

LEVY TIMELINES

When can I expect to hear from Levy?

At six weeks out, menus are due. However, any information regarding timelines, history, etc. should be sent to Levy as soon as it is available to expedite accurate planning.

What are Levy's billing arrangements?

Full payment, along with signed BEOs and catering agreement, are due 10 days in advance of the event's move-in. Any additions after that date are more than welcome with a charge card authorization form on file.

When are guarantees due?

Final guarantees are due by noon, three business days prior to your event. Functions over 500 guests must be guaranteed five business days prior to the event.

Can exhibitors distribute food and beverage products?

Yes, sample size only. Sampled product must be produced or distributed by the company providing sampling and sizes must conform to Levy's specified sampling amounts. For sampling guidelines, please contact Levy Restaurants.

Can I bring in my own or donated food and beverage products?

Levy is the exclusive caterer for the Wisconsin Center District's venues. No other company or individual is permitted to bring food or beverage products into the facility to be sold, given away or used.

Can Levy work with a specific budget?

Yes, if your group has a strict budget, our catering sales team will be more than happy to create a menu to fit within your needs.

UNITED VISUAL PRODUCTIONS

Is your in-house AV provider exclusive?

No, United Visual Productions is WCD's preferred in-house provider. They have been our AV provider since the WCD opened in 1998. Their office is located in the Frontier Airlines Center's Business Center, 2nd floor.

What expenses may be incurred if I use an outside AV provider?

- House sound patch fees are billed per room, per day. Individual meeting rooms are \$50 per room, per day plus service charge and tax. Ballroom and exhibit hall sections are \$100 per room, per day plus service charge and tax.
- Audiovisual move-in or move-out days will be billed at prevailing rates
- Each meeting room includes (4) standard electrical connections. Additional connections will be billed at prevailing rates.

Is there a charge for lecterns and first lectern microphone?

Yes. They are available through United Visual Productions and billed at prevailing rates.

For more information about the Wisconsin Center District, please contact MIA NARDI, Director of Sales/VISIT Milwaukee
mnardi@milwaukee.org or 414-303-4467



414-908-6000 | info@wcd.org



Frontier Airlines Center, US Cellular Arena
and Milwaukee Theatre

FAQs



FRONTIER AIRLINES CENTER, US CELLULAR ARENA & MILWAUKEE THEATRE FAQ

Please use the following **frequently asked questions** when planning your event at the Frontier Airlines Center. Consult your license agreement and/or Event Manager's Sourcebook for more detailed information.

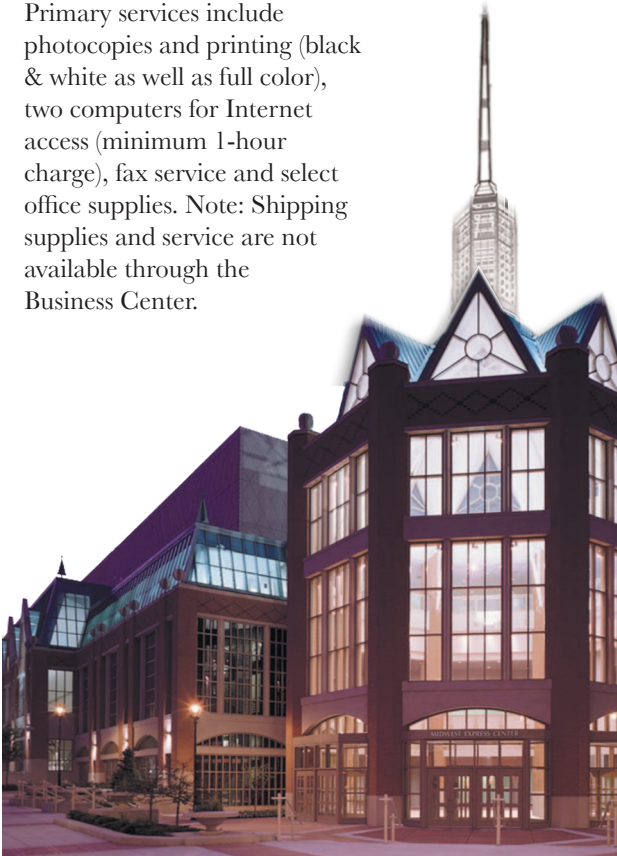
BUSINESS CENTER

What are the hours?

The Business Center, located on the 2nd floor at the corner of 4th and Wisconsin, is open Monday – Friday 8a.m. to 5p.m. Weekend hours are limited. Should you desire the Business Center be open over the weekend, please contact your Event Manager for more information.

What services are offered?

Primary services include photocopies and printing (black & white as well as full color), two computers for Internet access (minimum 1-hour charge), fax service and select office supplies. Note: Shipping supplies and service are not available through the Business Center.



WHAT IS AN OPEN DOCK?

- WCD's Open Loading Dock policy allows you to choose the labor or services of your choice. Most often, your General Services Contractor (Decorator) will assist with loading dock operations and will receive and handle all freight.
- Note: The Frontier Airlines Center is unable to send or receive freight.

WHAT EXCLUSIVE LABOR IS IN THE BUILDING?

Primary labor unions you will utilize:

- **Special Services** – Door staff, chief door persons for ticket taking, badge checking or general access control and ushers to seat people. See WCD's Event Manager to customize Special Services to your event's requirements.
- **Electricians** – Install all electrical connections, but clients and exhibitors are able to plug in their own utilities. Special connections are handled by in-house electricians at prevailing rates.
- **Engineers** – Install gas, air, water and drain connection on the exhibit hall floor.
- **Stagehands** – All sign hanging, rigging, lighting truss installation, lighting focus and spotlight operation throughout the facility.
- **Cashiers** – Handle ticket sale operations for public events.
- **Bartender** – \$85 per bar; minimum 4 hours; \$20 per hour after minimum.

HOW IS UNION LABOR ARRANGED AND BILLED?

Contact your WCD Event Service Manager to arrange all union labor. The charges will be posted to your master account with the WCD.

WHEN ARE MEETING ROOM AND BALLROOM CHANGEOVERS BILLABLE?

The initial set up and tear down of meeting rooms and ballrooms are included in your license agreement. Changeover activity to and from a standard meal function (i.e. Breakfast, Lunch or Dinner) will be provided at no charge. Changeover activity requiring short turn times can be subject to minimum labor calls.

WHAT DOES THE INITIAL MEETING AND BALLROOM SET UP INCLUDE?

Standard room sets including theatre, classroom and banquet style as well as linen topped tables and chairs for office space. A skirted head table and riser are included in each room. Additional skirted tables and equipment for rooms utilized as exhibit space or other special functions will be billed at prevailing rates. Each meeting room includes (4) standard electrical connections.

WHO HANDLES OUR FOOD AND BEVERAGE REQUIREMENTS?

Levy Restaurants is the exclusive provider of all food and beverages.

IS YOUR IN-HOUSE AV PROVIDER EXCLUSIVE?

No, United Visual Productions is our preferred in-house provider. They have been our AV provider since the WCD opened in 1998. Their office is located in the Frontier Airlines Center's Business Center, 2nd floor.

IS WIRELESS CONNECTIVITY AVAILABLE?

WCD boasts a 20Mb-burstable-to-100Mb per second Ethernet connection. WCD will customize WIFI hot spots to meet your needs.

WHO IS RESPONSIBLE FOR INTERNET AND TELEPHONY SERVICES?

The WCD's Information Technology Department handles these services. Contact your WCD Event Manager to arrange for service.

DO YOU REQUIRE FIRST AID STAFFING?

No, you are free to use medical personnel from any local provider.

DO YOU REQUIRE IN-HOUSE SECURITY?

No, you are free to hire any event security company licensed in the state.

info@wcd.org