

MOTHER GWENDOLYN LAWSON TOWNSEND URISDICTIONAL SUPERVISOR OF WOMEN

BISHOP ALVIN C. MOORE, SR.

FREQUENTLY ASKED QUESTIONS



ATM - Automated Teller Machines

There is one ATM machine at the Greater Tacoma Convention Center. It is located on the fifth-floor level near the escalators.



Baby Changing Areas

Baby changing stations are located in every restroom at the Greater Tacoma Convention Center. In addition, the Convention Center has family restrooms located near each of the public restrooms.



Code of Conduct

The Greater Tacoma Convention Center and its employees are committed to providing our guests with an enjoyable, safe atmosphere. Our staff will proactively intervene to support an environment where all guests can enjoy the event free from the following behaviors:

- Foul or abusive language or gestures
- Intoxication or other signs of impairment
- Displays of affection not appropriate in a public, family setting
- Obscene or indecent clothing
- Any disruption to the progress of the event by guest's actions.
- Guests seated in a location other than their ticketed seat
- Smoking, vaping, or tobacco use in non-designated areas

Concessions

The Greater Tacoma Convention Center's food service partner, Aramark, manages concession services. The Gourmet Grill, located in the 5th Floor Exhibit Hall, offers items such as gourmet burgers, sandwiches, wraps, salads, pretzels, hot dogs, assorted soda, and much more. The Gourmet Grill is open for select events and Visa, MasterCard, American Express, and Discover are accepted. No outside food and beverages are permitted.



Elevators/Escalators

The Greater Tacoma Convention Center has public elevators, accessible on all 5 floors of the venue and public escalators accessible on all floors except the 2nd floor.

Emergencies and Evacuation Procedures

In the event of a serious emergency, event staff, law enforcement, and fire personnel are available to assist guests. Information may also be provided over the public address system.







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Family Restrooms

For your convenience, the Greater Tacoma Convention Center has a family restroom located near every public restroom.

First Aid

If medical assistance is needed, please contact the nearest Guest Services Representative. The Greater Tacoma Convention Center is equipped with a fully stocked First Aid room, including an Automated External Defibrillator (AED) device which our staff is trained to use. AEDs are located on the First Floor Admin (across from Conference Room), Third Floor Registration Area, and the Fifth Floor Pre-function (next to Ex-Hall Room A & ATM). If additional medical attention is required, the Tacoma Fire Department can arrive within minutes.



Hotels Near the Greater Tacoma Convention Center SOME AREA HOTELS OPPORTUNITIES:

- Emerald Queen Casino & Hotel Fife
 5700 Pacific Highway East Fife, WA 98424
- Emerald Queen Casino & Hotel Tacoma 2920 East R St. Tacoma, WA 98404
- Hampton Inn & Suites
 1515 S. Meridian, Puyallup, WA 98371
- 4. Holiday Inn Tacoma Mall 8402 S. Hosmer St, Tacoma, WA 98444
- LaQuinta Inn & Suites1425 E. 27th St, Tacoma, WA 98421
- Marriott Tacoma Downtown
 1515 Commerce Street, Tacoma, WA 98402
- McMenamins Elks Temple Hotel
 565 Broadway, Tacoma, WA 98402
- 8. Silver Cloud Hotel Tacoma at Point Ruston Waterfront 5125 Grand Loop Ruston, WA 98407
- 9. Silver Cloud Hotel Tacoma Waterfront 2317 N Ruston Way Tacoma WA 98402

WJC Tips Regarding Hotel Selections:

- 1. WSJW is not suggesting nor in contract with any of the above hotels, but we offer this listed by the Greater Tacoma Convention Center in alphabetical order
- 2. Please do research for your own preferred hotels
- 3. For your preferred hotel, if they have an app, get it because the rates will probably be less than you might find by calling the hotel or reservations
- 4. Register as soon as possible in your preferred hotel. The closer it gets to the months prior to the convention, probably the higher the rates will become.



Lost and Found

Lost and found is located at the 24-Hour Security office at the Greater Tacoma Convention Center and can be reached by calling 253.830.6600. Lost items will be kept for one month; those unclaimed after that time will be donated to charity. In most cases, any unclaimed credit or debit cards are destroyed immediately as recommended by the issuing financial institution.



Medics

Contact the nearest guest services representative should you need any medical assistance. For large public events at the Greater Tacoma Convention Center, medics may be on site. For all other events, the Tacoma Fire Department can respond within minutes.

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. Parking

Electronic pay stations are available on-site and are easy to use.

- What are the parking rates?*
 - o 0-15 minutes No Charge
 - o 0-4 hours \$8
 - o 4+ hours \$16

What forms of payment are accepted at the pay station?

The electronic pay stations accept US bills including \$1, \$5, \$10, and \$20 bills as well as VISA and MasterCard debit/credit cards. Please note: no change will be given so please pay with the exact bills. No refunds will be given.

• What are the parking lot hours?

All Greater Tacoma Convention Center parking lots are open 24 hours a day.

Permitted Items

In the interest of guest safety and enjoyment, the Greater Tacoma Convention Center reserves the right to prevent certain items from being brought into the facility. The following includes, but is not limited to, items that are not allowed into the Convention Center:

PERMITTED ITEMS

- 1. Baby formula, baby bottles, and baby food
- 2. Medication or other special needs
- 3. Clothe bags, soft packs, backpacks, and baby bags (subject to search, must fit under seat)
- 4. Binoculars
- 5. Seat cushions

Prohibited Items

In the interest of guest safety and enjoyment, the Greater Tacoma Convention Center reserves the right to prevent certain items from being brought into the facility. The following includes, but is not limited to, items that are not allowed into the Greater Tacoma Convention Center:

PROHIBITED ITEMS

- 1. Alcoholic beverages
- 2. Non-alcoholic beer or wine
- 3. Illegal drugs or drug paraphernalia
- 4. Cannabis
- 5. Food items
- 6. Glass and aluminum bottles or cans
- 7. Ice chests or hard-sided coolers
- 8. Fireworks
- 9. Bullhorns, air horns, or other noisemakers
- 10. Confetti
- 11. Remotely controlled, small, unmanned aircraft systems (a.k.a. drones)
- 12. Animals (except certified services dogs)
- 13. Bicycles
- 14. Skateboards or roller blades
- 15. Balloons of any kind
- 16. Weapons of any kind, regardless of permit (including but not limited to: firearms, knives, batons, mace, pepper spray, brass knuckles, tasers, etc.)
- 17. Stickers
- 18. Chains
- 19. Studded belts, bracelets, etc.

Please Note: event promoters reserve the right to restrict additional items

Public Transportation

Tacoma is served by Pierce Transit and Sound Transit bus systems as well as Sound Transit's Tacoma Link Light Rail and the Lakewood-Seattle Sounder Train.



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Recycling

The Greater Tacoma Convention Center and the City of Tacoma encourages recycling. You will find clearly marked bins in high-traffic areas for you to dispose of your recyclables.



Solicitation/Literature

Any persons without written consent from the Greater Tacoma Convention Center or the event promoter are prohibited from soliciting contributions or distributing literature on the Greater Tacoma Convention Center property (inside or outside).



Vending/Promotions

Any person or business wishing to distribute any promotional material or sell any product during a Greater Tacoma Convention Center event (both within the space contracted and in any public spaces maintained by the Greater Tacoma Convention Center such as elevators, administration, escalators, back-of-house, etc.) MUST receive permission to do so from the promoter of the show. Any person not authorized to distribute or sell ANY product will be asked to leave the property immediately. Call 253.830.6601 for specific event information.



Weapons

For the safety of all guests, <u>weapons of any kind, regardless of permit, are not permitted in the Greater Tacoma</u>

<u>Convention Center</u>. The ONLY exception to this is uniformed law enforcement personnel in the performance of their official duties.

Wheelchairs

Based on available inventory, wheelchairs are available at all entry points to the venue. Contact the nearest Guest Services Representative to request a wheelchair. Guests will be required to leave their driver's license, major credit card, or other government-issued photo identification as a deposit.