

IN-HOUSE SERVICES

JULY 2023 - JUNE 2024

Admission Services

The Expo Center employs full-service staff to handle all aspects of entry including ticket taking, badge and coat check. Staff members are customer service service-oriented and are often the first person patrons meet upon their arrival to the event. Your event manager will arrange admissions staff based upon event load. Please see [Labor Rates](#) for more information.

Audio-Visual & Equipment Rentals

The Expo Center can handle AV and equipment needs for any meetings, seminars, exhibits or banquets from small-scale to large-scale productions. Please see the [Audio-Visual Rates](#) for a complete list of current inventory. To receive a discounted advance rate, all orders must be received no later than fourteen (14) days prior to your first event day.

Expo Center's inventory includes a variety of equipment from tables and chairs to bleachers and staging. Please see [Equipment Rates](#) for a complete list of current inventory.

Catering & Concessions

The Portland Expo Center's exclusive food and beverage contractor, Levy Restaurants, is here to serve you. Whether your event features a seated meal for 3,000 people or a buffet for 30 people, the Levy Restaurants staff will meet your needs while making the planning process easy. A wide variety of menu options are available; choose from the budget-conscious to the most elegant, including healthy refreshment breaks, direct booth services, and memorable receptions and desserts. Unique concession fare throughout the facility also offers a diversity of affordable options for your patrons. See the [Levy Restaurants Catering Menu](#) for more information.

Electrical

The Expo Center is equipped with enough power for a full-scale concert or a simple and convenient 5-amp lay-in to exhibit booths. Electrical services and installation are solely provided by Elden Electrical. Please see [Temporary Electrical Service Rates](#) for more information. Your service provider can provide electrical service order forms to be included in exhibitor packets. It is advised that electrical services be reserved 21 days prior to your first event day.

Natural Gas

The Expo Center is equipped with a safe natural gas distribution system providing availability throughout the facility. Expo's operations staff can drop natural gas lines from the ceiling based on your event and exhibitor needs; equipment hook-up is performed by exhibitor-contracted personnel. It is advised that natural gas services be reserved and placement finalized thirty (30) days prior to your first event day.

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Parking Services

The Expo Center parking operation is managed by ACE Parking. There is a charge for all parking during events at the Expo Center. Special arrangements may be made with licensees wishing to pay for their attendee's parking. Parking is free of charge on non-event move-in and move-out days. Each licensee is provided with (15) fifteen complimentary parking passes that are valid for the run of show, and include in and out privileges. See [Parking Information](#) for more information.

Security and Medical Services

Expo offers experienced security and medical professionals to assist clients in providing a safe, controlled atmosphere for attendees. An emergency medical technician (EMT) is required to be on-site for all events expecting 500 or more attendees. The EMT will typically be scheduled thirty (30) minutes prior to the event opening and after it closes. The EMT is ordered directly by the event manager.

Security is required for the contract term and can be arranged by your Event Manager or contracted directly from our [Approved Security Providers List](#). All security schedules must be approved by Expo Center Management. For some events, a detailed security plan of operations may be required. Pricing structures and services vary between providers. Expo event managers will be advised of all reserved security services no later than thirty (30) days prior to the event, or be advised that the Expo Center will order security services in order to maintain event security standards. Please see [Labor Rates Price Sheet](#) for current hourly rates. There is a four-hour minimum per position.

Technology Services

The Expo Center can provide a number of technology services to our clients and their exhibitors. Wi-Fi, hardwire internet lines and telephone lines can be installed throughout the venue. Expo's data infrastructure features an extensive network throughout the facility with speeds up to 500Mbps. Wired Connections have direct internet connectivity with full public IP addresses and standard rates of 20Mbps (expandable to 500 Mbps), and can be installed in any location within the facility including meeting rooms, lobbies, and the show floor. Wireless Access Points are installed in all halls and can support hundreds of simultaneous users. Rates are based on number of users and bandwidth needs.

Please talk to your Event Manager about options involving activation, pricing, and general protocol for the Wi-Fi network.

Ticketing Services

All ticketing services are provided by Expo's in-house ticket services department. We offer a professional and reliable full-service ticketing operation covering all aspects of event ticketing and sales, including design, set-up, and printing; advanced and day-of-event sales; daily statements; and final reconciliation. Advance sales are offered through TicketsWest's website. Pre-printed tickets with security options are also available. Licensees will be charged for labor and ticket printing at the conclusion of the show. See the [Ticketing Information](#) Sheet or contact the ticket services department for more information.