

CLIENT SERVICES GUIDE

boise | centre  west

DISCOVER YOUR CENTRE

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WELCOME TO BOISE CENTRE

On behalf of our entire team, welcome to Boise Centre and to the scenic state of Idaho. It is our commitment to provide exceptional guest service, catering, and audiovisual and event technology services within our first-class convention center.

Our passionate team of event and culinary professionals looks forward to collaborating with you. This Client Services Guide is designed to orient you to Boise Centre and to ensure an unforgettable event. We ask that you share the information in this guide with your staff, subcontractors, and exhibitors.

Boise Centre is a full-service convention center with exceptional in-house catering and audio visual and technology services. From conferences and conventions to trade shows and special events, Boise Centre's team has the knowledge and creativity to bring your unique event vision to life.

At Boise Centre, managing logistics is our specialty, and we love going above and beyond to deliver personalized service. We call our approach WOWgistics and are eager to demonstrate this first-hand to you and your guests.

Thank you for selecting Boise Centre. If your specific question is not addressed in the guide, please do not hesitate to contact your dedicated Sales or Event Manager. We look forward to working with you and to providing you and your guests with an event to remember.

Yours in hospitality,



Cody Lund
Executive Director



YOUR ROAD MAP

This Client Services Guide will serve as a road map through the many details that are essential to designing a successful event.

As the organizer or planner of your event, you will be required to distribute and communicate these policies to your staff, decorators, subcontractors, and exhibitors and ensure they are adhered to. It is through better understanding of this guide's contents that we can collectively deliver on these commitments and responsibilities.

- Boise Centre assigns an Event Manager to assist you with all the details pertaining to your event.
- To help us provide the best service and guest experience, the client will need to provide Boise Centre with a total list of event details **at least 30 days prior** to the event start date.

OUR MISSION

As Idaho's premier event venue, our mission is to WOW our guests with unforgettable experiences. Our team of passionate, creative professionals are devoted to excellence in food, service, amenities and venue management.

EVENT

PLANNING CHECKLIST

SIX MONTHS PRIOR TO EVENT:

- ☐ Review meeting space requirements and confirm space rented
- ☐ Review helpful forms and information in the [Resources section on our website](#)
- ☐ Confirm contact and billing information

60 DAYS PRIOR TO EVENT:

- ☐ Final Booking Deposit Due
- ☐ Hold pre-event meeting with Boise Centre team to discuss plans in detail (if needed)
- ☐ Provide Certificate of Insurance
- ☐ Identify one point of contact as liaison for event details
- ☐ Provide tentative timeline of events
- ☐ Provide tentative meeting room layout details
- ☐ Submit any quote requests for custom audio visual, special meal requests, etc.

30 DAYS PRIOR TO EVENT:

- ☐ 50 % of event charges are due for prepaid events. Refer to Schedule 1 Fees and Charges of the Use Permit
- ☐ Determine linen color choices for all meetings and meal functions
- ☐ Submit preliminary agenda with session titles
- ☐ Submit menu choices and estimated meal counts
- ☐ Order security personnel
- ☐ Submit all necessary permits for approval and schedule any onsite inspections (ex. fire permits)
- ☐ Finalize Audio Visual orders
- ☐ Finalize room layouts
- ☐ Provide all vendors with **Vendor One Sheet** located in the [Resources section on our website](#)
- ☐ Confirm any special parking needs with ParkBoi: <https://parkboi.com/>
- ☐ Provide the Event Manager with the contact information and details of all third-party vendors involved with the event (audio visual services, decorators, florists, DJs, photobooth, auctioneer, etc.)

14 - 20 DAYS PRIOR TO EVENT:

- ☐ Finalize agenda, with session titles
- ☐ Finalize all event details and room layouts
- ☐ Review and sign final Event Order and room layouts, confirming approval of final decisions

SEVEN BUSINESS DAYS PRIOR TO EVENT:

- ☐ Final guarantee for all meals is due
- ☐ This should include a list of all special dietary requirements and food allergies
- ☐ Last chance for any other final edits/adjustments
- ☐ Provide final run-of-show timeline for any audio visual or service details
- ☐ Submit/upload all media files and run of show to the A/V media folders
- ☐ Final service order payments are due for prepaid events

DAY OF EVENT:

- ☐ Be available on-site to answer any questions and act as liaison to Boise Centre staff

DAYS FOLLOWING EVENT:

- ☐ Provide event feedback to Event Manager
- ☐ Complete formal Event Evaluation
- ☐ Report any earned hotel room night credits (if applicable)
- ☐ Review final bill and make final payment

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ADA AND ACCESSIBILITY

Boise Centre is committed to making our guest experience enjoyable and comfortable for everyone. All public areas from our exhibition and meeting space to the restrooms are ADA and wheelchair user accessible. Please visit the [Accessibility section on our website](#) for more information.

Please advise your Event Manager of any special considerations thirty days prior to your event.

ADHESIVES

Nothing may be taped, nailed, stapled, pinned, or affixed to ceilings, walls, painted surfaces, fabric walls, or air walls by anyone other than Boise Centre staff and without prior approval. Damages resulting from the improper use of these materials on the facility or Boise Centre equipment will be charged directly to User.

It is the responsibility of User to inform vendors, exhibitors, speakers, and staff of this policy. Check with your Event Manager for further information on appropriate display methods. All display locations must be approved and plotted on a diagram prior to installation.

Some "low tac" graphic wall, door, floor, and window clings are allowed with prior approval. Contact your Event Manager for approved options.

ALCOHOL BEVERAGE GUIDELINES

The Greater Boise Auditorium District is the sole holder of liquor licenses for Boise Centre. Boise Centre maintains a liquor license through the Idaho Alcohol Beverage Control Division; therefore, we retain the exclusive right and responsibility to provide and dispense any alcohol served at the facility. Alcoholic beverages will not be served by anyone other than Boise Centre staff.

We reserve the right to request photo identification from any guest in attendance and to refuse services to attendees who do not have proper identification or appear to be intoxicated. Alcoholic beverages are not permitted to be removed from the facility.

ANIMALS

Animals or pets, except for ADA service animals, are not permitted in Boise Centre without prior approval. The request for approval for animals to be on the premises must be received in writing (a minimum of seven business days) before the event and be approved by your Event Manager. This includes animals and pets that are used for exhibits, activities, or performances.

- All animals inside Boise Centre must be supervised at all times.

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- Client and/or animal handlers will be responsible for legal actions or liabilities if the animals harm anyone or cause damage.
- Any approved animals will not be allowed in the facility outside of show hours.
- All clean-up after the animals will be the responsibility of the show or exhibitors.”

ATM

Boise Centre West – ATM is located in the Main Lobby

Boise Centre East – ATM is located on the Fourth Floor, Southwest Lobby

AUDIO VISUAL ATMOSPHERIC EFFECTS POLICY

Fog machines, smoke effects, and laser light shows will not be permitted without the express written approval of Boise Centre, and additional fees may apply. The use of pyrotechnics is limited to only approved cold-spark machines. Other requests regarding pyrotechnics must be sent to your Event Manager a minimum of 120 days prior to the event.

Fog or haze machines must be UL Listed (or equivalent) for their intended use.

Provided the fog/haze fluid used is water-based, the use of fog and haze machines for lighting and theatrical effects is permitted in the areas below:

Boise Centre West – Grand Ballroom 100 and Main Lobby

Boise Centre East – Ballroom 400

Please visit the [Audio Visual Atmospheric Effects Policy](#) on our website for more information.

AUDIO VISUAL SERVICES

Boise Centre’s in-house audio visual team provides a wide range of audiovisual equipment, event production, and customized lighting and event design services.

From basic meetings to conventions, trade shows, and special events with complex multimedia shows, we tailor our services to suit each event’s unique needs and goals.

Our top-of-the-line equipment includes professional lighting, cameras, staging, screens, monitors, microphones, video production software, and sound. We have the knowledge and creativity to bring your event vision to life. For additional information and price quotes, please contact your Event Manager.

If you choose not to use Boise Centre’s audio visual services, strict guidelines must be adhered to by you and your external service provider. Please visit the [Audio Visual Services Guidelines](#) on our website for more information.

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BALLOONS

All helium balloons must be tethered in groups of three or more. All helium tanks must be secured to an appropriate stand. Disposal of balloons and tanks is required by the User or potential fees will be incurred.

BANNERS/SIGNAGE

Signs, banners, and posters may not be physically attached to any part of Boise Centre or to any of the furnishings or fixtures without prior approval.

- Arrangements can be made to hang banners utilizing Boise Centre staff and equipment as long as banners have proper hanging points.
- A limited number of easels are available for event display only. Please contact your Event Manager for detailed information, locations, equipment, and rates.

BUILDING ACCESS

Boise Centre's Safety and Security department unlocks and locks event use doors as needed. Event Managers assist with determining daily event opening and closing times. Please communicate your access needs to your Event Manager during the planning process. Security will be required any time an event entrance is planned to be unlocked, for the safety of all guests and employees.

Electronic and physical keys can be requested for event use through your Event Manager. Exterior access is only allowed during preplanned, scheduled times, to ensure staff are present in the building and available to assist with event needs. Four keys of either type can be assigned. Additional keys may be available at an additional charge. Higher security keys may require an additional charge to re-core locks.

CABLES

All electrical or audio visual cables must be secured with cord covers or approved gaffers tape to conform to safety standards. Matting or cable ramps may be required.

Audio visual contractors who provide or install their own cables, matting, and cable ramps will be inspected by Boise Centre staff to ensure the installation follows all safety standards. Boise Centre must supply all electrical cords.

CHANGEOVERS/ROOM TURNS

Any changes to the initial room set during the day of the event, or any planned midday room changeovers, will be subject to a reset fee. Please work closely with your Event Manager and review event orders and diagrams closely to ensure accuracy prior to your event.

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COAT CHECK/COAT RACKS

Portable self-service coat racks will be located near your event space during inclement weather or upon request. Staffed or volunteer group coat-check services can be arranged at an additional cost. Boise Centre is not responsible for items left in the coat check areas or on coat racks. Please visit the [Resources section on our website](#) for more information.

DAMAGE, ALTERATION, OR DEFACEMENT

All damage to Boise Centre is the responsibility of the User for the cost necessary to clean, repair, and/or replace any damage that occurs throughout the course of the event. All repairs will be performed or contracted by Boise Centre. Any damage must be reported immediately to Boise Centre management.

All Boise Centre equipment will be set up and operated by authorized Boise Centre personnel only.

Holes may not be drilled, cored, or punched into the facility or facility equipment.

DECORATIONS AND PROHIBITED ITEMS

All decorative materials must meet fire code standards to the satisfaction of the City of Boise fire marshal.

Adhesive: Decorations, signage, or other items may not be taped, nailed, tacked, stapled, or otherwise fastened to ceilings, doors, walls, glass, columns, painted surfaces, fabric, or decorative walls. The cost to repair damage resulting from the improper or unauthorized installation of materials will be charged to the show or event management.

Hanging/suspended: Advance approval is required for anything to be hung from or suspended from Boise Centre's structures and/or equipment and the client must comply with the venue's rigging rules and regulations.

Floor protection: Boise Centre reserves the right to require protective floor covering at our discretion and this may incur additional fees. The floor must be protected from stains or damage. Any water used for your event must be controlled to eliminate leakage or seepage.

Prohibited Items: The following are not permitted within Boise Centre: food items such as cotton candy, gum, novelties, and props such as confetti, hay bales, glitter, straw, and "silly string." Boise Centre may confiscate and/or destroy such items if brought into the Centre, and User shall be subject to additional labor/cleanup fees.

Painting of signs, displays, exhibits, or other objects is not permitted inside or outside the facility.

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DECORATORS AND SUBCONTRACTORS

It is the responsibility of show management to ensure that the decorator and/or subcontractors are fully informed of Boise Centre's rules and regulations outlined in this guide. Decorators and/or subcontractors are required to set up and tear down within the dates and times specified by Boise Centre.

- Boise Centre's warehouse, staff storage areas, service halls, and loading docks cannot be used for event storage at any time. Event storage must be in rented floor space or off-site.
- No equipment, pallets, or waste materials may be left after event move-out, or charges will be incurred by the User.
- Any damage, facility charges, or other costs incurred by display, decoration, or subcontractors are the responsibility of the User.
- All decorators and/or subcontractors must be identifiable by the organization or company they are working for by either wearing appropriate badges, name tags, or logoed or identifying clothing for their appropriate company.

DIGITAL SIGNAGE

Boise Centre offers an in-house network of digital signs to provide timely, relevant information to our guests and attendees. Daily event agendas are displayed throughout the facility and at many room entrances.

Options are available to enhance visibility and customize event content with branding inside Boise Centre. Please speak with your Event Manager for more details.

- Digital signage room entry signs
- Boise Centre West, Main Lobby LED wall
- Boise Centre West and East Plaza entry doors

DRONES

Boise Centre supports the use of cutting-edge technology, such as aerial drones, at events held within the Centre. Approved use of this technology is limited within the "four walls" of the facility. Operation of aerial drones outside of the building requires appropriate authorization from the Federal Aviation Administration (FAA).

Aerial drones are defined as any remote-controlled, unmanned aircraft device under the operation of one or multiple persons. Aerial drones can be units that take video footage, take static images, or provide some type of service.

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Use and operation of aerial drones in Boise Centre is subject to the advance review and approval of Boise Centre or designated governing body.

More information about our Drone Policy is available in the [Resources section on our website](#).

ELECTRICAL SERVICE

Electrical services are supplied exclusively through Boise Centre. Floor plans showing the location of electrical floor boxes in Grand Ballroom 100 and Ballroom 400 are available upon request. It is the responsibility of the User to organize all electrical and/or utility orders and then submit a floor plan with the designated utility requests to Boise Centre no later than 30 days before the event starts. Additional charges will be added if exhibit booth layouts are not aligned with the designated floor boxes.

- Only Boise Centre-approved electrical cords may be used within the facility.
- Users of 3 phase, 208-volt, and some 120-volt equipment need to provide the necessary plugs and receptacles.
- Please use Boise Centre's Electrical Request forms to ensure power requests and plugs are available at the time of the show. Please visit the Resources section on our website to view the [Electrical Services form](#).
- Requests for an electrician must be made in advance and additional charges will apply.

ELEVATORS AND ESCALATORS

Several escalators as well as passenger, service, and freight elevators are located within the facility. Passenger elevators and escalators are not to be used to transport freight, large items, or anything else that could cause damage. See [FREIGHT ELEVATORS](#) for more information.

EMERGENCY PROCEDURES AND SERVICES

Boise Centre proactively trains event staff to exercise whatever authority is deemed necessary to ensure the safety and best interest of the public, attendees, and our employees in the event of an emergency.

Boise Centre will coordinate fully with emergency agencies and event management to achieve these goals. Emergency response plans are created for a variety of situations including medical, fire, natural disasters, and crowd control.

More information about our Emergency Procedures and Services is located in the [Resources section on our website](#). In the event of an emergency, please notify Boise Centre staff immediately.

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EXHIBITOR ACCESS

During designated ingress/egress times, exhibitors and contracted suppliers will enter/exit via the building's two loading docks. You are required to provide loading dock staffing or security to control loading dock activity. Entering or exiting through glass doors with exhibit materials is prohibited. Please visit the [Loading and Unloading section on our website](#) for more information.

Boise Centre West – 250 S. 9th Street

Boise Centre East – Underneath the U.S. Bank Building (195 S. Capitol Blvd.)

FIRE REGULATIONS/PERMITS

All floor plans require advanced written approval by Boise Centre. Aisles and exits, as designated on approved show plans, must be kept clean and free from obstruction. Any tables, easels, signs, chairs, etc., may not be placed in doorways or aisles or beyond booth areas. Show management is responsible for advising exhibitors that booths must be cleared of combustible refuse daily. All decorations, including but not limited to drapes, signs, banners, acoustical materials, moss, bamboo, plastic, cloth, fabric, linen, and similar decorative materials, must not be flammable as per the City of Boise City fire marshal.

The client must obtain the appropriate fire permit from the City of Boise fire marshal to have the following items in Boise Centre:

- Bales of hay or straw of any size
- Any and all types of pyrotechnics
- Open flame of any type, typically candles

Fire permits may be applied for through the City of Boise, [Fire Department website](#).

Below are the most frequently requested permit examples:

- Flame Effects Before an Audience
- Liquid or Gas-Fueled Vehicles or Equipment in Assembly Buildings
- Open Flames and Candles

Fire lanes in and around the facility and the loading dock must remain clear and unobstructed. Adequate loading dock staffing or security will be required to control vehicle traffic on 9th Street around the loading dock during ingress/egress times.

For additional details regarding fire code regulations, please contact your Event Manager.

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FIRST AID AND EMT SERVICES

Depending on the nature of the event and number of attendees, Boise Centre may require certified medical personnel to be on site for the duration of the event at the expense of show management. The final staffing level for medical personnel is at the discretion of the Executive Director.

Many Boise Centre staff members are CPR and First Aid certified. Boise Centre has First Aid services and AED devices located throughout the facility.

FLOOR PLANS

All floor plans must be pre-approved by Boise Centre. Floor plans noting all electrical, water, and other utilities or special needs are due to your Event Manager a minimum of thirty days before scheduled move-in.

- All room sets and diagrams must be approved by Boise Centre and comply with all fire codes and exiting requirements regarding life safety.
- Booth floor plans must align with Boise Centre utility grids so that all utility boxes are accessible at the back of the booth. Failure to do so may result in additional charges.
- Pre-approved 8' x 10' and 10' x 10' booth plans are available upon request.
- All exhibit layouts require the advance approval of Boise Centre and, in some cases, the City of Boise fire marshal.

All exhibits are to be transported in and out of Boise Centre via the loading docks during designated move-in and move-out times. Please visit the [Loading and Unloading section on our website](#) for more information.

FOOD AND BEVERAGE EXCLUSIVE CATERER

Front and Centre, our exclusive in-house caterer, is committed to creating delicious and memorable dining experiences for your guests. The culinary team proudly prepares inspired menus featuring locally sourced ingredients. All catering, concessions, and food and beverage services are provided by Front and Centre. No outside food or beverages of any kind are allowed into the facility by clients, guests, or exhibitors without the prior written consent of the executive director.

Please contact your Event Manager for catering services, including menu selection, payment, and meal guarantee details.

A guaranteed attendance number for all catered food and beverage functions is required seven (7) business days prior to the event.

Please visit the [Food and Beverage Policies](#) section on our website for additional information.

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FOOD EVENTS AND SAMPLING

Boise Centre retains the exclusive right to provide and control all food and beverage services in the facility. Food and beverage sampling is generally not permitted. However, certain exceptions may be granted for trade shows or conventions that are directly related to the food and beverage industry.

- Food sampling requests must be submitted to Boise Centre at least 30 days prior to the scheduled event.
- A detailed list of the products to be sampled and the quantities of each item need to be submitted with the request.
- Sampling portions will be limited to four ounces of liquid (nonalcoholic) and two ounces of food.

Food handling and cooking events are regulated by Central District Health Department and the Boise Fire Department. You must contact these agencies prior to your event, and strictly follow all guidelines.

FREIGHT ELEVATORS

Boise Centre East has two freight elevators. One is accessible via the [loading dock underneath the U.S. Bank Building](#) at 101 S. Capitol Blvd and the other is accessible via the third floor of the City Center parking garage at 195 S. Capitol Blvd. Use of any freight elevator, loading docks, or designated parking spaces must be pre-arranged with your Event Manager.

Elevator Bank	Boise Centre East D-4	Boise Centre East D-5
Floors	4 = Fourth Floor 3 = Parking Garage	4 = Fourth Floor B = East Loading Dock
Rate Load	7,000 lbs.	7,000 lbs.
Door Size	8' H x 6' W	8' H x 6' W
Interior Dimensions	8' H x 9'4" D x 7'9" W	8' H x 9'4" D x 7'9" W

GREEN PRACTICES

Boise Centre is committed to conducting business in a sustainable manner, practicing good stewardship in its everyday operations. We place a high level of importance on being an energy efficient and environmentally friendly organization. For more information about our sustainability efforts please visit the [Green Practices section on our website](#).

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THE GROVE PLAZA

The Grove Plaza is owned and operated by the City of Boise, which contracts Boise Centre to program and maintain the space. While this space or portions of it can be used in conjunction with an event at Boise Centre, it is contracted and insured separately. Public access from all directions must be maintained at all times regardless of use. Additional rental fees, permitting, and licenses can be required through the City of Boise's contracting process. Please speak with an Event Manager or coordinator for more information regarding the rental and/or use of the Grove Plaza. Please visit [The Grove Plaza website](#) for more information.

INTERNET/WI-FI/NETWORKING

Keep your presenters, vendors, and guests performing at their best with high-speed connections and dedicated services. Boise Centre offers a variety of technology services and in-house support to make your event run smoothly. We offer turnkey solutions as well as the flexibility to work with your technical staff on a customized network that fits your needs.

Wired Internet Access

Dedicated wired internet is available from 10Mbps up to 350Mbps (or more, if capacity is available). For your multi-wired connection needs, multi-port switches can be arranged with the event team. Dynamic addresses (DHCP) are utilized for "plug and play" simplicity. Also included with the dedicated wired internet is an on-site IT team ready to assist you.

Wi-Fi Internet Access

Complimentary shared Wi-Fi with limited bandwidth is available throughout the facility. This service is available for simple tasks such as checking email, text-based social media, or light web browsing.

If you need more bandwidth, dedicated Wi-Fi is available in bandwidth increments starting at 10Mbps up to 350Mbps (or more, if capacity is available). With dedicated Wi-Fi, we have the ability to secure your event with discrete connections and a customized password (please coordinate with event staff), along with an in-house IT team to assist you. Dynamic addresses (DHCP) are utilized for "plug and play" simplicity.

Please speak with your Event Manager for more details and pricing.

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KEYS/ACCESS CARDS

Keys and access cards may be requested with advance notice for interior doors at the prevailing rate through your Event Manager. Keys must be returned on the last day of the event. There is a charge for each key or access card not returned. For higher security keys, there is a re-coring fee that may be applied for each doorway for which keyed access is requested. Please see [BUILDING ACCESS](#) for more details.

LIGHTING LEVELS

Lighting during ingress/egress will be at levels suitable for working. Lighting levels during event days are arranged with your Event Manager. Any specialty lighting requirements are available through Boise Centre's Audio Visual Services Department.

LOADING FACILITIES/LOAD-IN AND LOAD-OUT

Use of any freight elevator, loading docks, or designated parking spaces must be pre-arranged with your Event Manager. Due to commitments to other events and building requirements, all bays and load-in areas may not be available at all times. Therefore, it is important to coordinate your event dock needs with your Event Manager. No equipment, pallets, or waste materials may be left after event move-out, or charges will be incurred by the User.

Vehicles cannot park in the loading area at any time. The loading dock is available for unloading and loading only, and vehicles must be removed immediately when loading or unloading is complete.

Boise Centre West – Exhibitor and freight entry is via the main loading dock at 250 S. 9th Street. The loading area consists of three loading bays with dock levelers and a drive-in access ramp.

- Grand Ballroom 100 has a 12' wide, 16' high overhead door with drive-in access.
- The loading and unloading lane on 9th Street is available for use, but extreme caution must be taken because of oncoming traffic. Contact your Event Manager at least 45 days prior to your event for information regarding additional lane closures.
- If you need to have a 53" semi-trailer for your event, then a second lane closure may be required. Your event will require a dock manager or security to manage dock activity.

Boise Centre East – There are two freight entries into Boise Centre East.

- [The loading dock underneath the U.S. Bank Building](#) at 101 S. Capitol Blvd. The loading area consists of two loading bays with a D-5 freight elevator servicing the fourth floor of Ballroom 400 and meeting rooms.

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- The D-4 freight elevator is accessible via the third floor of the City Center Plaza parking garage at 195 S. Capitol Blvd to the fourth floor of Ballroom 400 and meeting rooms. See [FREIGHT ELEVATORS](#) for more information.

Note, the loading dock underneath the U.S. Bank Building has a ten (10) degree slope and may require coordinating street-level offloading/loading or using the West loading dock.

LOBBY SPACES

Boise Centre lobbies and public spaces serve as entrances and exits for guests, delegates, and members of the public. Based on fire code requirements and the safety and concern of all, these spaces are available on a limited basis for shared use with other Boise Centre functions. Portions of public spaces may be used for registration, food functions, and limited exhibits with prior approval, per your Use Permit. A rental charge may be incurred at the prevailing rate.

Contact your Event Manager for pre-approved lobby usage areas for registration counters, displays, etc.

The public spaces at Boise Centre may not be obstructed by exhibits or closed to general public access unless the client has rented the full facility. Doors, AEDs, fire extinguishers, or house lighting equipment may not be covered or obstructed.

LOGOS/PHOTOGRAPHS

Boise Centre's logo and Usage Guidelines are available in the [Resources](#) section of our website. Images for promotional use may be requested from your Event Manager. Any and all use of Boise Centre's logo in promotional or public facing material must adhere to the logo Usage Guidelines.

LOST AND FOUND

All lost and found articles are catalogued and stored for thirty (30) days. After that time, items are donated or disposed of at the sole discretion of Boise Centre. Any inquiries regarding lost and found items should be directed to 208-336-8900 or email a detailed description to info@boisecentre.com.

MEDIA

If your event is expected to attract media attention, please advise your Event Manager so they may explain the options available for live remotes, recording, audio tie-in, additional lighting, etc., that may be requested.

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NURSING MOTHERS' ROOM – MAMAVA LACTATION POD

A nursing mothers' Mamava lactation pod is located in Boise Centre East on the second floor behind the escalators. The pod is a private lactation suite available for nursing mothers on the go and offers visitors and attendees a safe and secure space to breastfeed or pump milk for infant children. Please work with your Event Manager for any additional needs you may have for your nursing mothers.

PARKING AND TRANSPORTATION

Parking is available in downtown parking garages for guests visiting Boise Centre. For special event group parking arrangements, please contact ParkBOI at <https://parkboi.com/>.

Please visit the [Directions, Parking and Public Transit section on our website](#) for more information.

PERMITS

The User is responsible for obtaining all permits, licenses, and approvals from the appropriate regulatory boards and authorities that may be required for the event, with the exception of lane closure permits. The cost of these licenses/permits is the responsibility of the User. Boise Centre operates under its own liquor license.

PROPANE

The use of propane within Boise Centre is not permitted without prior approval by your Event Manager. Propane storage is prohibited inside Boise Centre.

ROOM CAPACITIES

Room capacities will vary widely depending upon the specific function requirements and equipment utilized. Please discuss your proposed function details with your Event Manager to ensure safe and appropriate allocation of space.

General room capacity information is available by visiting boisecentre.com or talking with your Event Manager. Boise Centre reserves the right to adjust room layouts when there is concern for life safety or the fire code.

SECURITY

Based on the nature of an event or the number of attendees, Boise Centre may require security at the cost of the User. There are minimum requirements for event security staff and loading dock staff, particularly during ingress/egress of an event. These vary depending upon the nature and size of the event.

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Boise Centre works closely with our in-house Safety and Security Department as well as several prequalified local security providers. Our event management team can put you in contact with these providers or will schedule security based on the needs or requirements of your event.

If User fails to provide required security, Boise Centre will choose from our list of prequalified security providers to provide security to meet the requirements, and the User will be charged at prevailing rates.

Client requesting the use of any company other than one of the prequalified security companies must submit a written request to Boise Centre no less than 30 days prior to the event for approval.

SHIPPING AND RECEIVING

Boise Centre is not equipped to store freight and cannot accept freight shipments more than 72 hours prior to move-in. All shipments received by dock staff will remain on the loading dock until the start of move-in. At that time, the shipments will be the responsibility of the client, show management, or promoter to transfer to desired contracted spaces.

Any goods arriving prior to the authorized move-in times may be refused and required to return at the scheduled move-in time. It may be necessary for a promoter to make arrangements for off-site storage.

It is imperative that all freight have the name of the event and the event date directly on the shipping label.

If items are being shipped to Boise Centre West, prior coordination must be approved by event management to maneuver items to Boise Centre East.

It is the sole responsibility of the client, promoters, vendors, and exhibitors to make all arrangements for load-out of freight including packing, labeling, and contacting the freight company for pickup. Goods left will be considered lost and found items.

Boise Centre West

250 S 9th Street

Boise, Idaho 83702

Event/Location/Event Date(s)

Booth Number and Name

SERVICES GUIDE

SMOKING

Boise Centre is a nonsmoking facility. This includes all vapor/electronic cigarettes. Smoking is only permitted in designated areas outside of the facility. The Grove Plaza is a designated nonsmoking area by the City of Boise.

SOUND SYSTEM

Boise Centre's sound system is designed for speech amplification but may require supplemental sound equipment depending on your production requirements. Paging microphones and background music are available. It is possible to connect all rooms to provide one combined system. Please contact your Event Manager to discuss your audio visual event requirements.

STORAGE

Boise Centre's warehouse is not an option for event goods and equipment storage. Event storage must be in rented floor space or off-site. It may be necessary for a promoter to make arrangements for off-site storage.

TRASH

Boise Centre maintains all aisle and public area trash receptacles. Booth trash is the responsibility of the User or their contracted decorator. Additional charges may apply for excessive trash or room cleanup. Boise Centre encourages recycling; marked containers are located throughout the facility and in the warehouse/loading dock area. Boise Centre may require additional trash removal or additional receptacles depending on the nature of the event, at the cost of the event promoter.

USER

The User is defined as the party that signs and executes the Boise Centre Use Permit (Contract).

UTILITIES

Boise Centre has electricity, water, and sewer available. Water and sewer are available in limited locations. Contact your Event Manager for rates and locations. See [ELECTRICAL SERVICE](#) for more info.

SERVICES GUIDE

VEHICLES AND FUEL-POWERED EQUIPMENT INGRESS/EGRESS

Vehicles may be displayed in some areas based upon prior written approval from Boise Centre. Protective measures are required, such as plastic stretch wrapping of the front wheels and floor protection under engine and drive train. Ingress/egress must be scheduled with your Event Manager.

It is the User's responsibility to obtain the necessary fire permits from the City of Boise Fire Department. All fuel-powered vehicles, electric vehicles, and equipment of any size are subject to Boise City Fire Department permits before entering Boise Centre and will be inspected by the Boise Fire Department. All equipment is to be clean and dry, and vehicle keys are to be left with Boise Centre staff, if unattended. Please consult with your Event Manager if you have any questions.

Any camper trailers or RVs must have empty propane tanks to be displayed on show floors.

See [FIRE REGULATIONS/PERMITS](#) for more information.

WEBSITE

Boisecentre.com is the official website of Boise Centre. The site features intuitive navigation for visitors, event planners, and exhibitors. The website reflects Boise Centre's commitment to outstanding customer service. It makes event planning much easier with access to calendars, photos, parking information, maps, menus, floor plans, and much more. Please work with your Event Manager if you'd like your Boise Centre event to be visible on our website's calendar of events.

THANK YOU FOR CHOOSING BOISE CENTRE.

We look forward to working with you to deliver an unforgettable WOW experience.