



SMOOTHIE KING
CENTER

TECH-PACK



Smoothie King Center | P.O. Box 52439 | New Orleans, LA 70152
www.smoothiekingcenter.com



WELCOME TO **THE SMOOTHIE KING CENTER**

The Tech-Pack is intended to provide an overview of the features and services offered by the Smoothie King Center managed by ASM Global. ASM Global is the worldwide leader in public facility management. We hope that this will serve as a valuable resource as you assess our facilities.

In addition to our great venues, our dedicated team of industry professionals is ready to make your visit to New Orleans a success. It is our goal to provide you with exceptional service and personal attention throughout your planning and production process. Please contact your Event Coordinator or any member of our management team for clarification or comments on any of the information contained within this guide.

On behalf of ASM Global, we look forward to hosting you and your event at the Smoothie King Center.

Best regards,

Evan Holmes
General Manager, Smoothie King Center

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SMOOTHIE KING CENTER

TELEPHONE DIRECTORY

Smoothie King Center Security Control
(504) 587-3901

Smoothie King Center First Aid (100 Level)
(504) 587-3928

Smoothie King Center First Aid (300 Level)
(504) 587-3929

Smoothie King Center Box Office
(504) 587-3822

Smoothie King Center Box Office Fax
(504) 587-3526

Smoothie King Center Event Services Office
(Event Day)
(504) 587-3809

Smoothie King Center Event Services Fax
(Event Day)
(504) 587-3580

Smoothie King Center Guest Services
(504) 587-3990

GENERAL NUMBERS

Engineering Control
(504) 587-3862

Available Rental Dates
(504) 587-8980

Lost & Found
(504) 587-3990

Smoothie King Center Events
(504) 587-3663

Fanatics
(210) 654-4447

Sodexo Live! Catering Services
(504) 558-6260

Sodexo Live! Catering Services Fax
504) 566-0540

Ticketmaster
(504) 522-5555



STAFF DIRECTORY

Main Switchboard - (504) 587-3663
Main Fax Number - (504) 587-3848

GENERAL MANAGER

Evan Holmes - (504) 587-3892

ASST. GENERAL MANAGER

Mike Schilling - (504) 587-3875

REGIONAL BOOKING DIRECTOR

Alex Bowen - (504) 587-3925

**SENIOR DIRECTOR OF
FINANCE & ADMINISTRATION**

David Weidler - (504) 587-3850

MANAGER OF PARKING

Dan McIlhargey - (504) 587-3801

SENIOR ACCOUNTING MANAGER

Karen Miller - (504) 587-3886

MANAGER OF BOX OFFICE

Mark Arata - (504) 587-3556

HUMAN RESOURCES MANAGER

Evelyn Masters - (504) 587-3911

DIRECTOR OF ENGINEERING & OPERATIONS

Chuck Bourg - (504) 587-3882

OPERATIONS MANAGER

Rene Reynolds - (504) 587-3812

CHIEF OF PUBLIC SAFETY

Jeffery Powell - (504) 587-3909

DIRECTOR OF EVENT SERVICES

Farrow Don Bouton - (504) 587-3838

MANAGER OF EVENT SERVICES

Alex Gonzalez - (504) 587-3837

MANAGER OF GUEST SERVICES

Laurie Ducros - (504) 587-3842

VIDEO PRODUCTION MANAGER

Paul Hambrice - (504) 587-8800

MANAGER OF IT

Matt Boyd - (504) 587-3898

DIRECTOR OF SALES & MARKETING

Abby Jones - (504) 587-8980

SALES MANAGER

Caroline Guidry - (504) 587-8810



GENERAL INFORMATION



TICKET OFFICE INFORMATION

SMOOTHIE KING CENTER

Box Office Information

- Full Box Office services
- (15) ticket windows available in the Main Box Office
- Located on Ground level on Dave Dixon Drive at the corner of LeRouge St.

SEATING CAPACITIES

- Basketball.....18,000
- Center Stage Concert.....17,791
- West End Stage Concert.....15,321 = 270°
13,077 = 180°
- Ice Show (Family).....10,000
- Half House Show.....7,500

TICKETING SERVICES

The Smoothie King Center has an exclusive agreement with Ticketmaster in the selling of tickets for all events. There is a facility fee assessed on all tickets over \$10.00, which is subject to change

For more details on box office operations and other services, please call the Box Office Manager, Mark Arata at (504) 587-3556.

EVENT MANAGEMENT

From the moment your event becomes contracted, an Event Coordinator will be assigned to be your primary contact with our facility. Your Event Coordinator is your principal source of information and can be your “right hand” once you have arrived on site.

The Event Coordinator will take the information provided by your team and disseminate it to the appropriate facility personnel. With as much information as you provide, your Event Coordinator will work with our entire staff to ensure your event is a success.

Please call the Director of Event Services, Farrow Bouton at (504) 587-3838 if there are any questions regarding the assignment of your Event Coordinator.

YOUR EVENT COORDINATOR ROLE

The Event Coordinator’s role is to provide all the necessary information you need in a timely manner to make your experience as flawless as possible. The Event Coordinator will be on site from the time you arrive to the time you leave, ensuring your event is fully executed with clear lines of communication.

Your coordinator will be reaching to you to start planning for you event!

CONCERT RUNNER INFORMATION

Provides towels to the tour - tour is to pay them directly.

Contact 1: Dori Gagliano - dori_gagliano@yahoo.com

Contact 2: Gary Cadow - gjcadow@hotmail.com

Contact 3: Jaime Tejeda - 504.975.5674/Email: j.tejeda1@aol.com

Keys to all runner equipment and vehicles should be left at arena control at the conclusion of the concert.

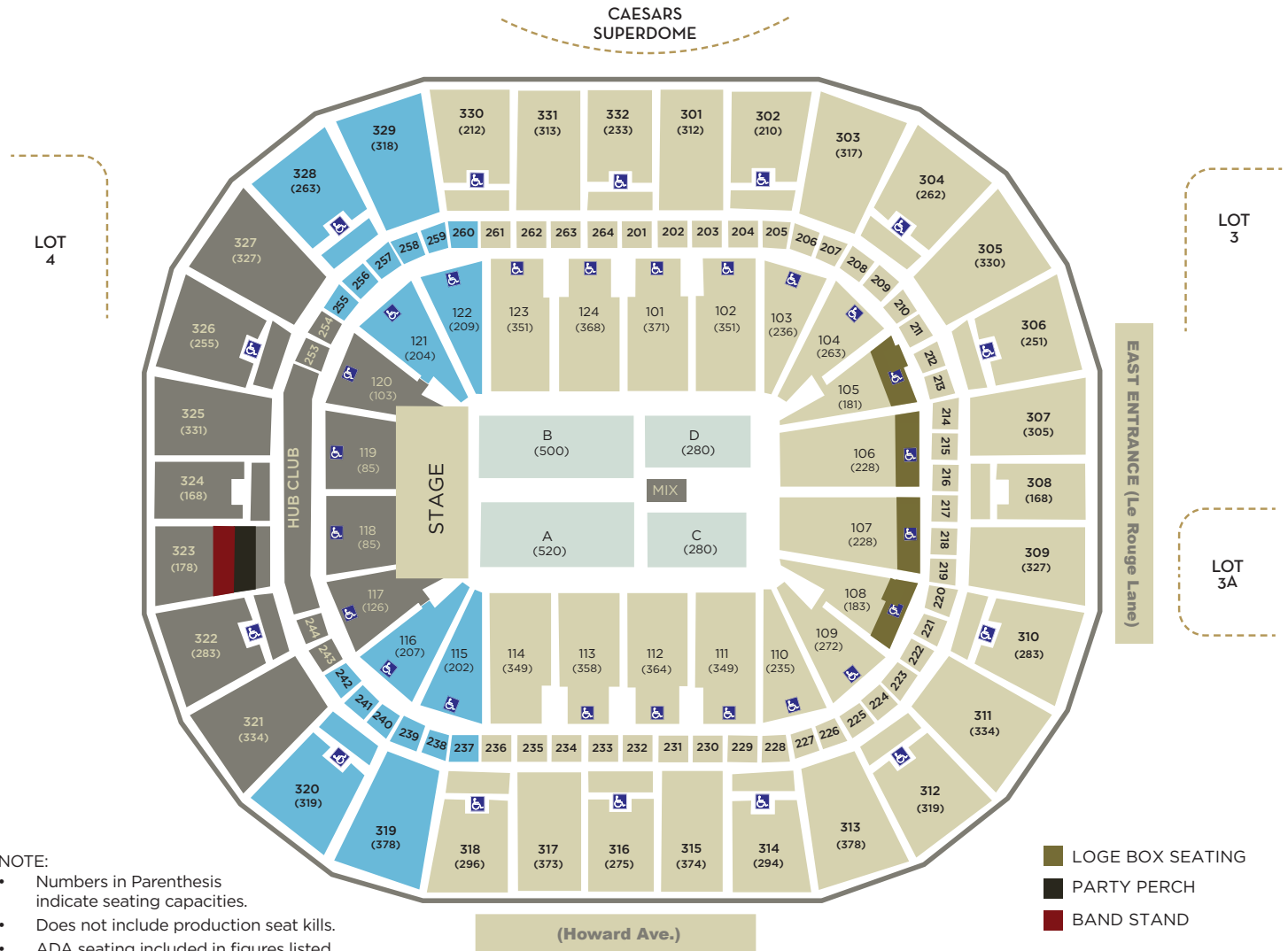
DRESSING ROOMS

- The Smoothie King Center has a total of 13 Dressing Rooms/Locker Rooms. These rooms are in a variety of configurations and all but four (4) have restroom facilities available. Cable television and telephone services are available upon request. Please refer to the Smoothie King Center Backstage diagram on Page 25.

VIP LOCATIONS - MEETING ROOMS A AND B AND (CHAIRMAN’S CLUB FOR APPROVAL)

- Meeting Rooms A and B can be split with an air wall as needed. Use of the Chairman’s Club will need approval if multiple VIP activations are happening. Please work with your coordinator for routes and access of Meeting Rooms A and B.

SEATING CAPACITY CHART



NOTE:

- Numbers in Parenthesis indicate seating capacities.
- Does not include production seat kills.
- ADA seating included in figures listed.
- "Standing Room Only" in Suites will increase capacity.
- Certain Suite restrictions apply.

- LOGE BOX SEATING
- PARTY PERCH
- BAND STAND

| CONFIGURATION | LEVEL | SEATING CAPACITY |
|---------------|-------------|------------------|
| 360° | FLOOR | 1,580* |
| | 100 LEVEL | 5,976 |
| | SUITE LEVEL | 915 |
| | 300 LEVEL | 9,320 |
| TOTAL | | 17,791 |
| 270° | FLOOR | 1,580* |
| | 100 LEVEL | 5,577 |
| | SUITE LEVEL | 720 |
| | 300 LEVEL | 7,444 |
| TOTAL | | 15,321 |
| 180° | FLOOR | 1,580* |
| | 100 LEVEL | 4,755 |
| | SUITE LEVEL | 576 |
| | 300 LEVEL | 6,166 |
| TOTAL | | 13,077 |

*Depending on production requirements seating capacity may vary for the floor level

SPONSORSHIP RIGHTS

- The New Orleans Pelicans retain the exclusive rights to sell fixed advertising panel, LED messages, message boards and all other concourse, interior or exterior arena signage. The promoter shall have the right to sell sponsorships that are directly related to its event, which include certain elements such as, temporary banner signage in the inner bowl and arena concourse. LED and message board display associated with event sponsorship shall not conflict with any of the existing Smoothie King Center sponsors. All temporary signage, message board and LED request must be made by the promoter in writing at least 30 days prior to the event and such request shall describe in detail the message content, location and nature of the advertising or sponsorship.

UNIONIZED LABOR:

- Unionized positions (Engineering Trades, Housekeeping and Field Crew) are included in the billable rates for set up, conversions and tear downs.

POLICY & PROCEDURES

ENTRY & EXIT

- There will be walkthrough magnetometers (WTMD) and bag checking at all entry gates with a clear bag policy in effect. Please relay any issues surrounding the use of walkthrough magnetometers for artists/talent to your Event Coordinator.
- EOD sweeps in BOH and stage areas at the sole request & expense of the promoter

PROHIBITED ITEMS:

- Cans, bottles, weapons, fireworks, contraband, video cameras, recording devices, beach balls, laser pointers, artificial noisemakers, whistles, and containers of any kind are prohibited on Smoothie King Center property.
- Signs are allowed unless prohibited by the tour.

CAMERA POLICY

- No camera or video cameras with lenses longer than 6"
- No professional cameras including iPads and tablets of any kind. Additional restrictions can be discussed based on needs of promotor.

BAG POLICY

- All bags are prohibited other than clear vinyl bags no larger than 12"x12"x6", gallon size Ziploc bags (limit 1 of either) and small clutch purses.

POURING POLICY

- All drinks should be poured prior to entering the floor seating.



CONCESSIONS & CATERING

Sodexo Live! exclusively provides all concessions at the Smoothie King Center. Outside food and/or beverages of any kind are prohibited. They may not be brought or delivered into the building or onto the premises. Contact Sodexo Live! at (504) 558-6260 for food and beverage requests.

CATERING

All catering is provided in-house by Sodexo Live!. To coordinate specific food and beverage requirements, please contact the Director of Catering, Justin Roux at (504) 587-6267.

Tour catering for BOH can be from an outside caterer.

SATELITE BAR ON MAIN ARENA FLOOR

The SKC reserved the right to place a satellite BAR at the rear of the floor for exclusive usage of floor guests only. If you have any questions please contact your assigned Event Coordinator.

REFRIGERATORS FOR CATERING AND DRESSING ROOMS

Double door refrigerators are for catering prep areas. Please work with your coordinator on exactly how many smaller refrigerators are needed. Refrigerators in dressing rooms are provided based on availability.

DISHWASHING

Dishwashing information should be advanced. The dishwashing area is in the Courtside Club kitchen. Your coordinator will show you this location upon arrival. Please note that this space will be shared with Sodexo who is the building's food and beverage provider.

DELIVERY

- Freight must be consigned to the official show service contractor or exhibitor service contractor, or delivered directly to these parties during the event. Mail received on-site should be addressed to the appropriate show or event. Mail will be held in the Administrative Offices until the first day of the event, at which time it will be delivered to the licensee.

ATTN: Event Coordinator
Caesars Superdome
1501 Dave Dixon Drive
New Orleans, LA 70113



SATELITE BAR ON MAIN ARENA FLOOR

PRODUCTION



VENUE MARKETING SPEC SHEET

All Graphics should be in RGB Color Mode with a resolution of 72 dpi

WEB GRAPHICS

***NOTE:** Include the date and venue on these graphics.

| | |
|---------------------------------------|---------------|
| Website Main Slider Graphic | 1020 x 340px |
| Website Thumbnail Graphic | 240 x 240px |
| Rectangle Web Banner* | 300 x 250px |
| Leaderboard Web Banner* | 728 x 90px |
| Facebook & Instagram Image* | 1080 x 1080px |

INTERIOR / EXTERIOR MONITORS

NOTE: All Exterior Boards should have the date and venue included

| | |
|-----------------------------------------------|----------------|
| Smoothie King Center Box Office* | 4640 x 192px |
| Smoothie King Center Megaboard | 1408 x 768px |
| Pelicans Box Office Activation | 930 x 192px |
| Caesars Superdome Garage | 320 x 112px |
| Caesars Superdome Gate A Box Office | 3152 x 160px |
| Caesars Superdome Poydras Street | 480 x 320px |
| Caesars Superdome Pylon | 768 x 448 px |
| Box Office | 1024 x 768px |
| High Definition Television | 1920 x 1080px |
| Plaza | 3200 x 90px |
| Television | 1920 x 1080 px |
| Box Office Television | 1080 x 1920px |

***NOTE:** 250 pixels on left side shouldn't have any significant art included. This space curves around the side of the building and isn't always visible.

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INTERIOR / EXTERIOR MONITORS

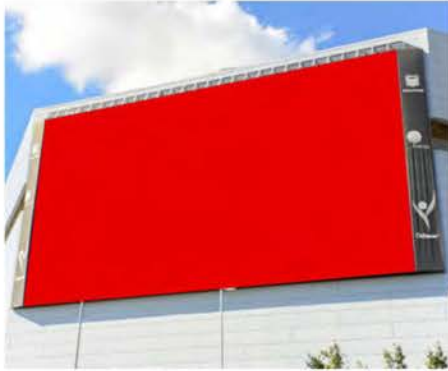
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VENUE MARKETING SPEC SHEET

All Graphics should be in RGB Color Mode with a resolution of 72 dpi



MEGABOARD

1408 x 768px



TELEVISION

1920 x 1080px



BOX OFFICE

4640 x 192px



PYLON

768 x 448px



POYDRAS STREET

480 x 320px



GATE A BOX OFFICE

3152 x 160px



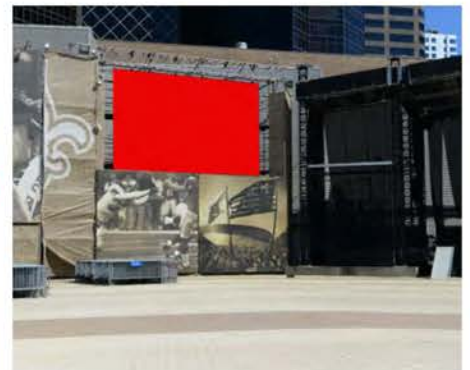
GARAGE

320 x 112px



PLAZA

3200 x 90px



CHAMPIONS SQUARE BOARD

1920 x 1080px

INTERIOR ELECTRONIC SIGNAGE

PANASONIC - UPPER 360 BOWL

- Full Color LED
- 14016 pixels wide x 24 pixels high; 72dpi
- Size: 924' x 17"
- Qty: 1
- Only acceptable file formats are .jpg, & .avi (30 frames per second, no compression)

HALO - LOWER 360 BOWL

- Full Color LED
- 11632 pixels wide x 24 pixels high; 72dpi
- Size: 871' x 22"
- Qty: 1
- Only acceptable file formats are .jpg, & .avi (30 frames per second, no compression)

PRODUCTION FACILITIES

CONTROL ROOM

- One (1) Grass Valley Kayenne Video Production Switcher
- Five (5) Grass Valley Elite Twin CCUs with LDX 80 Cameras
- Two (2) Grass Valley Universe XF CCUs with LDX 86 6X Cameras
- One (1) Sony PMW400 XDCAM with VISLINK Wireless Transmission and Control
- One (1) Panasonic AK-HC1500G Camera with AW-PH405 Pan/Tilt Head and AW-RP120 Control (remote)
- One (1) Sony BRC H900 PTZ Camera with Vaddio 999-5700-000 Control
- Three (3) Evertz DreamCatcher 6IN/2OUT Replay Systems
- One (1) Evertz DreamCatcher 4-Channel Clip Player
- One (1) Click Effects CrossFire 2-Channel Broadcast Server
- One (1) Click Effects CrossFire 1-Channel Broadcast Server
- Two (2) ChyronHego Mosaic 2-Channel Graphics Platforms
- Two (2) Sony PDW-F1600 XDCAM HD Player/Recorders
- Two (2) Video Devices PIX 270i HD Player/Recorders
- Two (2) Toshiba DR430 DVD Player/Recorder
- One (1) JVC SR-HD2500 Blu-Ray Disc & HDD Recorder
- All TVs have the capability for channel insertion





SOUND SYSTEM

SMOOTHIE KING CENTER

- 32-Channel Yamaha M7CL Mixing Console
- 2 Tascam CD Players
- Tascam Tape Player/Recorder
- 6 Shure UHF Wireless Mic Systems

AUDIO SPECIFICATIONS

SPEAKERS

- East and West Clusters
 - Five (5) EAW MH662 Mid/Hi
 - One (1) EAW MH660 Mid/Hi
 - Seven (7) EAW MHBV535 Low Freq.
 - Two (2) EAW MHBV660 Low Freq.
- North and South Clusters
 - Three (3) EAW MH662 Mid/Hi
 - Three (3) EAW MHBV535 Low Freq.
- Scoreboard Speakers and Downfires
 - Eight (8) EAW AOS130 Mid/Hi
 - Eight (8) EV HP640 Horns w/ DH1A 2" Driver
- Foldback Speakers
 - Two (2) EAW SM122e Wedge

AMPLIFICATION

- Main Bowl
 - Nine (9) Crest CKS 800
 - Twelve (12) Crest CKS 1200
 - Thirteen (13) Crest CKS 1600
- Concourse
 - Seven (7) Crest CKV 800
 - Six (6) Crest CKV 1600
- Foldback
 - One (1) Crest FA 1201

LIGHTING

The Smoothie King Center has both quartz and metal halide fixtures. The metal halide fixtures also include shutter capability. Custom lighting modes can be configured if necessary.

SPOTLIGHTS

The Smoothie King Center has the following spotlight inventory. Please take note that this is the total inventory that is shared between the two buildings. Please check with your Event Coordinator regarding spotlight availability.

- Six (6) Gladiator spotlights (between both the Caesars Superdome and Smoothie King Center)
- Four (4) catwalk spotlights at the Smoothie King Center (located in catwalk; 2 on East and 2 on West)

PLEASE NOTE THE SMOOTHIE KING CENTER DOES NOT SUPPLY ADDITIONAL SPOTLIGHT PARTS (I.E. COLOR LENSES, GEL FRAMES, ETC.); CLIENT/PROMOTER IS RESPONSIBLE FOR OUTSOURCING THESE ADDITIONAL ITEMS.

EQUIPMENT AVAILABILITY

ELECTRICAL, COMPRESSED AIR, AND WATER AVAILABILITY

SMOOTHIE KING CENTER

- Water sources are available on the center floor in each of the four (4) floor vomitories, and backstage on the loading dock, and in the dressing room corridor.
- There are also additional water sources located on the concourse levels that may be accessed as well.
- An in-house washer and dryer are available for promoter use. Please notify your assigned Event Coordinator in advance if you desire to use them.
- Access to all water services must be done by the House Plumber.
- All wiring and electrical installations must be performed by a House Electrician.
- All utilities for trade/consumer shows fall under special pricing. Please speak with your assigned Event Coordinator to obtain the appropriate forms.

FORKLIFT AND GAS RENTAL

- Please contact your assigned coordinator for Forklift and Gas rental needs.

OTHER EQUIPMENT

- In our inventory are 7 love seats, 18 lounge chairs, 5 end tables, 5 coffee tables, and 5 lamps. Pipe and drape should be advanced of how much they need.

SOFT GOODS (I.E., PIPE AND DRAPE, UPSTAGE CURTAIN)

- Pipe and drape is based on availability. Please work with your coordinator for exact measurements and descriptions on what is needed.
- Our 1 upstage curtain is navy blue. We do not have black. Curtain is 90' wide and must be put up and taken down by Rhino on show day.
- Soft goods must be put up by Rhino on show day.

ELECTRICAL POWER

SMOOTHIE KING CENTER

The Smoothie King Center has 4,000 amps of total power at 208 volts available for show power and 1,000 amps of total power at 208 volts available for shore power:

- **Upstage Right: 2,000 amps**
 - (3) 600 amp/3 phase/208 volt/5 wire
 - (1) 200 amp/3 phase/208 volt/5 wire
- **Upstage Left: 1,000 amps**
 - (2) 400 amp/3 phase/208 volt/5 wire
 - (1) 200 amp/3 phase/208 volt/5 wire
- **Northeast Floor Vomitory: 400 amps**
 - (1) 400 amp/3 phase/208 volt/5 wire
- **Southeast Floor Vomitory: 400 amps**
 - (1) 400 amp/3 phase/208 volt/5 wire
- **South Side Stands: 200 amps**
 - (1) 200 amp/3 phase/208 volt/5 wire
- **Shore Power (Loading Dock Driveway): 1000 Amps**
 - (3) 200 amp/3 phase/208 volt/5 wire
 - (1) 400 amp/3 phase/208 volt/5 wire
 - Same disconnect feeds Bus Lot #4

BUS LOTS

- **Lot 3**
 - No power available
- **Lot 3A**
 - 200 amp, 3 phase, 208 volt
- **Lot 4**
 - One (1) 400 amp, 208 3-phase (next to small gate on East Side of Lot 4); this power can be split into two (2) 200 amp, 208 3-phase connections.
 - One (1) 400 amp, 208 3-phase (at pylon/near NW corner of Lot 4)

SMOOTHIE KING CENTER POWER SERVICES ARE ALL CAM LOCK EQUIPPED.



STAGING CAPACITIES

ASM STAGE POLICY AND WEIGHT CAPACITY

The ASM stage will not be moved if event items are placed on stage prior to being put in place. The stage weight is 4,000 lbs. or 125 per square foot.

FLOOR CONFIGURATION

- 17,000 Square Feet
- 200 Feet (West to East)
- 85 Feet (North to South)

FLOOR LOAD CAPACITY

- 350 lbs. per square foot, evenly distributed

CEILING HEIGHT

- 95.9 feet center (Rigging Grid)

RIGGING CAPACITY

- 105,000 lbs. evenly distributed across the ceiling
- Anything over 120,000 lbs. must be reviewed by ASM's independent structural engineer. This is at the expense of the tour.

LOADING DOCK

- Elephant doors are 20' wide X 19' high
- #1 Roll-up door is 8' wide X 10' high
- #2 Roll-up door is 20' wide X 20' high
- #3 Roll-up door is 12' wide X 15' high
- #4 Roll-up door is 12' wide X 15' high
- #5 Roll-up door is 12' wide X 10' high

FLOOR TO DIFFERENT LEVEL DIMENSIONS

- Floor to Club Level is 14'9"
- Floor to 100 Level Main Concourse is 26'9"
- Floor to Suite Level is 38'9"
- Floor to 300 Level Upper Concourse is 50'9"
- Floor to Beam and Roof is 65'1"
- Floor to Parapet is 70'0"

Floor plans and diagrams are available upon request.

RIGGER CONTACT INFORMATION

RHINO

- Contact: Ray Cullen
- Email: ray@rhinostaging.com
- Phone: (225)-329-8314



SAFETY PROCEDURES



PUBLIC SAFETY

- The Smoothie King Center has in house Security Services 24-hours a day. Security Control for Smoothie King Center is located at the West loading dock. In case of an emergency at the Smoothie King Center, please call (504) 587-3901.
- Public Safety arrangements for all events are the responsibility of the licensee and are subject to review and approval by the ASM Global management. The licensee is responsible for complete security within the licensed areas and MAY BE REQUIRED to provide additional security in loading dock areas, emergency exits, registration areas and ancillary spaces utilized for the event. Security firms engaged by the licensee shall be licensed in the State of Louisiana and are prohibited from carrying firearms within the premises, unless such personnel are authorized uniform law enforcement officers having jurisdiction at this location. See your assigned Event Coordinator for additional information.
- The Smoothie King Center offers services to convert office and meeting rooms to “high security” status by re-keying locks and installing hardware devices. Please contact the Event Services Department for additional details.
- Chain locks and other devices, which secure mandatory fire exit doors, are strictly prohibited.
- Service personnel and staff of the Smoothie King Center and the client are required to wear identification badges at all times and enter and exit the licensed areas through specified staff entrances.
- Working personnel are not permitted to loiter or take breaks in public areas of the building or utilize restaurants and food service areas reserved for customers.
- Soliciting is not permitted on the Smoothie King Center premises.
- Any conduct detrimental to the safe and proper operation of an event, abusive language, threats, assault, vandalism, theft and all other inappropriate actions will result in immediate removal from the premises or arrest and prosecution as appropriate.
- Please work with Chief Jeff Powell, (504) 587-3909 and your assigned event coordinator for any additional staffing as needed.

FIRST AID SERVICES

Acadian Ambulance Service provides complete first aid/paramedic services during all Smoothie King Center events.

- Safety of all occupants of the Smoothie King Center is of primary concern. Any unsafe condition or activity should be immediately reported to Security Control at (504) 587-3901 and supervisory personnel of the responsible party for corrective measures.
- Hazardous work areas are defined as any area on the premises where exhibits, equipment and freight are being handled, such as loading dock areas, exhibit halls, service corridors, marshalling yards, etc. Within these areas and throughout the premises, the following guidelines will be strictly enforced:
 - No horseplay, practical jokes, etc.
 - Possession or use of an illegal or controlled substance of any kind is prohibited.
 - No speeding (over 5 mph) or reckless use of vehicles and equipment.
 - No gasoline, kerosene, diesel fuel or other flammable liquids may be stored, permanently or temporarily, inside of the building. Interior refueling activity of any kind is strictly prohibited. Refueling must be accomplished a minimum of fifty (50) feet beyond the exterior of the building.
 - Access to fire exit doors and corridors shall be maintained throughout move-in/move-out activities.
 - Utility panels, switchgear, fire hose cabinets, standpipes, fire extinguishers and fire alarms must remain visible and accessible at all times.
 - Oil spills, loose or missing floor box covers or any other visible safety hazard shall immediately be reported to Engineering Control at (504) 587-3862.
 - Work activities in areas on upper levels require additional supervision to ensure safety for attendees to other events.

EMERGENCY PROCEDURES

EMERGENCY NOTIFICATION

- In the event of an emergency notification at the stadium to the masses of spectators or a designated segment of spectators, the following procedures and protocols should be adhered to in accordance with the emergency. The emergency scenarios are identified as:
 - Evacuation
 - Shelter in Place
 - Weather Advisory
 - Active Shooter
 - Loss of Power
- Upon learning of the emergency, the House Control Operation will be instructed by _____ to make the appropriate announcement via the internal PA system (interior and exterior systems).
- The direction of the sequence to activate the messaging will come directly from _____, the designated Command Post Captain (CPC). The CPC will get their direction to communicate to House Control from ASM, Police/Fire/Senior executive leadership.
- Identified as:
 - VP of Stadium and Arena - Doug Thornton
 - General Manager - Evan Holmes
 - Assistant General Manager - Mike Schilling
 - Director of Event Services - Farrow Bouton
 - NOPD Detail Commander (Interior) - Captain Ernie Demma
 - NOPD Detail Commander (Traffic) - Captain Kendrick Allen
- In the event that House Control is incapable of disseminating the emergency notification, Command Post will assume responsibility under the same guidance, protocol, and procedures. If Command Post cannot communicate the emergency, Public Safety Control will make the appropriate announcement under the same direction and guidance.
- Simultaneously as the PA is being read, all video, audio messages, variable message boards, monitors interior and exterior display the messaging with associated video as applicable (i.e., evacuation video, approaching weather, etc.).
- The aforementioned senior leadership designees will direct this to the Command Post Captain under the same protocol.
- Any deviation or change from this procedure and protocol can only be authorized by a member of the ASM senior leadership team.

ALL ARTISTS SHOULD GO TO THEIR DESIGNATED DRESSING ROOM AND WILL BE MET BY PUBLIC SAFETY PERSONNEL FOR FURTHER INSTRUCTIONS.

EMERGENCY PROCEDURES

EVACUATION SCRIPTS

ATTENTION PLEASE:

The [Organization] with a mandatory evacuation order for [Location]. Please begin to exit the Facility safely and orderly.

Please utilize the stairwells nearest your Location. Public Safety and Guest Services personnel are nearby to assist you. Please do not use the elevators to exit. Please note the evacuation video being played on the message board. Thank you for your immediate response.

ATTENTION PLEASE:

This is [Organization] with a mandatory evacuation order for [Location]. Please begin to exit the (area noted here) safely and orderly. Please utilize the stairwells nearest to your Location. Public Safety and Guest Services personnel are nearby to assist you. Please do not use the elevators to exit. Thank you for your immediate response.

SHELTER-IN-PLACE

ATTENTION PLEASE:

The [Organization] reporting mandatory shelter-in-place due to (Fill in accordingly). You will be advised when it is safe to resume normal functions. More information to follow. There are Public Safety and Guest Service personnel nearby should you need assistance.

WEATHER ALERT

ATTENTION PLEASE:

Inclement weather, including lighting, is currently occurring; please take the proper shelter and precautions as you exit the Facility. Please drive home Safely.

ACTIVE SHOOTER

ALERT:

The [Law Enforcement Agency] is reporting an active shooter near [Location]. Avoid the area. If you are near [Location], take immediate shelter: You will be advised when your safety is no longer at risk by Law Enforcement. Remember: Run, Hide & Fight.

LOSS OF POWER

ATTENTION PLEASE:

The [Organization] has momentarily lost power to the Facility. Please remain calm and stay in your seat. Power will be restored shortly. There are Public Safety and Guest Services personnel nearby should you need assistance.

NEAREST HOSPITALITY -TRAUMA 1

- University Medical Center
 - Address: 2000 Canal St. New Orleans, LA 70112

NEAREST POLICE STATION

- NOPD 8th District Station (covers the Superdome and Arena property)
 - Address: 334 Royal St. New Orleans, LA 70130
 - Phone: (504) 658-6080

TENTS

- Please contact your Event Coordinator for rules and regulations regarding the usage of tents at the facility and surrounding areas.

PYROTECHNICS

- A City of New Orleans permit is required for all pyrotechnics. The telephone number to the New Orleans Fire Department, Fire Prevention Division is (504) 658-4770.
- Permits must be requested in a timely manner.
- A special City of New Orleans permit is needed for projectiles of any kind, (e.g. comets, mines, cassettes). Additional on-duty inspectors and firemen are required for productions involving projectiles which increase the costs.
- A pyrotechnics demo must be performed for the Fire Prevention Division of the New Orleans Fire Department on all pyrotechnic shows.
- A local pyrotechnics company and licensed operator must be utilized, unless the desired pyrotechnics company and operator are licensed in the State of Louisiana and in Orleans Parish.
- Any and all materials that may be used during a pyrotechnics show must have a flame retardant certificate. A copy must be furnished to the Event Coordinator.

AIR SPACE

- Use of air space over the Smoothie King Center and in the city of New Orleans must be applied for through the FAA, the City of New Orleans, and the Municipal Airport. The number to the FAA Radar Room is (504) 471-4359.
- The possession, operation, or use of an unmanned aircraft system (UAS) or drone is prohibited on Caesars Superdome, Smoothie King Center, or Champions Square property without prior, written permission from management. Furthermore, persons operating a UAS on Caesars Superdome, Smoothie King Center, or Champions Square property may be subject to criminal or civil penalties by the Federal Aviation Administration (FAA).

SEATING/FLOOR PLANS

- A copy of any seating diagram or floor plan for your event must be submitted to the New Orleans Fire Marshall at least 30 days prior to the start of your event. Clients may contact the Fire Marshall directly at (504) 658-4770 or have their assigned Event Coordinator submit the drawings on their behalf. Regardless of how the submission is handled, a copy of the approved and stamped drawing must be given to the assigned Event Coordinator prior to the move in of the event.





FIRE WATCH

- If determined necessary by the New Orleans Fire Department, the Smoothie King Center Operations and Safety Manager, a standby Fire Marshall(s) will be staffed during the event. Any costs for this additional requirement will be the responsibility of the promoter/client.

OPEN FLAME DEVICES

- Open flame devices are not permitted on Smoothie King Center property unless specifically approved by the New Orleans Fire Department and with the full knowledge of the Operations and Safety Manager.

VEHICLE FUEL

- When a vehicle is placed in place of assembly, the following conditions must be met: (3101.17.2 SFPC 1994)
 - Fuel tanks shall be drained to less than 1/4 of tank capacity.
 - Fuel caps shall be taped shut or fitted with a locking cap.
 - Hot lead of the battery shall be disconnected.
 - Fire watch person shall have control of vehicle keys.
 - Vehicle engine is not to run inside of the building.
 - Refueling is not allowed inside of the building.
 - Standby with portable fire extinguisher after vehicle is brought inside of building.
 - Check for paper or plastic under the vehicle due to high heat under the vehicle.

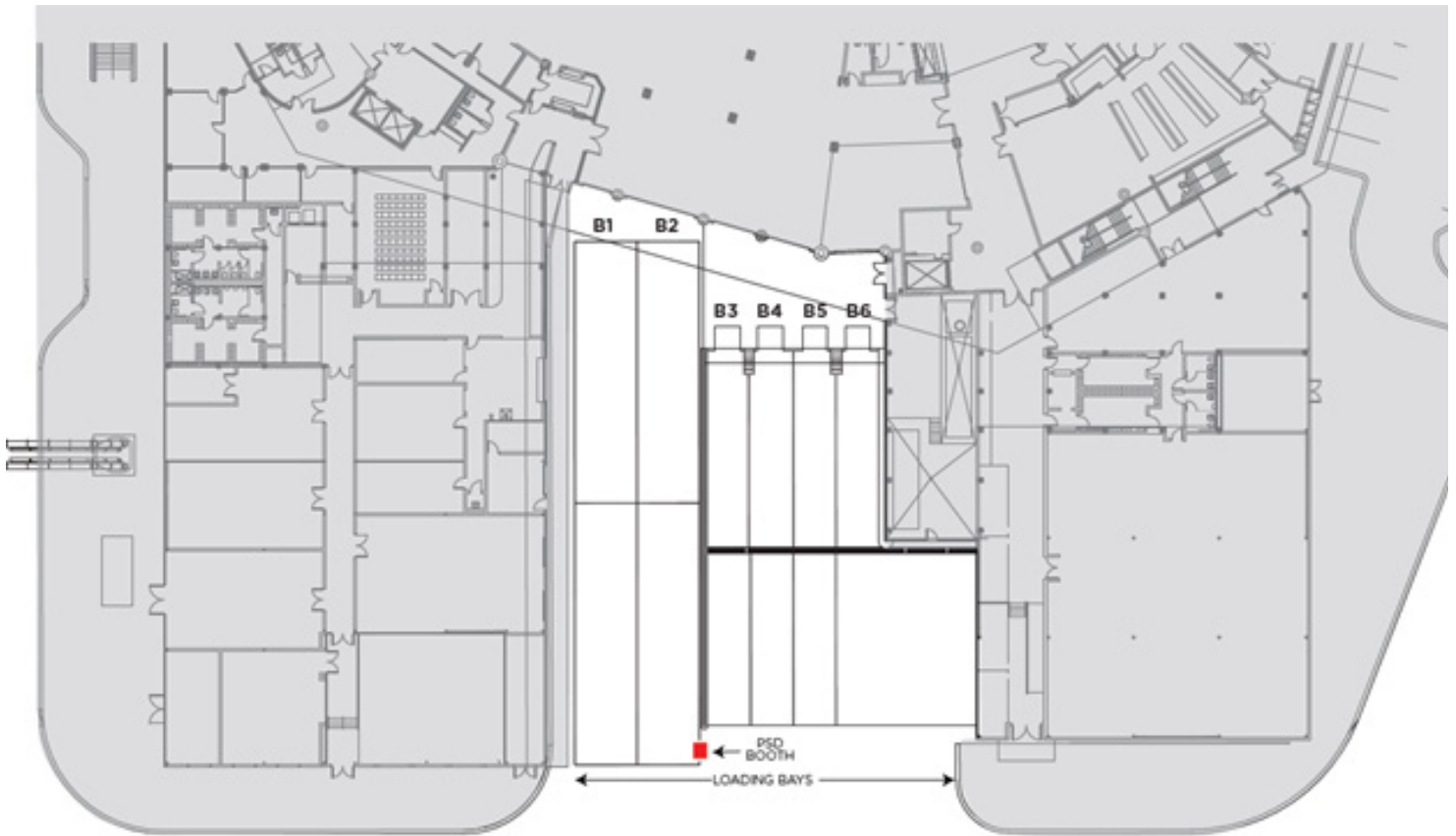
POLICE ESCORT

- To request a police escort, please contact the NOPD escort office at (504) 658-6205. Office hours are Monday through Friday, 8:00am - 4:00pm.

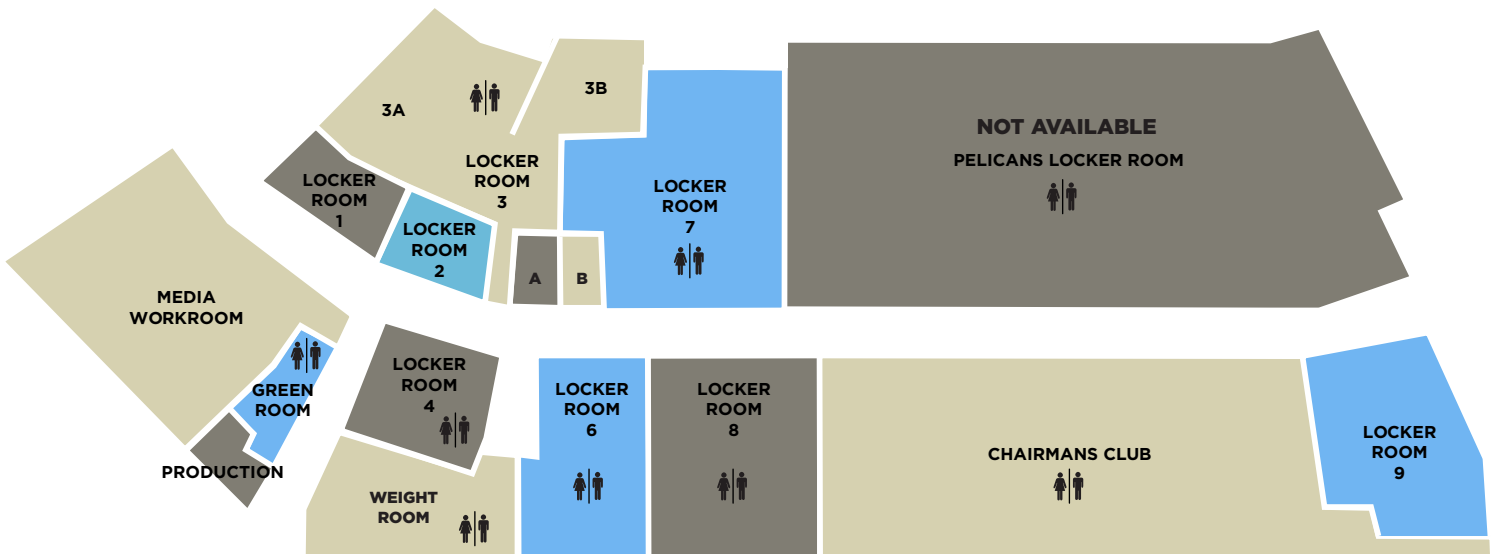
MAPS & DIAGRAMS



LOADING DOCK

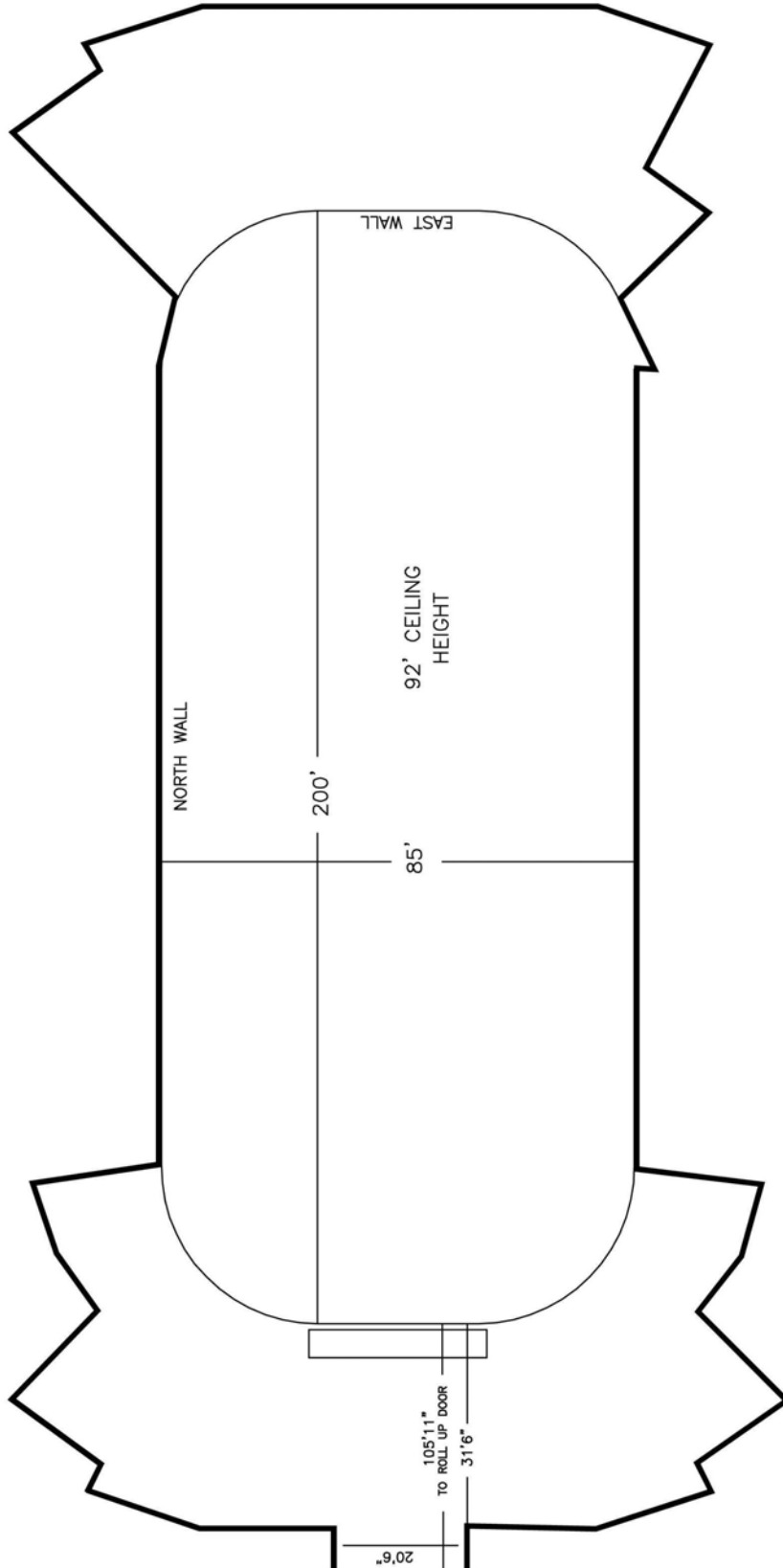


BACK OF HOUSE

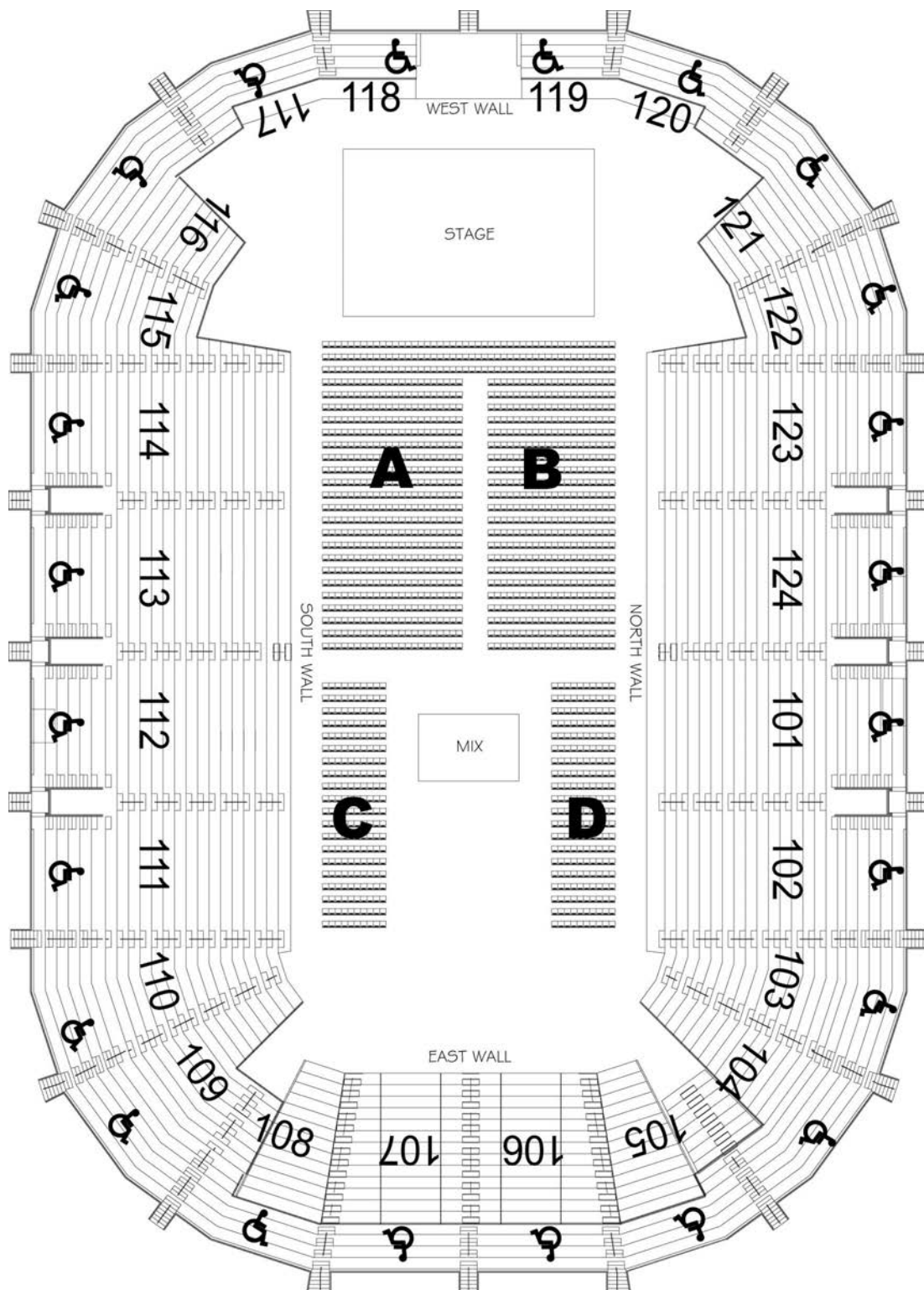


NOTE: Chairmans Club available upon prior request only.

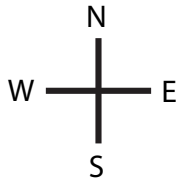
MAIN ARENA FLOOR



LOWER BOWL AND FLOOR

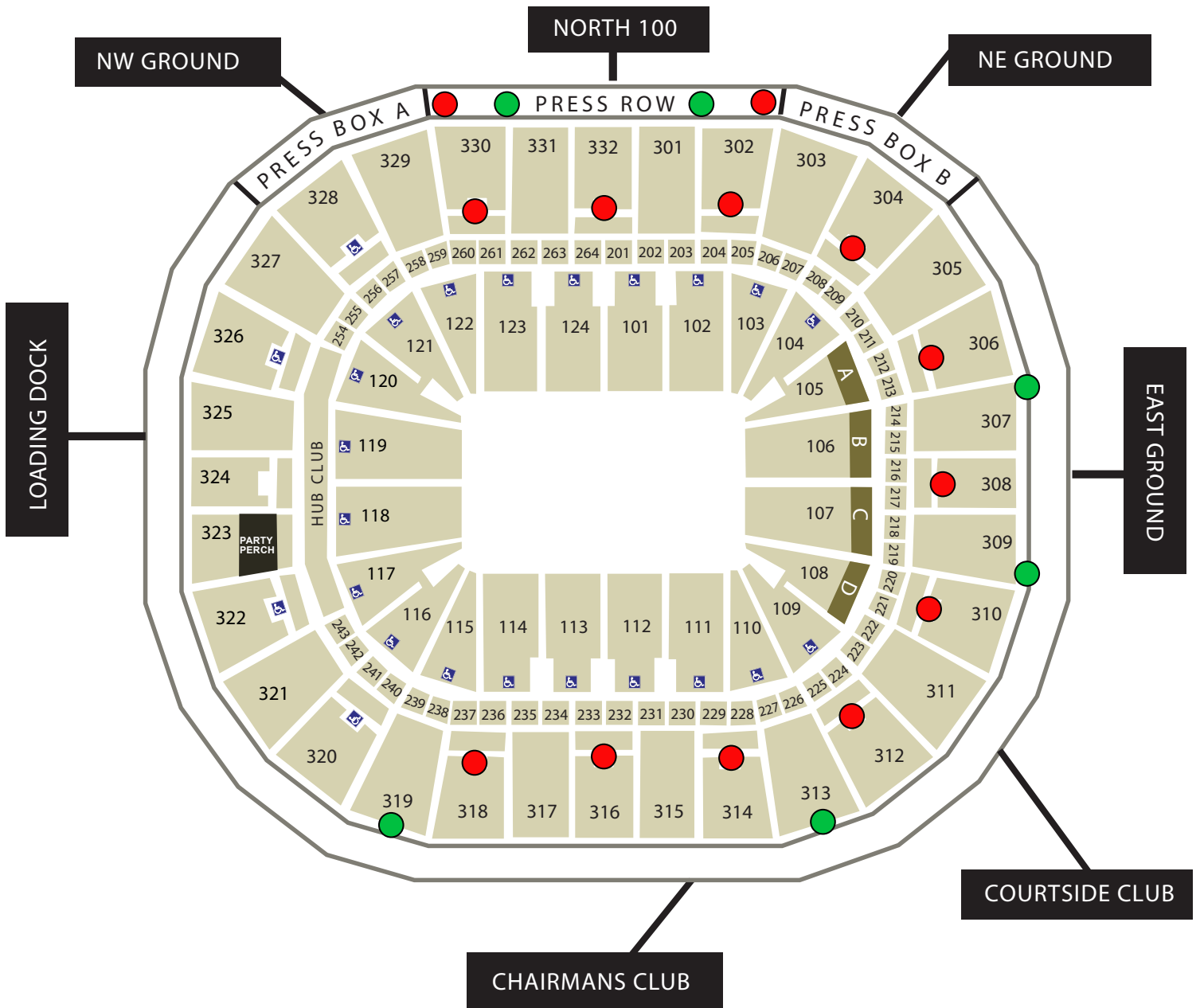


SMOOTHIE KING CENTER SPOT LOCATIONS

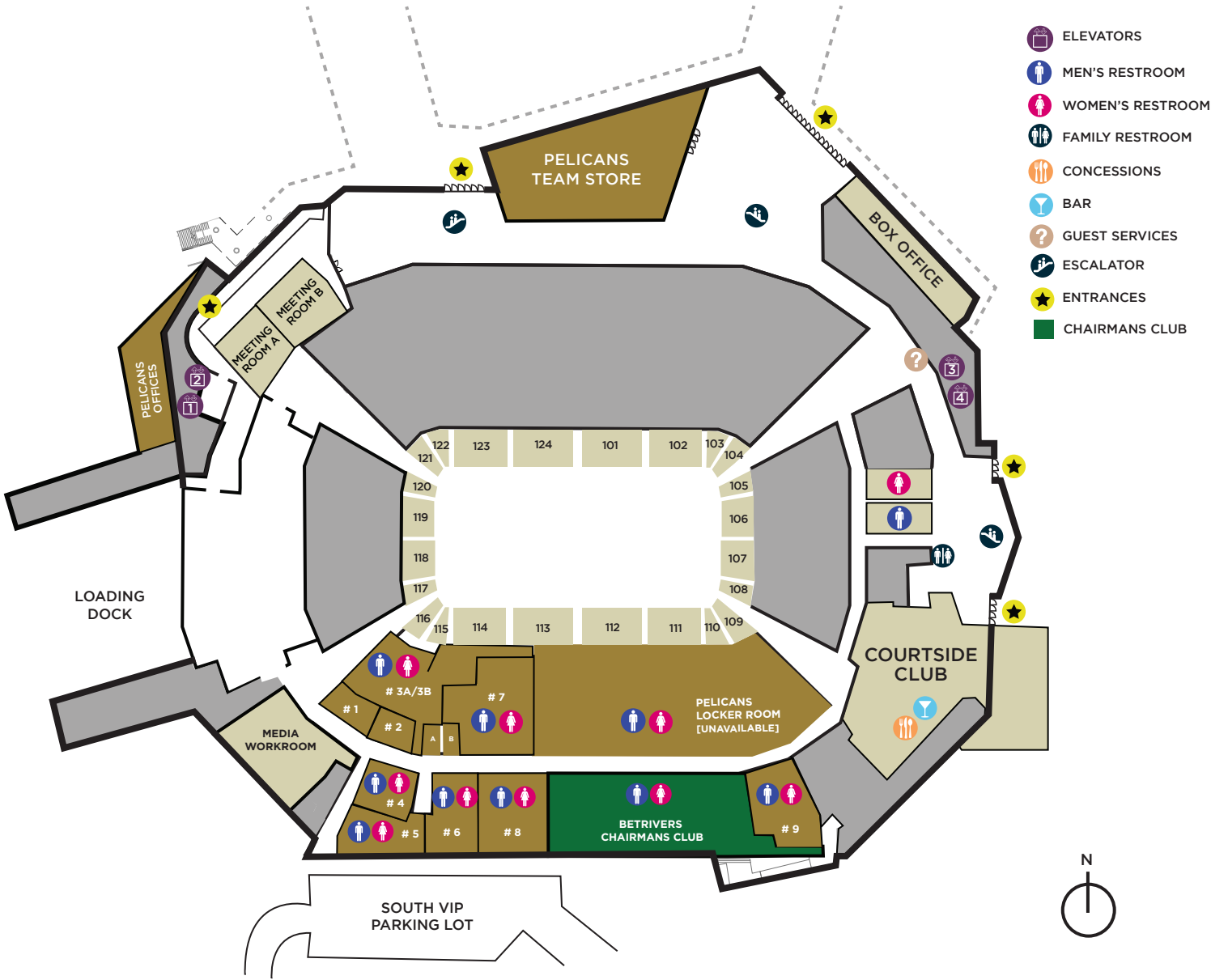


- FIXED LOCATION
- OPTIONAL LOCATIONS

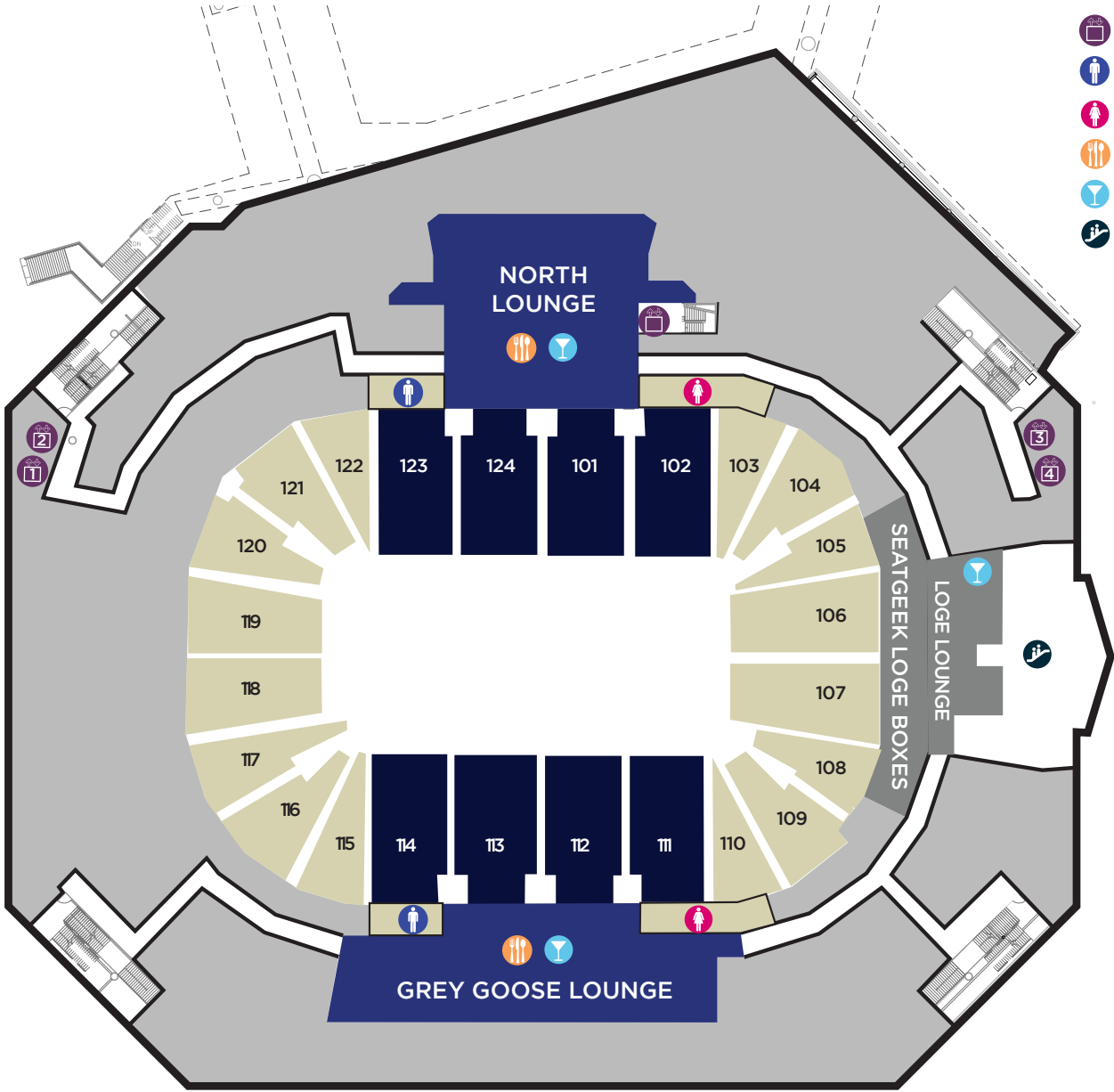
*TWO 2K ON EAST SIDE CATWLK



EVENT LEVEL AMENITIES










CLUB LEVEL AMENITIES

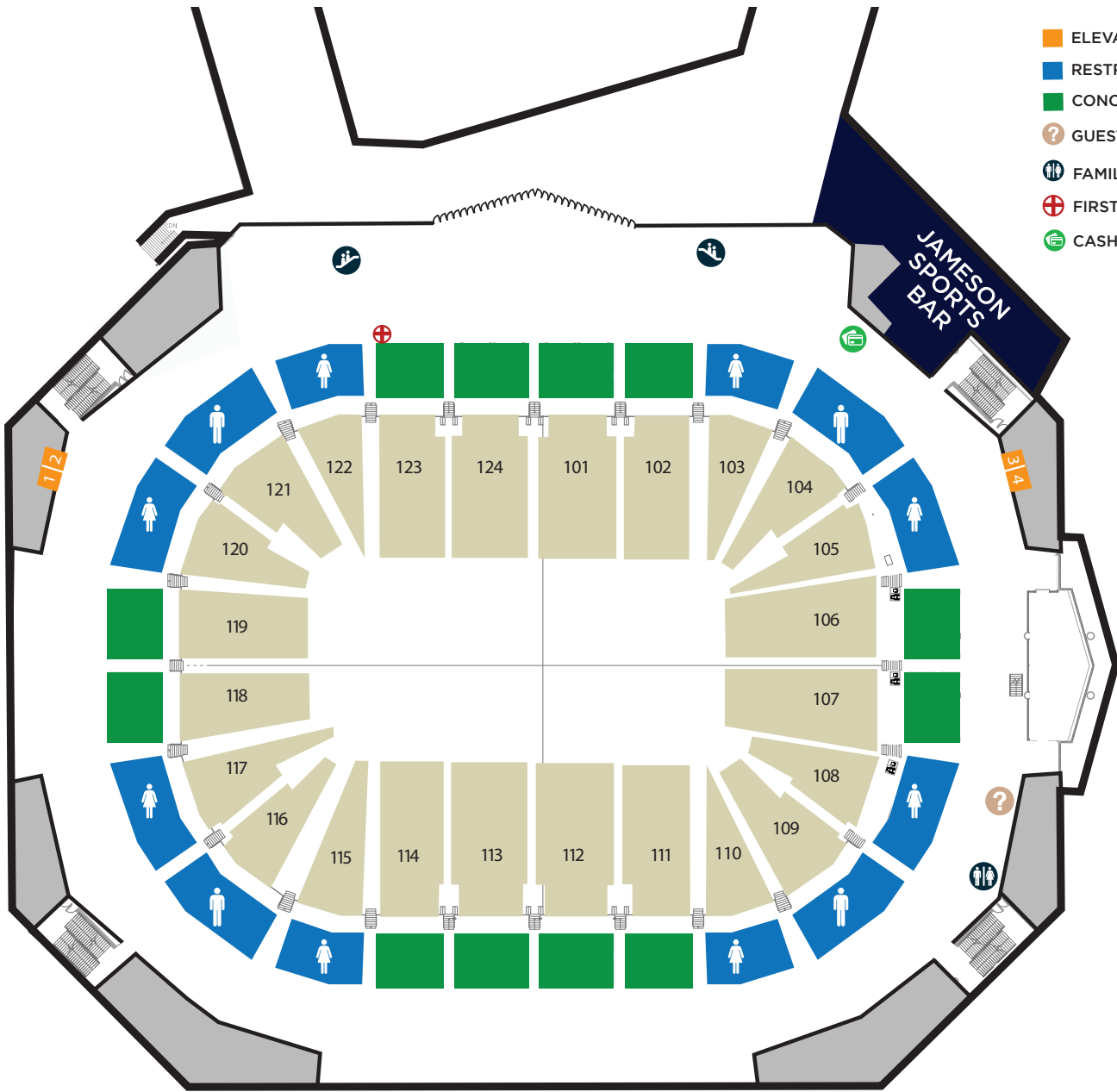


-  ELEVATORS
-  MEN'S RESTROOM
-  WOMEN'S RESTROOM
-  CONCESSIONS
-  BAR
-  ESCALATOR




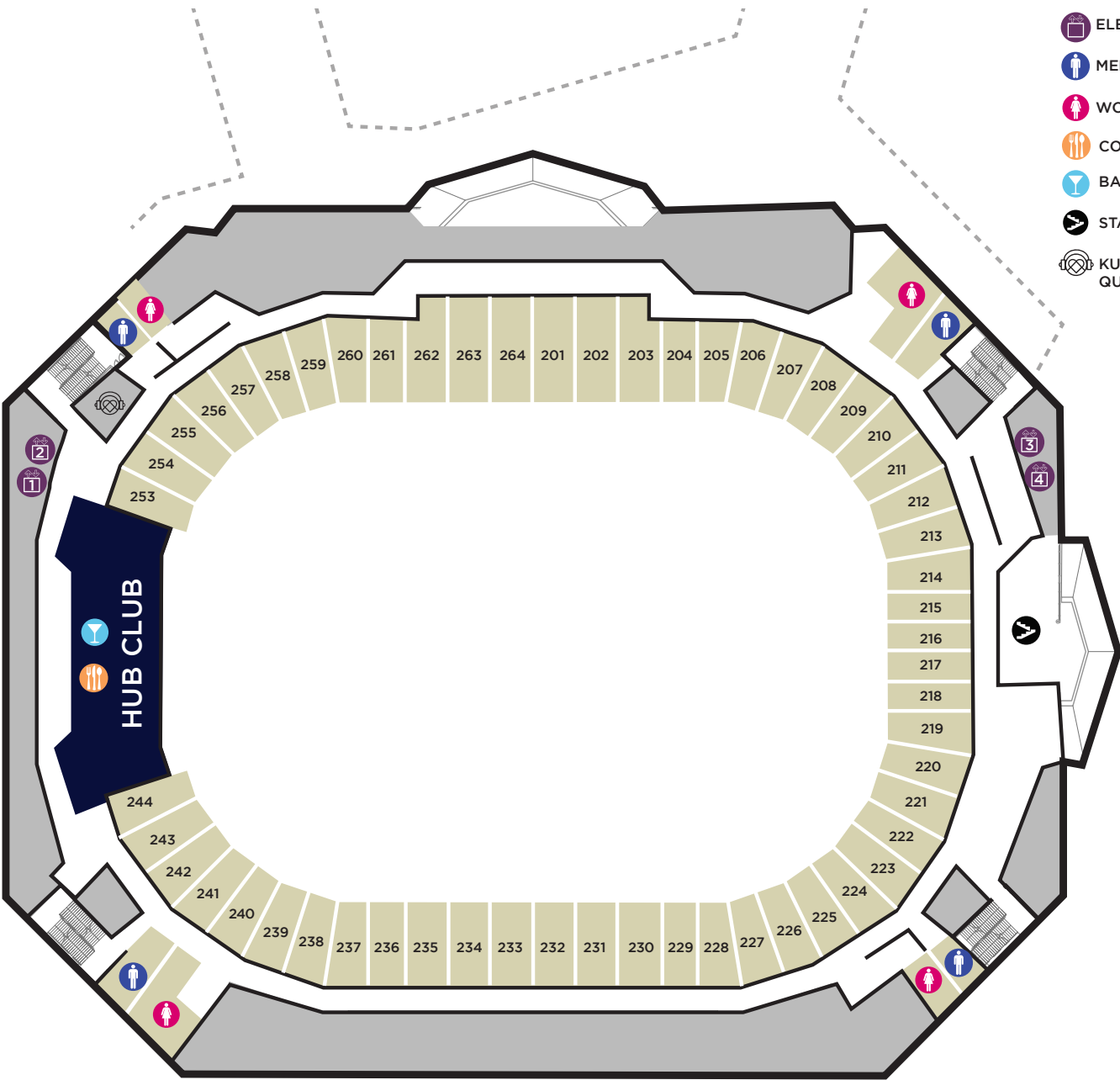
100 LEVEL AMENITIES

-  ELEVATORS
-  RESTROOM
-  CONCESSIONS
-  GUEST SERVICES
-  FAMILY RESTROOM
-  FIRST AID
-  CASHLESS EXCHANGE










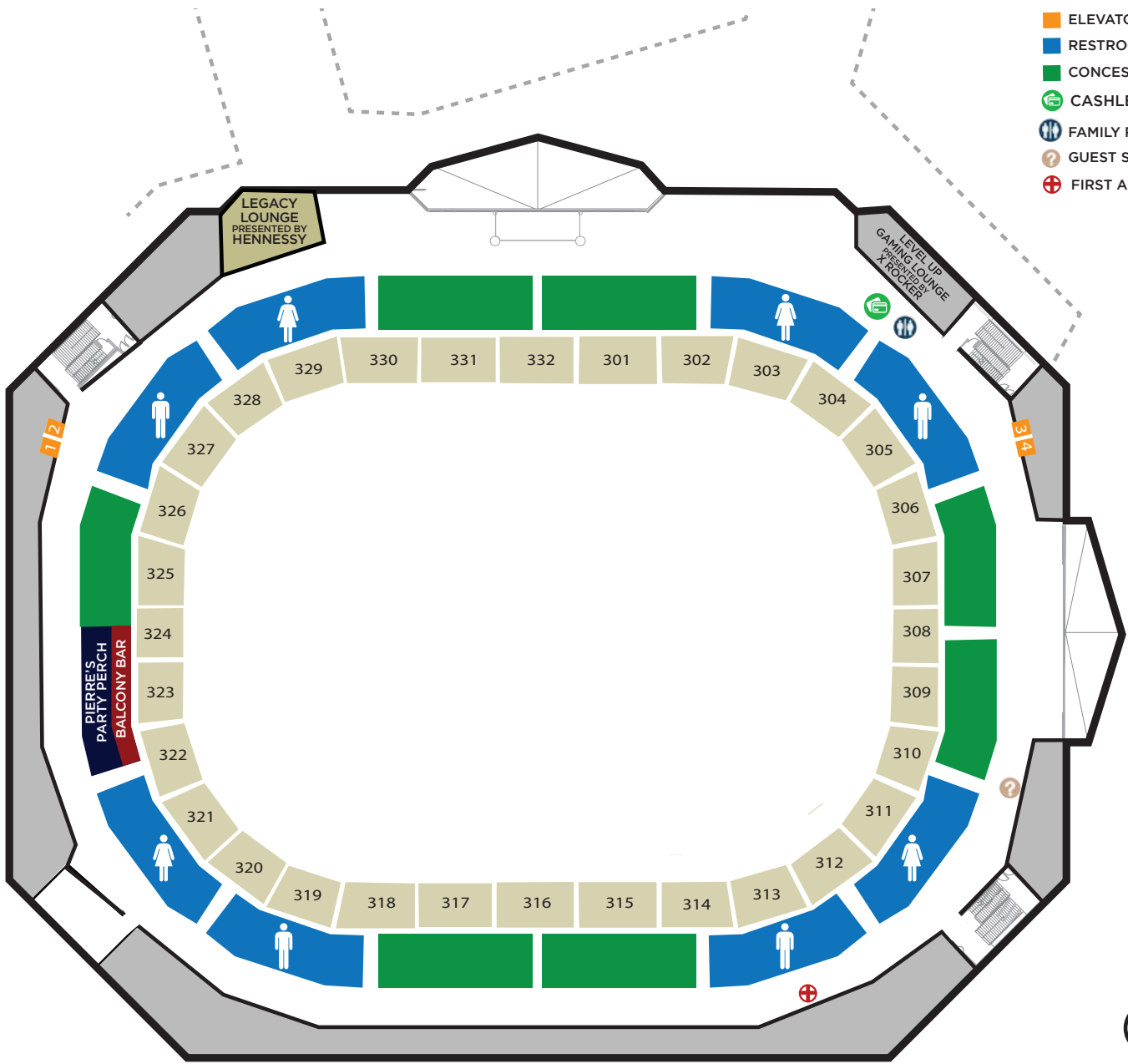
SUITE LEVEL AMENITIES

-  ELEVATORS
-  MEN'S RESTROOM
-  WOMEN'S RESTROOM
-  CONCESSIONS
-  BAR
-  STAIRS
-  KULTURE CITY QUIET ROOM

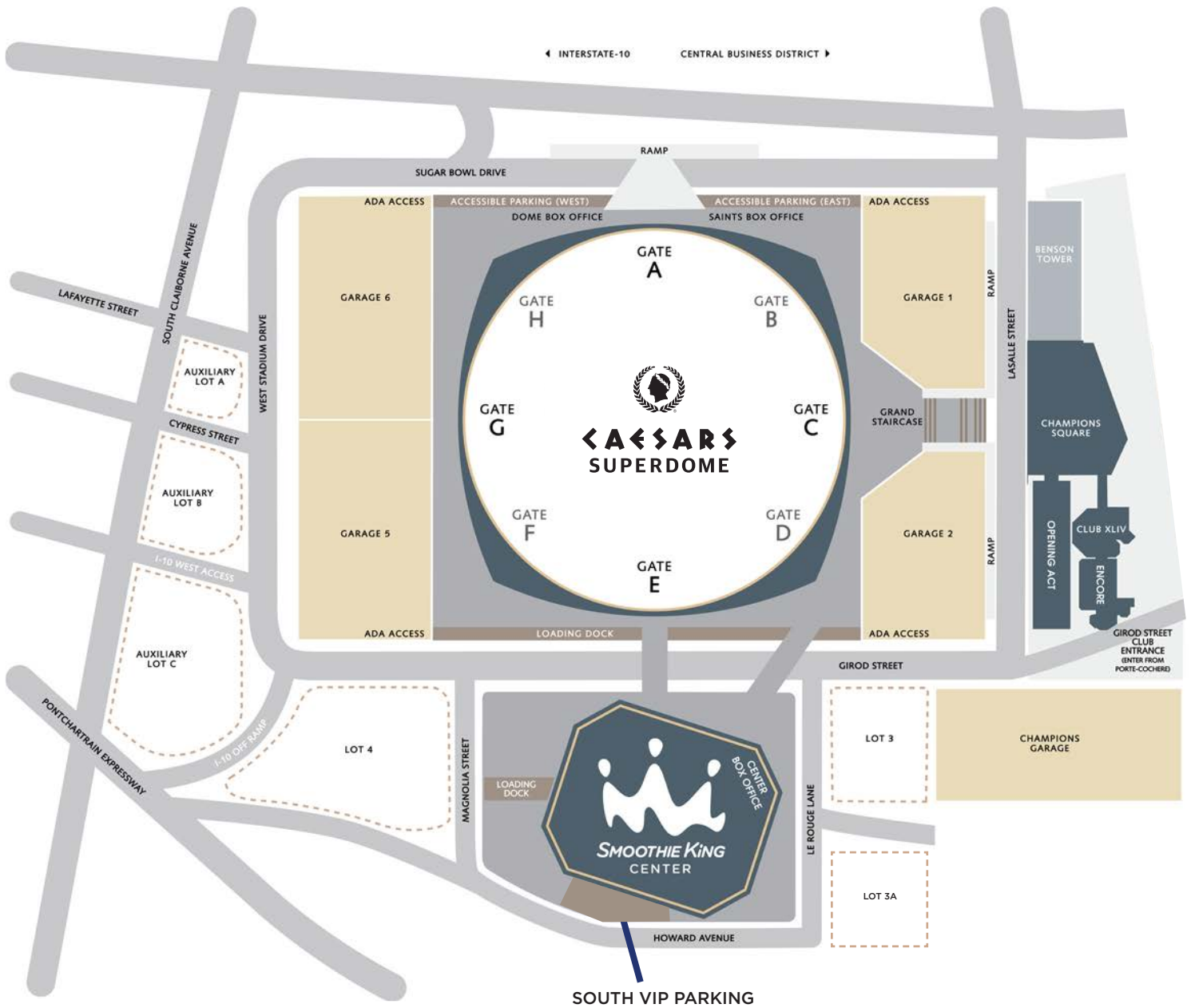


300 LEVEL AMENITIES

-  ELEVATORS
-  RESTROOM
-  CONCESSIONS
-  CASHLESS EXCHANGE
-  FAMILY RESTROOM
-  GUEST SERVICES
-  FIRST AID



CAMPUS WIDE *PARKING MAP*



*** PARKING PRIOR TO EVENT DAY IS BASED UPON ASM GLOBAL'S COMPLEX EVENT SCHEDULE AND IS NOT GUARANTEED**

LOCAL RECOMMENDATIONS



NOTABLE EATERIES

Brennan's

Address: 417 Royal St
Phone: (504) 525-9711

Parkway Bakery & Tavern

Address: 538 Hagan Ave
Phone: (504) 482-3047

Dooky Chase's

Address: 2301 Orleans Ave
Phone: (504) 821-0600

Napolean House

Address: 500 Chartres St
Phone: (504) 524-9752

Arnaud's

Address: 813 Bienville St
Phone: (504) 523-5433

Atchafalaya Restaurant

Address: 901 Louisiana Ave
Phone: (504) 891-9626

La Petite Grocery

Address: 4238 Magazine St
Phone: (504) 891-3377

Baccahanal Wine

Address: 600 Poland Ave
Phone: (504) 948-9111

Muriel's Jackson Square

Address: 801 Chartres St
Phone: (504) 568-1885;

Shaya

Address: 4213 Magazine St
Phone: (504) 891-4213

The Chloe

Address: 4215 Saint Charles Ave
Phone: (504) 541-5500

Commander's Palace

Address: 1403 Washington Ave
Phone: (504) 899-8221

Café Degas

Address: 3127 Esplanade Ave
Phone: (504) 945-5635

The Delachaise

Address: 3442 Saint Charles Ave
Phone: (504) 895-0858

Surrey's Café & Juice Bar

Address: 1418 Magazine St
Phone: (504) 524-3828

Lengua Madre

Address: 1245 Constance St
Phone: (504) 655-1338

Cochon

Address: 930 Tchoupitoulas St
Phone: (504) 588-2123

Peche

Address: 800 Magazine St
Phone: (504) 522-1744

Compere Lapin

Address: 535 Tchoupitoulas St
Phone: (504) 599-2119

Bayona

Address: 430 Dauphine St
Phone: (504) 525-4455

Paladar 511

Address: 511 Marigny St
Phone: (504) 509-6782

N7

Address: 1117 Montegut St
Phone: (318) 294-5438

Sidecar Patio & Oyster Bar

Address: 1114 Constance St
Phone: (504) 381-5079

La Boca Steakhouse

Address: 870 Tchoupitoulas St
Phone: (504) 525-8205



TOURISM ATTRACTIONS

Mardi Gras World

Phone: (504) 362-7821

WWII Museum

Phone: (504) 528-1944

Hot Tin (Rooftop Bar @ The Pontchartrain Hotel)

Phone: (504) 323-1453

Virgin Hotel (Rooftop Pool)

The Carousel Bar & Lounge

Phone: (504) 523-3341

Natchez Steamboat Cruises

Phone: (504) 569-1401

Oak Alley Plantation Tour

Phone: (225)265-2151

Bayou Swamp Tours

Phone: (504) 226-7809

French Quarter

Frenchman Street

City Park

Magazine Street

New Orleans Museum of Art

Phone: (504) 658-4100

Café du Monde

Tipitina's

Phone: (504) 895-8477

Sazerac House

Phone: (504) 910-0100

Fritzel's European Jazz Pub

Preservation Hall

Phone: (504) 522-2841

Audobon Zoo

Ghost Tours

Phone: 1-8-Ghost-Tour

Email: info@nightlyspirits.com

