



SAVANNAH  
CONVENTION CENTER

### Event Timeline

Contracts are typically received 1 year out. Of course, many SCC Events are last minute bookings and as soon as they are turned over to Event Services, an Event Coordinator/Event Manager will be assigned.

**The following is a general timeline for planning your upcoming event with the Convention Center Event Services Team:**

- 1) **Introductory Email:** This should include our contact information and the role we will play in your event. The Event Manager will request an agenda or specs to begin detailing your Event. Also the Certificate of Insurance will be requested, and should be on file at least 30 days prior to the Event. You may also be requested to provide some history or demographics on the group just to get an idea of where the event has been before and what expectations may be. You will also learn about the following items: Security/Police/First Aid, sampling & Health Department requirements and 3<sup>rd</sup> party contractor information.
- 2) **SCC Event Manager:** The Event Manager is your main contact; however you will also be contacted by the Convention Centers Catering, Audio Visual (PSAV) and Internet & Telecom (CCLD) Departments for specific details pertaining to your Event.

**Initial detailing will involve your Event Manager requesting and/or confirming the following information:**

- 1) **Initial Detailing Part 1:** Times, space and any special provisions as stated per your signed contract will be reconfirmed to ensure all information is correct. The Event Manager can always circle back with your Sales Manager to make any adjustments.
- 2) **Initial Detailing Part 2:** The Event Manager will ask questions and supply the proper contact information for Food & Beverage, Audio Visual and Internet/Telecom.
- 3) **Outside AV Company:** SCC does allow clients to bring in an outside AV Company. The Event Manager will need the AV Company's information in order to ensure they have our updated AV guidelines. Additional information, such as a production schedule, will be requested and should include all of the AV Company's requirements. Please see the list below for possible additional requirements that should be communicated with your Event Manager:
  - a. Electricity
  - b. Stages / Seating / Room Set
  - c. Tech tables / Location
  - d. Equipment
  - e. Stages for spotlights
  - f. Early/Late access
  - g. Additional security

Some AV companies will complete the floor plans for the space you are using. These plans should be included with the production schedule.

- 4) **Exhibits / Decorator:** The Event Manager will request the Decorator's information so that a copy of the Decorator Guidelines and General Conditions are sent for their reference. The decorator will be responsible for supplying the Event Manager with a production schedule as well as a floor plan to be approved by the Fire Marshal.
- 5) **Fire Marshal Floor Plans:** Once the Event Manager receives the Floor Plan, the Director of Operations will forward the floor plan to the Fire Marshal. The Event Manager will follow up with you should any questions arise or if/when the floor plan is approved.
- 6) **E-mail Extravaganza:** Expect quite a few emails regarding your Event specs. We find that it is easier to have it all in writing.
- 7) **Pre/Post Con Request:** The Event Manager will request a Pre-Con and/or Post-Con, which will include the SCC Staff and your staff to go over the Event prior to the start and right after the ending.
- 8) **Client Headshots:** The Event Manager will request headshots of key on-site contacts to distribute to staff that normally do not attend the Pre/Post-Cons. This helps the staff identify you as our client.
- 9) **Event Resume/Floor Plans:** Once all the above (# 1-8) information is received, the Event Manager will have enough information to begin working on your Event Resume and Floor Plans. Expect to receive a drafted Event Resume and Floor Plans for your review and approval prior to the information going out to our staff. The goal is to have the final version out to staff (2) two weeks prior to the Event start date with minimal changes. Please note that small changes can still be made during your Pre-Con.
- 10) **Cost Estimate:** Right after you approve the Event Resume and Floor Plans, the Event Manager will put together your Cost Estimate which will include the following:
  - a. PSAV and CCLD (if applicable)
  - b. Catering (if the BEO's are approved)
  - c. Public Safety
  - d. Power
  - e. Other Ancillary Charges.A signature of approval will be required prior to arrival.
- 11) **Client / Event Manager On-site Communication:** While on-site your Event Manager will supply you with a telephone number that can be used to reach (call or text) the Event Services Department should you have any questions or require assistance.
- 12) **Updated Expenses:** After the Event has concluded, your Event Manager will update any billing changes as needed. You will receive an Updated Expense Report to review, approve and sign. Once the Center has your approval, our Accounting Department will send out a formal invoice for payment.
- 13) **THANK YOU:** We are almost to the end, I promise! You will receive the following about a week after your Event:
  - a. Event Survey – We love to hear from our clients and how we can improve
  - b. Request for final attendance and room nights from your Event Manager