



RAM/SWANA CONFERENCE

APRIL 2 + 3
TUESDAY & WEDNESDAY



2024 RAM/SWANA CONFERENCE EXHIBITOR INFORMATION

The RAM and SWANA organizations thank you for exhibiting at the 2024 Conference. Your support is crucial to our successful efforts in providing this vital connection of ideas, people, business, and education for solid waste and recycling professionals in the Upper Midwest. The following guidelines will assist you before and during the event to clarify the policies and procedures of Mystic Lake Center and the RAM/SWANA Conference.

CONFERENCE DATE & LOCATION

Tuesday, April 2nd and Wednesday, April 3rd, 2024

Mystic Lake Center: 2400 Mystic Lake Boulevard, Prior Lake, Minnesota, 55372

CONFERENCE SCHEDULE

DAY 1: APRIL 2, 2024

- 7:30 AM Registration & Breakfast
- 8:30 AM Exhibitor Setup
- 8:30 AM Attendee Tours & Tour Alternative
- 11:30 AM Lunch & Exhibits
- 1:00 PM Conference Sessions & Exhibits
- 3:45 PM Happy Hour

DAY 2: APRIL 3, 2024

- 7:30 AM Registration, Breakfast & Exhibits
- 8:30 AM Keynote
- 9:30 AM Conference Sessions & Exhibits
- 12:15 PM Lunch & Exhibits
- 1:30 PM Conference Sessions and Exhibits
- 4:30 PM Exhibitor Tear Down

EXHIBITOR SET-UP & TEAR DOWN TIMES

EXHIBITOR SET-UP:

- April 1, 2024 from 3:30-7:00 PM
- April 2, 2024 from 8:30-9:30 AM

EXHIBITOR TEAR DOWN:

- April 3, 2024 from 4:30-7:00 PM

EVENT SERVICES EXECUTIVE: Laura Thom, laura.thom@mysticlake.com, 612-791-6938

CONFERENCE PLANNER: Emily Youngs, eventsbyemilymn@comcast.net, 651-353-2806

REGISTRATION INFORMATION

Each booth comes with one complimentary staff registration. Your staff person was registered when purchasing your exhibit booth or sponsorship. So that we have accurate meal counts and name badges for each attendee, if you require more than one staff person, please register them for the conference [here](#).

GREEN INITIATIVE

In an effort to lead by example, we are committed to integrating sustainability into our events as best as possible. We encourage you to embrace sustainability for your display. Please consider the following examples:

- Hand out fewer giveaways.
- Curate giveaways that are eco-friendly, locally made, reusable, and/or recyclable.
- Avoid individually-wrapped items.
- In place of handing out printed materials (fact sheets, brochures, business cards, etc.), encourage visitors to take photos of the information.
- Print on recycled content paper.
- Create a reusable display with evergreen messaging.
- Showcase digital material, such as auto-playing slide decks or using a tablet for folks to sign up for more information.

For more information about our sustainability efforts and further inspiration, please visit:

<https://www.swanamn.org/event-sustainability>

LEAD RETRIEVAL

There is no lead retrieval system provided for exhibitors. Please plan to collect attendee information on your own if needed.

GENERAL MYSTIC LAKE CENTER INFORMATION

1. Mystic Lake Center is a firearm-free facility in its entirety. You are not allowed to display or distribute any item that is or has the appearance of a firearm.
2. No outside food or beverage is allowed in Mystic Lake Center. Fees will apply if outside food or beverages are brought in.

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3. Trucks, vans, etc. cannot be used for sleeping purposes or be plugged in to an electrical outlet on the poles in the parking lot.
4. If freestanding displays are used, they must be self-supporting in nature. Adhesive is not allowed on the carpet floor or ballroom walls, and may be subject to an extra fee. Gaff tape is allowed on the carpet with prior approval.
5. For Load-in, Load-out, and Shipping Information, please refer to the succeeding pages.
6. For loading in your equipment, supplies, product, or materials via the Salle Port elevator or Minnetonka, the weight limit is 8,000 pounds. Anything over 8,000 pounds may be approved by Mystic Lake 4 weeks prior to the event. Vehicles can only go in one specific location and must match the provided map exactly. Entrance door dimensions are 95" x 95" and floor dimensions are 83" x 114".
7. All packages shipped to Mystic Lake need to arrive no more than three days prior to event date. All shipping orders will be returned to sender if they arrive any sooner, at the cost of the sender. Pre-arranged storage may be available for a fee.
8. All booth assignments are determined by show contact.
9.

<u>Room Name</u>	<u>Ceiling heights</u>	<u>Largest door openings</u>
Minnetonka	22'	7'10"
Waconia	19'	7'10"
Isanti	15'	7'10"
10. Exhibitor is responsible for removing all items brought in at the conclusion of an event. Excess trash that is left behind is subject to an additional fee.
11. All platform dollies or carts with four or two wheels are permitted as long as they do not have metal wheels. Hand trucks are permitted with either soft or hard 8" rubber wheels. Please mark your items as Mystic Lake Center is not responsible for lost or stolen items.
12. The only tape allowed to be applied to floors, carpets, etc. is Gaff tape. Any property damaged by exhibitors must be repaired to its original condition at the service contractor or exhibitors' expense. This includes all tape residues. The use of packing tape on carpets, marble floor or any MLC equipment is NOT PERMITTED. No painting of any kind is allowed.
13. No parking of trucks or trailers overnight at the loading docks, or on Convention Center property, is permitted without consent of the Banquet Manager. During move in/out, unless a trailer is being loaded or unloaded, it needs to be removed from the

Convention Center/hotel property. Access to the fire exit doors and corridors must be maintained throughout the move-in/move-out period.

LOAD-IN AND LOAD-OUT INFORMATION

If you will need to load-in/out any materials or equipment, please inform your Event Services Executive with the following information at least three weeks prior to the event.

1. Type of items coming in. Is electrical needed?
2. Name of the Company and authorized representative
3. Ideal time/date for load-in/out (subject to Mystic Lake Center's approval)
4. Need for any assistance. If assistance is needed an additional fee may be applicable.

All Vendors, unless otherwise scheduled, should load-in/out through the Mystic Lake Center North and South entrances. (*Maps on succeeding pages.*)

For Vendors in need of loading dock or Salle Port entry, please contact please contact the Event Service Executive to schedule a load-in time a week in advance.

1. The Mystic Lake Center loading dock, which has both an east loading dock and north roll up door, is available. *See map.*
2. The secured Salle Port loading area will be available to all vendors that need to bring in heavy or oversized materials. *See map.*

The load-in/out times will be determined by the Event Services Executive based on availability.

Upon entering the property, Security Dispatch can be reached at 952-496-7222 in case you need directional assistance.

- Vendors will not be able to leave vehicles unattended.
- Vendors will need to return their vehicle to the parking lot or valet area and then enter the building through a guest entrance.
- All carts with neoprene wheels are allowed in our ballroom foyers. Please let your Event Services Executive know if the vendors will need flatbed carts to utilize.

If you have any questions, please call your Event Services Executive.

EXHIBITOR SELF LOAD-IN/LOAD OUT

Exhibitors with small carried items or small carts may enter through the pedestrian doors on the north and south entrances of Mystic Lake Center during approved load-in/out times

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as determined by Mystic Lake Center and the Conference Planner. Please mark your items as Mystic Lake Center is not responsible for lost or stolen items. Exhibitors are not permitted in back hallways of Mystic Lake Center without supervision.

LOADING DOCK

Upon prior approval to the Event Services Executive, dock access will be permitted under supervision of MLC staff. Load in and out will be coordinated and communicated through event services. Doors are not to be left open longer than 4 hours. An additional fee may be required if doors are open for longer.

Minnetonka roll-up door may not be opened for surface lot access during show hours. Exhibitors, permittee's, and guests are not allowed in the back hallways at any time without being accompanied by security or Mystic Lake personnel.

LOADING DOCK DOORS MEASUREMENTS

Mystic Lake Center provides a semi-trailer overhead door for convenient loading and unloading. Whether you need to display RVs and boats for an expo, and whether a vehicle needs to stay with the trailer, or set up equipment for a trade show, overhead door access will allow for easy access.

If vehicles are coming we need:

- License plate
 - If a brand new item without license plate, please provide the VIN and the product sheet listing weight, dimensions and other information
- Keys left with security
- If regular wheel, security will drive the vehicle
- Brand new, clean, low fuel
- All vehicles staying in the space must be listed

Loading Dock door dimensions are: 11'11" x 16'5"

- Height from grade or street: 16'5"
- A truck may not be higher than 16'5". The loading dock does not have a hydraulic lift and if one is required it is recommended using a truck equipped with its own platform.

Ceiling clear height in the ballroom is:

Minnetonka - 22'

Waconia - 19'

Isanti - 15'

PROCEDURE FOR VEHICLE(S) DISPLAY

Exhibitors displaying any type of motor vehicle must have prior approval. Exhibitor will be required to provide vehicle VIN # to determine weight per axel. Due to weight restrictions, vehicles can only be placed on certain areas of the ballroom. Please read and sign below which acknowledges that you understand these policies for displaying a vehicle at Mystic Lake Center. Vehicle approval is needed prior to 4 weeks before the event.

DIMENSIONS:

- Any vehicles that are over 8,000 lbs are subject to approval by Mystic Lake Center. If approved, there are limited placement locations within the ballroom.
- Exact measurements of the vehicle(s) are needed two weeks prior to event date to include width and length.
- Width - Mirror to mirror or the widest part - No wider than 7'8".
- Bus Entrance Doors - 94" High / 94" Wide
- Banquet Elevator (Salle Port) - 94" High / 94" Wide

VEHICLE CONDITION:

Vehicle must meet the following requirements:

1. Less than one quarter tank of gas.
2. The gas tank must be locked at all times.
3. Clean and dry (a car wash is located across the street if needed).
4. Easy access to the battery which will be disconnected once vehicle is in place.
5. During Load In and Load Out, fork lifts, man power, or any other means cannot be provided by Mystic Lake Center due to liability concerns.

MISCELLANEOUS REQUIREMENTS:

Owner must comply with the following:

1. A set of keys must be left on property with Maintenance, and will be returned upon load out.

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2. Arrival and departure schedules and procedures must be established in advance with the Event Services Executive and strictly adhered to.
3. Description including make, model, year, and vehicle identification number is needed two weeks prior to the event.
4. Number of vehicles to be displayed is subject to approval by Mystic Lake Center Risk Management department two weeks prior.
5. Owner allows Mystic Lake's maintenance department to handle vehicle entry and exit in and out of the building if it has a normal operating system such as a steering wheel.
6. Entry and exit of vehicle(s) must be scheduled between the hours of 7am and 5pm Monday through Friday unless approved by your Event Services Executive.
7. Any damage made to Mystic Lake Center by the display of the vehicle(s) will be itemized and charged to the owner.
8. Mystic Lake Center is not liable for any damage to the vehicle(s) while vehicle(s) are on property including body damage, theft, and vandalism. If any vehicles arrive that do not match the approved specifications given by the ESE, they may be denied entry.
9. Propane tanks must be maintained less than $\frac{3}{4}$ full.
10. NO VEHICLES ARE ALLOWED IN ANY EXIT HALLWAYS.

Ensure that the fuel line is cleared by shutting the valve off with the engine running.

Ensure the fuel line is cleared of any excess propane before turning the ignition off. The hotel does not accept any responsibility regarding the vehicle.

PERMITS

Written authorization by Mystic Lake Center shall be required for, but not limited to, the following:

- Operation of any heater, barbecue, heat producing or open flame devices, candles, lanterns, torches, welding equipment, smoke emitting devices, essential oil diffuser, or materials, etc.
- Operation or showcasing of any tools, appliances, equipment, foggers, or hazers will need prior authorization. Please contact your Event Services Executive.

BUTANE

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- An Open Flame permit (Special Events/Operational Permit) must be obtained and kept in the exhibit booth at all times. This approval must be done 2 weeks prior to the event. Maximum of 8 oz canister
- One fire extinguisher 2-A: 10-BC or greater must be present for each open flame device

CANDLES

- An Open Flame permit (Special Events/Operational Permit) must be obtained and kept in the exhibit booth at all times
- Any open flame must be securely supported on substantial noncombustible base and open flame is protected
- Taper candles or candles without a base are not permitted.

ELECTRICITY REQUIREMENTS, INTERNET, A/V, ETC.

For exhibitions requiring electrical, internet and A/V, requests must be made in advance through Emily Youngs at least two weeks prior to the event. If you indicated that you needed electricity when you registered, you will have it at your booth.

All electrical equipment must be U.L. approved and properly wired and tagged as to type of current, voltage, phase, cycle and horsepower. Use of open clip sockets, latex or lamp cord wire, unapproved duplex or triplex attachment plugs and Romex cable is prohibited.

Mystic Lake Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by Mystic Lake Center. Utility panels and mechanical equipment rooms may not be blocked. Only Mystic Lake Center staff is authorized to access electrical floor boxes and make electrical dis/connections. The Permittee will be financially responsible for damages to electrical equipment caused by the show, exhibitors and/or Event Service Contractors.

LABOR/DRAYAGE

Exhibitors must provide their own labor for the unloading of trucks and transportation of equipment and display materials to and from the exhibit area. Mystic Lake Center does not provide labor for this purpose. To avoid damage to flooring, wooden skids must be placed under all heavy pieces of equipment. Bolts or other fastenings must be countersunk below

the surface of such skids, and sharp edges or nails that might scratch the floor must be eliminated. Mystic Lake Center will hold exhibitors liable for any damage to the property.

EXHIBIT SET-UP AND TEAR-DOWN

Set-up and tear-down times have been scheduled in advance as part of the initial expo requirements. Exhibitors are required to adhere to the agreed upon tear down times as established by the Mystic Lake Center and Event Planner. All arrangements for the return of convention materials are to be confirmed by the client/exhibitors directly. No materials can be left overnight. Any materials remaining at the conclusion of the event without instruction will only be held for a maximum of 24 hours, then disposed of, and a clean up fee will be assessed.

In an effort to maintain a quality appearance in the public areas of Mystic Lake Casino Hotel, all display signage must be professionally prepared. Signs and/or posters cannot be affixed on any walls within the Hotel or Mystic Lake Center. Signage must not interfere with walkways. Please see your ESE for locations and purchasing signage through our on-site print team.

SIGNAGE

In an effort to maintain a quality appearance in the public areas of Mystic Lake Casino Hotel, all display signage must be professionally prepared. Signs and/or posters cannot be affixed on any walls within the Hotel or Mystic Lake Center. Signage must not interfere with walkways. Please contact Emily Youngs about locations and purchasing signage through the Mystic Lake Center on-site print team.

TABLES, SKIRTING AND CHAIRS

Each exhibit space comes with an 8 ft. table, 2 chairs, black tablecloth, black pipe and drape, and a company name sign. Tables, skirting and chairs to be used in your exhibit area must be obtained from the exhibit service company identified by the Conference Planner. Mystic Lake Center can provide up to a maximum of (1) one additional table based on availability for a cost of \$40.00 per table per day. Large trash cans can be placed throughout the room at no cost with an advanced request.

SECURITY

Any special security arrangements, controlled access or overnight security for exhibits and displays will require additional security guards to be arranged at a cost of \$100.00 per hour with a minimum of 4 hours, per security personnel. Please contact your Event Services Executive to arrange this service if needed.

NO CASH EXCHANGE ON PROPERTY

No raffles or any external gambling are allowed on Mystic Lake property. No cash transactions are allowed on property.

FIRE REGULATION

All display materials including banners must be flame-retardant. No flammable fluids or substances may be used or displayed in booths.

During exhibition hours, walkways should be kept clear at all times. Stalls, stands, curtains and other materials should never block the access to the exits and should not obscure exit signs. The exhibition companies and audio-visual panels must provide their emergency exit light even if the exit is partially hidden by a curtain, for example. Off site exhibit companies need to provide Mystic Lake with the vendor map and measurements in advance for approval by the fire marshal.

A display must not block the access to fire equipment or interfere with the normal operation of the sprinkler systems or fire detection and smoke.

The exhibitor must not interfere in the aisles and must remain within their allotted space. All additional fire equipment provided by the exhibitor must be placed within sight and be reachable. Dead-end corridors are not permitted.

SHIPPING INFORMATION

Coordinate all shipments of parcels to your Event Services Executive, who will then work with receiving. If you have the tracking information you can share it with your Event Services Executive, but continue to monitor your package since it is your responsibility. We will do our best to deliver packages in a timely fashion.

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SHIPPING

- Mystic Lake Center is not responsible for materials shipped but not received in time for your function. C.O.D. shipments will not be accepted.
- All packages must be labeled with the Company Name, Vendor Representative, Show/Event Date, Event Name.

Example:

Company XYZ
Mr. John Smith
ABC Show – Jan. 1-3 2023
Attn: Convention Services
2400 Mystic Lake Blvd.
Prior Lake, MN 55372

- Please direct deliveries to Mystic Lake Center NO MORE THAN THREE days prior to the date of your event and during the business hours of 8am until 5pm Monday through Friday (excluding Holidays). Any shipments arriving sooner will be returned to sender or are subject to a holding charge.
- Any freight shipping charges incurred as a result of materials i.e. literature, audiovisual equipment, etc. being shipped remain the sole responsibility of the Exhibitor.
- No pallet storage is available unless pre-arranged with your group contact. Storage fees will apply.
- Please contact Banquets upon arrival to retrieve shipments.

RETURN SHIPPING

- Please provide your own shipping labels which include the following:
 1. Account number for billing
 2. Name and address of shipper
 3. Name and address of destination
- Notify Banquets of intent to ship. At conclusion of event, all packages that are labeled and ready to be shipped out should be moved to a designated place in the room for Banquet team to pick up. FedEx and UPS pick up daily.

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- Please arrange for pick-up with the courier of your choice at the East Loading Dock (see map). Please ensure boxes are labeled properly for when the courier arrives.
- Any packages that are on a pallet must be shrink-wrapped and will be the full responsibility of the vendor.
- Any packages left here without the proper information are subject to a holding charge. Please have the company who is picking up the package contact the Event Services Executive for more information.

ADDITIONAL TERMS

The exhibitor assumes the entire responsibility and liability for losses, damages, and claims arising out of exhibitor's activities on the Hotel premises and will indemnify, defend, and hold harmless the Hotel, its owner, and its management company, as well as their respective agents, servants, and employees from any and all such losses, damages, and claims.

EVENT CONTACTS

For further questions please contact your Event Services Executive or Conference Planner.

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MAP & DIRECTIONS



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DIRECTIONS TO MYSTIC LAKE CENTER®

FROM THE NORTH:

- Take US Hwy 169 South to Cty Rd 83 (Mystic Lake Dr NW) for 3.6 miles.
- Digital signage on the overpass will direct you to the right lane of traffic.
- Follow Dakota Parkway.
- At the roundabout, take the third exit onto Mystic Center Drive. Continue to the Mystic Lake Center event parking lot.

FROM THE SOUTH:

- Take I-35 North to 185th St and follow Cty Rd 21.
- Turn left on Cty Rd 82.
- Turn right on Cty Rd 83 (Mystic Lake Dr NW).
- Continue under the overpass and turn left on Dakota Pkwy.
- Follow Dakota Parkway.
- At the roundabout, take the third exit onto Mystic Center Drive. Continue to the Mystic Lake Center event parking lot.

GUESTS STAYING AT THE HOTEL:

- Follow property signage to the hotel entrance. The hotel is located on the southwest side of the property near the golf course.
- You are welcome to self-park in the hotel lot or use the complimentary valet service.

OWNED & OPERATED BY THE SHAKOPEE MDEWAKANTON SIOUX COMMUNITY

