

Guest Services Information



The Colorado Convention Center (CCC) Guest Services Department is dedicated to ensuring a positive experience for your attendees. Our Guest Services Greeters are available to welcome and guide attendees at lobby and public elevator entrances, providing information on the facility's logistics and amenities.

Guidelines for Greeter Services

- **Complimentary Greeter:** A complimentary Guest Services Greeter is available for either the A Atrium doors (14th and California) or the F Atrium doors (14th and Stout). You and your Event Manager will coordinate the necessary attendee access times. Special arrangements for early client or staff arrival can be made through your Event Manager.
- **Alternative Entrances:** If you select an alternative lobby or public elevator entrance, a Greeter can be scheduled at a rate of \$20.00 per hour. Staffing for these entrances is managed exclusively through CCC and not through your security contractor. For multiple access points in conjunction with multiple events, the Guest Services Manager will determine your complimentary lobby location and help coordinate the most economical scheduling for Greeter coverage.
- **Additional Greeters:** You may add extra Greeters at entry locations during peak hours at the current rate, with a four-hour minimum call required.
- **Emergency Coverage:** Emergency coverage, requested with less than twenty-four hours notice, is charged at \$40.00 per hour for both complementary and ancillary entrances.
- **Staffing Schedule:** The Guest Services Manager will provide the Event Manager with a staffing schedule to confirm that Greeters have been arranged.
- **Multiple Entry Locations:** If more than one entry location is required for your event, the Event Manager will include a Guest Services invoice with the event Estimate. On the last day of the event, any changes in staffing coverage from the original estimate will be reflected in an adjusted invoice provided by the Guest Services Manager.