28,000 SF Ballroom

82,000 SF Exhibition Hall

33,000 SF Meeting Space

Expands to 143,000 SF Expo Hall



BUILDING SUCCESS

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.

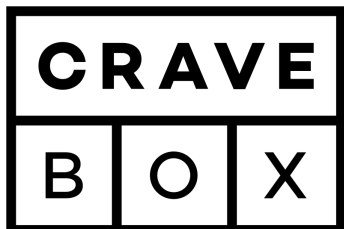
Aventura Catering
Ace Parking
AV Concepts
Commonwealth Expo Electric
Etix
Pride Group
Smart City

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.

Visit [Aventura Catering](#) 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.



Urban Wok 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.

EXCLUSIVE SERVICE PARTNERS



Ace Parking

There are over 4,300 covered parking spaces available at the PCC 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 our [parking page](#) for more information.



AV Concepts

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, advanced audio-visual inventory and creativity accommodates several large complex events simultaneously. AV Concepts is the exclusive rigging service provider for the PCC. Visit [AV Concepts](#) to learn more about their audio-visual and rigging services.



Commonwealth Expo Electric

Since 1995, Commonwealth Electric Company has been the exclusive provider of utility services in the PCC. The Commonwealth team consistently receives accolades from clients for dedication and customer service commitment to events, both large and small. Visit [Commonwealth Expo](#) to learn more about their production services.



ETIX

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 the Event Manager assigned to your event to learn more about our ticket policies and procedures and visit [PCC Ticketing](#) to learn more about our ticketing services.



Pride Group

Pride Group is the exclusive Event Security service provider for the Phoenix Convention Center. The professionals at Pride Group are experienced, talented, and dedicated individuals who have come together for a single purpose: to provide event security from conception to completion. Pride Group is responsible for the general security and safety oversight of all event-related activities from move-in through move-out. Visit [Pride Group](#) for more information.



Smart City

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 [Smart City](#) with your advanced technology and telecommunication needs.



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 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.

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

View the [Venue License Agreement](#) 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.

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.





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.

Energy 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. In 2023, the Phoenix Convention Center underwent a lighting upgrade project, where the North and West buildings were retrofitted with LED lighting, significantly boosting energy efficiency in the facilities while cutting energy costs.

Water Efficiency

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.

Waste Diversion 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. We also practice back of house composting and front of house composting in our North Building Food Hall. In 2023, the PCC composted 49 tons of food waste which is used to feed plants in our city's parks!

Material Repurposing

The Phoenix Convention Center is determined to divert materials from the landfill and support a circular economy. Decor, furniture, and event materials are either donated back into the community or repurposed. Items like street pole banners have been transformed into reusable tote bags, exemplifying our commitment to sustainability.

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 Dishware** - To reduce waste, Aventura uses reusable cutlery, dishware, linens and decorations for catering and at the PHX Kitchens Downtown Food Hall.
- **Not-for-profit partnerships** - Leftover food is donated to a local foodbanks and organizations that address food insecurity.

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



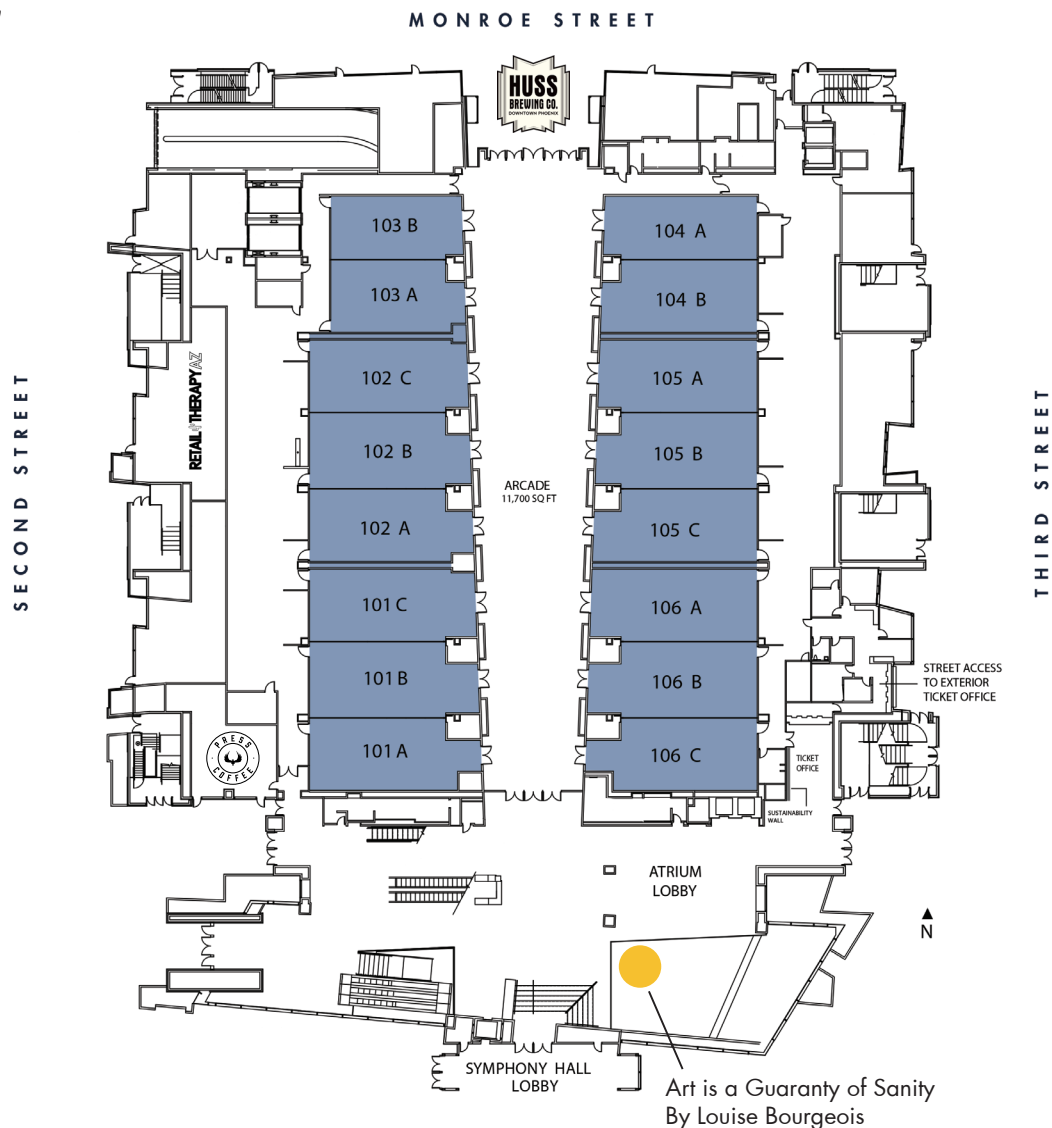
PUBLIC ART

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.

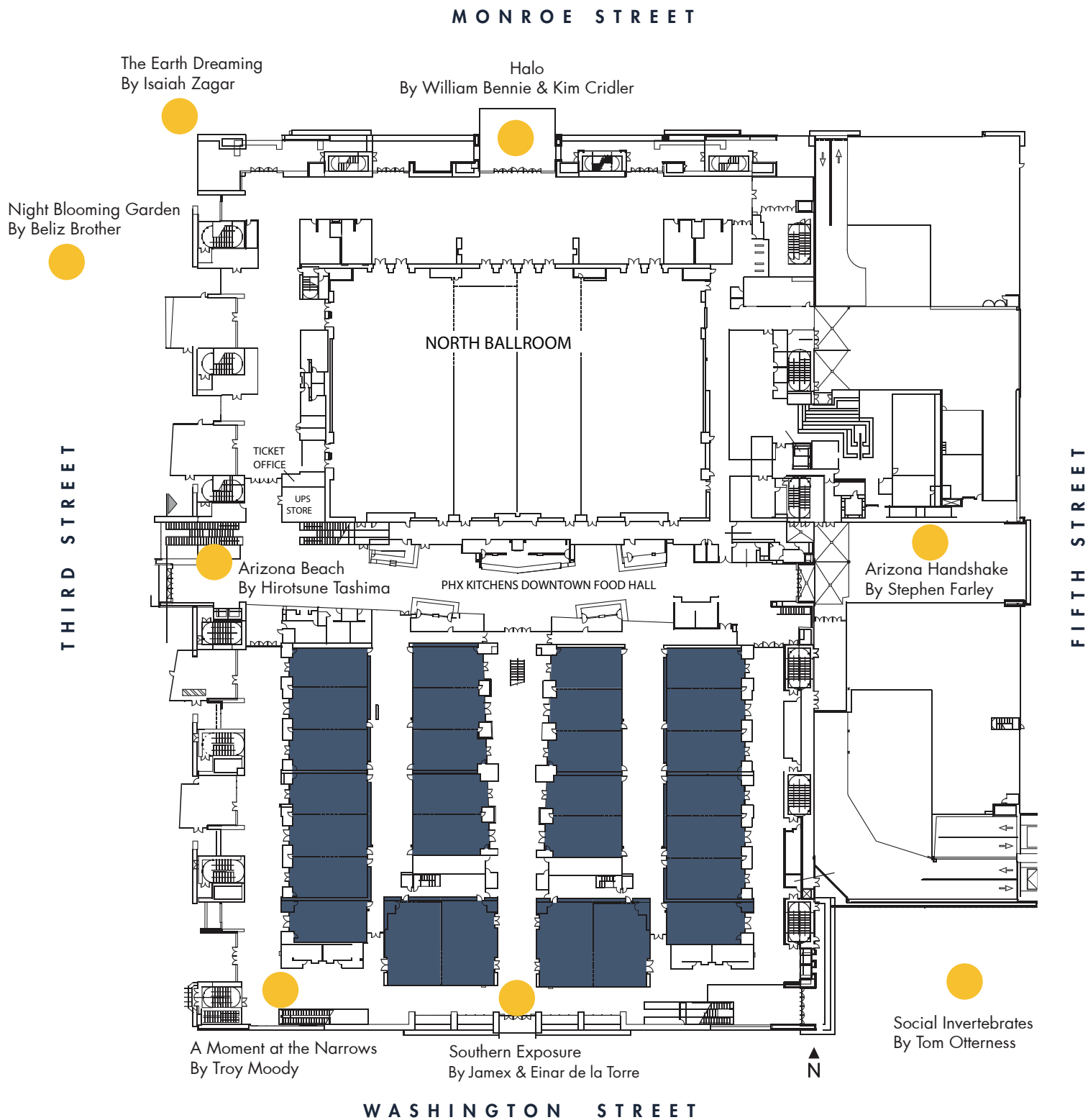
This approach has influenced every aspect of our campus design, including the indigenous materials used and the emphasis on inviting in light from the powerful Southwestern sun. In addition, we have fostered a dedication to energy efficiency and stewardship of our natural resources, which allows us to 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 Phoenix Convention Center.

WEST BUILDING



NORTH BUILDING



DISCOVER PHOENIX

When you're ready to explore Phoenix, the 5th largest city in the nation, you'll discover hundreds of restaurants and bars and more than a dozen live music venues. [Downtown Phoenix](#) is an entertainment destination for the more than 6 million people who visit the city each year.



EXPLORE DOWNTOWN



- Arts & Culture
- Hotels
- Museums
- Convention Center
- Parks
- Education
- Government
- Shopping

The Downtown Phoenix Core



Downtown Information Center

DTPHX Community Resource Hub

- 1 AMC Theatres
- 2 Arizona Latino Arts & Cultural Center (ALAC)
- 3 Arizona Financial Theater
- 4 Herberger Theater Center
- 5 Orpheum Theatre
- 6 St. Mary's Basilica
- 7 Symphony Hall
- 8 Valley Youth Theatre
- 9 Phoenix Convention Center North
- 10 Phoenix Convention Center South
- 11 Phoenix Convention Center West
- 12 ASU Downtown
- 13 Phoenix Bioscience Core
- 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 U.S. Bankruptcy Court
- 20 AC Hotel Phoenix Downtown
- 21 Hampton Inn & Suites Phoenix Downtown
- 22 Hilton Garden Inn Phoenix Downtown
- 23 Home2 Suites By Hilton
- 24 Hotel Palomar Phoenix
- 25 Hotel San Carlos
- 26 Hyatt Place
- 27 Hyatt Regency Phoenix
- 28 Marriott Residence Inn & Courtyard
- 29 Sheraton Phoenix Downtown
- 30 Renaissance Phoenix Downtown

- 31 Westin Phoenix Downtown
- 32 Arizona Science Center
- 33 Children's Museum of Phoenix
- 34 Maricopa County Justice / Phoenix Police
- 35 Rosson House
- 36 Civic Space Park
- 37 Heritage & Science Park
- 38 Patriots Park
- 39 DTPHX Paw-Pup Dog Park
- 40 The Space Between Pop-Up Park
- 41 Arizona Center
- 42 CityScape
- 43 201 East Washington
- 44 Downtown Phoenix Farmers Market
- 45 Fry's Food Store



PHOENIXCONVENTIONCENTER.COM

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