



GUEST SERVICES INFORMATION

Lobby, Public Elevator, People Mover and Theatre Staffing

The Colorado Convention Center (CCC) Guest Services Department will provide greeters at lobby and/or public elevator entrances to welcome your attendees. Our Guest Services Greeters will guide your attendees to the appropriate space for your event. They are also trained on the logistics and amenities of the facility. We share your goal of providing a positive experience for your attendees.

The CCC Guest Services Department provides a greeter under the following guidelines:

Attendee Access:

- For attendee access, CCC will provide a complimentary Guest Services Greeter for either the A Atrium doors (14th and California) or the F Atrium doors (14th and Stout). You and your Event Manager will work together to schedule the necessary attendee access times. (Note: Special arrangements are coordinated between you and your Event Manager for early client and/or staff arrival.)
- When an alternative lobby and/or public elevator entrance is selected, a Greeter will be scheduled at a rate of \$20.00 per hour. Staffing for alternative entrances is arranged exclusively through CCC and not your security contractor. (Note: When multiple access points are requested, in conjunction with multiple events, the Guest Services Manager will determine your complimentary lobby location as well as help coordinate the most economical scheduling for Greeter coverage.)
- At current rates, you also have the option of adding additional Greeters at entry locations during peak hours (four-hour minimum call required).
- Emergency coverage (less than twenty-four hours notice) for both the complimentary entrance as well as any ancillary entrance is charged at a billing rate of \$40.00 per hour.
- The Guest Services Manager provides the Event Manager with a staffing schedule to evidence that a Greeter(s) has been arranged.
- When more than one entry location is necessary for your event, the Event Manager will attach a Guest Services invoice to the event Estimate. On the last day of the event, and if the staffing coverage changed from the original estimate, the Guest Services Manager will provide the Event Manager with an adjusted invoice.

Guest Services People Mover:

- A Guest Services Greeter will also be provided as a driver if a people mover is contracted for your event. The CCC seven-passenger people mover is contracted on a first-come first-serve basis. The hourly provisioning rate is \$25.00 per hour. It is mandatory that people mover vehicles are driven by a Guest Services Greeter in CCC's public area spaces. A four-hour minimum is required. Operation of the people mover for five or more hours will necessitate a brief charge cycle of at least three hours. Please plan accordingly when scheduling use and arrange for a secondary people mover if you anticipate needing service during the charge cycle. (NOTE: Separate liability requirements apply if a people mover vehicle is utilized within the contracted event space. Your Event Manager will assist in making those separate arrangements.)
- If more than one people mover is required, the Guest Services Manager will make arrangements for the rental of additional vehicles and charges will get applied to the final invoice with CCC. Please discuss with your Event Manager, the hours of operations of the people mover(s). Additional four- passenger people movers can be provided for a \$125 daily rate or six- passenger people movers for a \$150 daily rate. People movers utilized more than three days qualify for a weekly rate of \$425. A delivery fee of \$200 will apply to all outside rentals as well as a \$20 per hour charge (four-hour minimum) for drivers.

Guest Services Usher Services:

- If the BellcoTheatre is utilized, you may request the services of our ushers to guide your patrons to their seating area. Usher Service can be arranged through your Event Manager at the rate of \$20.00 per hour and will appear on your Guest Services invoice, with the exception of stand-alone contracts.
- Additional greeters may also be provided at the aforementioned rate, if you desire a greater presence for access points, concourses, or the theatre.