



# SPECIAL AMENITIES & SERVICE DETAILS

501 SOUTH COLLEGE STREET CHARLOTTE, NORTH CAROLINA 28202 SALES 704-339-6061 FAX 704-339-6051

## CONCIERGE SERVICE

Concierge services are available at both the College Street and Second Street entrances. The concierge can provide directions for events and information about Convention Center services, including our Business Center, Café, etc. Information can also be obtained for transportation, entertainment and additional dining options in Charlotte.

## VISITORS' INFORMATION CENTER

Take advantage of our Visitor Information Center, complete with maps, guides and brochures that will lead you to Center City Charlotte's main attractions.

## GIFT SHOP

The Convention Center's gift shop features an array of sundries, unique gifts and a complete and distinctive line of North Carolina souvenirs and collectibles.

## BUSINESS CENTER

The Convention Center's fully-equipped business center is available for computer access, copying, faxing and business supplies. Mailing services and an ATM are available on-site.

## EXHIBITOR/VIP LOUNGES

In addition to the show offices located in each exhibit hall, six lounges and suites are located on the concourse level overlooking the exhibit halls. These rooms can be used for VIP entertainment, exhibitor lounges, show offices, a press room or small meeting room. All suites include lounge furniture, restrooms and wet bars.

## COLLEGE STREET CAFÉ & LOUNGE

Located off the main concourse, the College Street Café & Lounge seats up to 375 people, serving food-court style dining.

## MARQUEE

A 30' exterior electronic marquee at the corner of College and Stonewall Streets highlights event information for the Charlotte Convention Center.

## AUDIO-VISUAL EQUIPMENT RENTAL & SERVICES

Audio visual equipment rental and services are available through the Convention Center's preferred in-house audio visual production contractor. Technical experts offer reliable and creative solutions with outstanding customer service and the best technology available. For information on services and pricing call 704.339.6180.

## ADA SERVICES

The Charlotte Convention Center is a public entity subject to Title II of the Americans with Disabilities Act (ADA); accessible to patrons as required by the ADA and applicable regulations.

## EMERGENCY MEDICAL SERVICES

Professionally-trained emergency medical technicians staff the first aid rooms located on both the exhibit and meeting room levels. Hourly rates for medical services are listed on the Personnel and Equipment Rate Sheet. For specific first aid requirements for your event, consult your event manager.

## CRISIS COMMUNICATIONS

A comprehensive crisis communications plan is in place at the Charlotte Convention Center. In the event of a disaster or emergency situation, communications with the news media should be coordinated with Convention Center management. To obtain a copy of the Convention Centers' crisis communications plan, consult your event manager.

## MARKETING & COMMUNICATIONS ASSISTANCE

The Charlotte Regional Visitors Authority Marketing & Visual Communications Department provides public relations assistance and camera-ready materials related to the building including slides, photographs, logos, floor plans and directional maps.