EVENT HOST POLICY

The Event Host Policy is Gen Con LLC's comprehensive guide for event organizers (EOs) and game masters (GMs) who wish to submit, run, organize and manage events at Gen Con. This Event Host Policy manual is required reading for all event organizers and game masters.

This document is intended to provide you with all the information you need to plan and run your event at Gen Con. It should explain just about everything you need (and will likely cover many details that don't apply to you), but if you have any questions at all, just email us at events@gencon.com and we'll be glad to help clear things up.

This is a reference document, and broadly organized so that the sections most applicable to the most event organizers are at the beginning, while operational details usually only applicable to larger events or groups are near the back. If you find this overwhelming at all, just contact us and let us know so we can point you to the appropriate sections.

Thank you for helping to build the "Best Four Days in Gaming" – the thousands of different events are what makes Gen Con such a fantastic convention, and that is due to your hard work. We hope your experience is amazing!

The Gen Con Event Programming Staff

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TERMS & AGREEMENT

By choosing to submit, run, organize and/or manage events at Gen Con, you affirm that:

- You have familiarized yourself with and will abide by the most current version of the Event Host Policy (EHP).
- You are aware that consequences may be incurred for violating Gen Con policies.
- Lack of familiarity with or misunderstanding of any portion of the policies contained in the EHP will not be considered a valid excuse for any violation of these policies. If you have any questions, contact Events at events@gencon.com or call us directly.
- You have researched all appropriate statutes and have determined your events fulfill all legal requirements as defined in the state in which the convention takes place.
- Running an event at Gen Con does not make you an employee or contractor of Gen Con LLC.
- You understand that terms, phrases, and definitions used in the EHP, as they apply to events run at Gen Con, may differ from the way you use them.
- You and your GMs will abide by all convention center and hotel policies.
- You are responsible for ensuring that your GMs have reviewed the EHP and will comply with all applicable policies.
- It is your responsibility to keep the mailing address and contact information in your Gen Con account up-to-date. This information is used to contact you if there are any questions or problems regarding your events. Any payment address associated with individual events will be used to send ticket payments after reconciliation is complete and must also be separately updated by emailing events@gencon.com.
- By submitting an event, you agree to be added to the EO/GM Email List, used for general announcements and important communication. As long as you are listed as the event organizer for an event in a given year, you may be added back to the list if you unsubscribe. If you do not wish to receive updates from the email list (approximately 6-12 messages a year, total), you will need to designate someone else to be the event organizer for your events.
- Gen Con reserves the right to share event data (including but not limited to attendance numbers, ticket recon info, event structure) with publishers of each game or product. This does not include personally identifying or contact information for the event organizer, GM, or players for an event.
- You understand that sexual harassment, discrimination, or intimidation of any kind (whether from yourself, your staff, or event participants) will not be tolerated at Gen Con. All gamers are welcome at the convention and deserve respect. If you encounter any such incident, notify Gen Con staff immediately.

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GUIDE TO CHANGES IN THE EVENT HOST POLICY

MAJOR POLICY CHANGES

LATE EVENT SUBMISSION DEADLINE

Please note that late event submission now closes 30 days before the convention. While the event submission form will not be shut down at that time, it is highly unlikely that events submitted after that deadline will be accepted. Unless you have made specific prior arrangements with Gen Con, do not expect any event submitted after the deadline to be reviewed by Gen Con in the final month before the show.

AUTOMATIC GM BADGE REFUNDS

GMs who bought an attendee badge and receive their GM badge before fulfillment begins (around the start of July) will automatically have their attendee badge refunded. No request will be required and no attendee badge will be mailed out or waiting at Will Call, so all GMs should plan accordingly.

GM badges assigned *after* fulfillment begins will need to follow the same process as usual, bringing attendee badges to GM HQ by Thursday at the convention to receive a refund after the convention. Independent GMs will still need to request a refund after the convention.

REQUEST FORMS FOR BADGES, HOTELS, LAYOUT NEEDS

Requests for GM badges, GM hotels, post-show reimbursements of badges or hotels, and any layout needs (including HQs, special table arrangements, power, etc.) will be handled through Google Forms in 2017, not simply via email. You will need to complete and submit the form and are encouraged to follow up via email to confirm if you do not receive a timely response.

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DATES & DEADLINES

Unless otherwise noted, all deadline times are 12pm PST.

Key Reference Dates	
Show Dates	August 17-20, 2017
Event Submission	January 22, 2017
Badge Pre-Registration Opens	January 29, 2017
Event Registration Opens	May 28, 2017
Late Event Submission Closes	30 days before the convention
Event Tickets Turned in	**Onsite** – by 5 pm EST on the last day of the convention at GM HQ. **Post Show** - *received* at the Gen Con LLC offices within 2 weeks after the show
Program Book Content	June 4, 2016

Request Deadlines	
GM Badges	May 28, 2017
GM Hotel Room	May 28, 2017
Layout Changes	May 28, 2017

Event Timeline	
Event Submission Opens	January 22, 2017
Early Event Submission	January 22 – February 19, 2017
Event Submission	February 19 – March 26, 2017
Event Submission Closes	March 26, 2017
Late Event Submission	March 27, 2017 and later
Late Event Submission Closes	30 days before the convention
Event Registration Opens	May 28, 2017
Layout Changes	May 28, 2017

Reconciliation, Reimbursement, & Payment Timeline	
Badge & Hotel Reimbursement Requests	*Received at* the Gen Con LLC offices within 2 weeks after the show
Event Tickets turned in	*Received at* the Gen Con LLC offices within 2 weeks after the show
Gen Con ticket reconciliation	2-6 weeks after the show
Payments & Reimbursements mailed	6 weeks after the show
Inquiries about missing/incorrect checks	*Received* no later than 8 weeks after the show

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LINKS & CONTACT INFORMATION

Contact information is for EO and GM use only.

Links	
Website	www.gencon.com
How to Find Events (including downloadable event catalogs)	http://www.gencon.com/experience/find
Event Submission Form	https://gencon.com/event_registrations/new
Host Page (main resource)	http://gencon.com/host/eo-gm
EO/GM Dashboard	http://gencon.com/event_submissions
Tips for New EOs & GMs	http://gencon.com/host/newgm
GM Forum	https://www.gencon.com/forums/9-event-organizers-gms

Key Contacts	
General questions and concerns	events@gencon.com
Jeannette LeGault *Senior Director of Events*	jeannette.legault@gencon.com **Office**: 206.957.3976 x3801
Derek Guder *Event Manager*	derek.guder@gencon.com **Office**: 206.957.3976 x3811 **Mobile**: 857.389.6675
Marian McBrine *Event Coordinator*	marian.mcbrine@gencon.com **Office:** 240.418.3898
Gen Con Offices	ATTN: Events 120 Lakeside Avenue, STE 100 Seattle, WA 98122 http://www.gencon.com

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EVENTS

Events are the heart of Gen Con. Gen Con is known as the "Best Four Days in Gaming" because the thousands of events that occur during the show are awesome. In order to run events at Gen Con, it is imperative that EOs and GMs familiarize themselves with all policies.

GENERAL POLICIES & INFORMATION

An event organizer (EO) is the person who submits event details to Gen Con and confirms event needs, badges, etc. A game master or host (GM) is the person who actual runs the event or individual table onsite. For small groups or independent GMs, they may be the same person, but for larger groups or companies, they are often separate. Groups or events may have multiple GMs but will only have a single EO.

There are several different ways to run events at Gen Con. If you have any questions about these different approaches, please contact events@gencon.com directly for further assistance.

- **Ticketed Events**: These are typical, normal events from both companies and gaming groups alike. There is a Gen Con base price (as appropriate) and attendees can usually purchase a ticket to confirm their seat. There is no fee to run ticketed events, unless they involve special requirements like A/V or power.
- **Contracted Event Space & Demos**: These are events run in contract space a company has paid for. There is no Gen Con base price, so a company can run the event for free or charge and retain 100% of the ticket revenue, as desired.
- **First Exposure Playtest Hall (FEPH)**: Free for attendees to play and must be for a game that is not yet available for purchase. Participants presenting a game for feedback pay a rate for a certain number of sessions. Refer to the FEPH application for details.
- **Free Events on Wednesday**: A limited volume of free events are permitted on Wednesday night before the convention officially begins. All of these games are in the Union Station and are intended to be "by fans, for fans," as opposed to a demo opportunity.
- **Free Events on Sunday**: Any event on Sunday can be made free upon request. This is particularly encouraged for Family Fun events that are targeted at attendees that may not be familiar with Gen Con's usual ticketing process.
- **External Venues**: Events at external venues (restaurants, clubs, etc.) are subject to the usual policies for events and are typically ticketed, as usual. Each is dealt with on a case-by-case basis and requires confirmation from the venue that space has been secured.
- **Other**: It's entirely possible an event you're thinking of doesn't seem to fit in any of these categories. Just contact us at events@gencon.com to explain what you have in mind and we'll talk through how to set it up and what the basic parameters will be.

To run a scheduled event at Gen Con, you must submit it using the Event Submission Form.

By submitting events to or running events at Gen Con, you agree to:

- Follow all directions from Gen Con show management.
- Ensure the safety of you and your players.
- Enforce the policies laid out in the Event Host Policy and any other official Gen Con policies.

The event organizer is responsible for making sure that every approved event happens as scheduled. If an issue arises preventing you from running your event (i.e. GM doesn't show up), the EO is required to notify events@gencon.com before the show or GM HQ on site to resolve the issue. If the EO delays notifying us, involvement in future shows may be affected.

Scheduled event space is reserved for ticketed events. Gen Con retains the right to remove any unauthorized event.

If you would like to use an empty table for your event (because you need more space for an existing event, want to move your event, or simply need space to play a pick-up game), ask a nearby Event HQ to confirm which tables are available at what times.

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If you have any questions or problems with your event (e.g. someone is in your space or your tables are not set up how you need, etc.) contact the nearest Event HQ. **Do not solve the situation yourself by moving your event or tables**, as this may impact other events scheduled in the area.

If you move tables or change your floor plan without prior, explicit approval from Gen Con, your event may be immediately shut down and canceled to avoid risking a violation of fire code.

All ticketed events must be listed in the Gen Con registration system. You may not use your own ticketing system or accept any form of payment outside of the Gen Con registration system for any event.

Events may be sponsored by another company or organization, but all such relationships must be fully disclosed during event submission, and Gen Con reserves the right to refuse or reject any event or sponsor.

Exhibitors running events at Gen Con may earn priority points for exhibit hall booth placement. You receive a number of priority points equal to the square root of all of your ticketed, confirmed players, rounded down. Total number of players is based solely upon tickets turned in and properly reconciled to events. Free events do not provide priority points unless run entirely with contracted event space. See Contracted Event Space, AKA Renting Event Space for more information. Violation of Gen Con policies may result in the forfeiture of priority points you would have earned from events at the show. Contact exhibitors@gencon.com for more information.

Event Organizers are responsible for securing all appropriate permissions and requirements for all music, images, and materials used during all performances and events.

Event supplies that might produce smoke, create potentially hazardous fumes, impair breathing, or obscure vision (e.g. candles, incense, smoke/fog machines, smoking pipes, vaporizers, certain crafting materials and methods, etc.) are strictly forbidden in convention space.

SUBMITTING EVENTS

Anyone can submit an event for Gen Con, simply use the online submission form to provide Gen Con staff with the information they need to find space for your event. More details on event submission (including tips for new EOs and GMs as well as an instructional video) can be found under the Host tab on the Gen Con website.

Events that are submitted by the Event Submission Deadline will receive priority when determining what events are included in the program book event charts. Note that sold-out or constantly repeating events are not guaranteed to be included in print, regardless of submission date. Events are included in the print program guide at Gen Con's discretion, and submission date is only one of many criteria used to determine that.

To submit an event, simply sign into your account and click on "Submit a New Event." To review any events you have already submitted, use the EO/GM Dashboard link after signing into your account.

If your event contains any sensitive or mature content, you must select the appropriate Age Requirement when submitting your event. Depending on the subject matter, you may want to elaborate in the optional Long Description and/or Message to Registered Players fields. Keep in mind that Age Requirement is *informative* to potential players and is *not* automatically enforced by the registration system, so you must still confirm the content of your event with all participants before starting your event.

The event submission approval process is as follows:

- When you fill out the form and send the information to us, it is "Submitted for Review."
- Your event will be "Accepted for Consideration" if everything appears to be in order.
- Your event will be "Active" once it has been assigned space. *Only then is it officially scheduled and viewable by general attendees*.
- Your event will be "Returned for Correction" if we find a problem with your event. An explanation will be listed in the Gen Con Comments field. You must make the necessary changes to re-submit your event.
- Events that are "Rejected" will not be accepted at Gen Con and should not be resubmitted. Contact events@gencon.com if you are unsure why your event was rejected.

There is a limited amount of space available. Once filled, further events may not be accepted. This may happen before the event submission deadline.

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- Events are placed based on a variety of criteria, including submission date, success of previous events, and convention sponsorships.
- Events submitted during the early submission period are placed before events from the normal submission period. Events submitted during the late period (after the submission deadline) are placed entirely at Gen Con's discretion, as time & space are available.
- Your events will be placed during the cycle in which they were submitted. If you submit multiple events across different cycles and want them placed together, you must contact events@gencon.com and your events will be assigned locations during the latest cycle in which you submit events. Please notify us before we place any of your events.
- Events submitted by premier groups (groups that turned in most of their tickets and had high attendance rates during the previous year) are given priority during placement. More detail on premier groups, including the benefits and requirements, can be found in the GM forum.
- If space is not available to hold your game at the requested time, it will be "Returned for Correction" and you may resubmit for a different time.

Events submitted after the Event Submission Deadline may not be accepted, listed online or in the program book, or ticketed for the convention.

Late event submissions are acceptable up to 30 days prior to the convention. The event submission form will not be shut down after the late submission deadline, but it is highly unlikely that events submitted after that deadline will be accepted. Unless you have made specific prior arrangements with Gen Con, do not expect any event submitted after the deadline to be reviewed by Gen Con in the final month before the show.

You are solely responsible for reviewing the accuracy of your events online. It is highly recommended that you confirm all event details both before and *after* submission. Further, make sure to check on the status of *all* of your events after event submission has closed to make sure that everything has been listed properly. Failure to do so may result in your events never being marked as Active.

Only the time you request during your submission will be reserved for your event. You should be prepared to handle setup and breakdown within your scheduled window, if necessary. If you need additional setup or breakdown time outside of that scheduled time (to set up terrain or preps, for example, but not to simply set up or pack up a game board), you must note any setup or breakdown time in the Special Request field on the submission form. Gen Con will attempt to accommodate such special requests when possible, but it is not guaranteed.

All event changes and corrections must be submitted to events@gencon.com (include game ID, event title and changes) before the close of event submission. Changes requested after that may not be made in time for the opening of event registration or the printing of the program book. Radical changes (i.e. completely changing description, event cost or times) may result in your event(s) being Canceled, at which point you can submit a new, correct version of your schedule.

Any special requests must be indicated on the Event Submission Form. See the Layout, Event Furnishings & Special Requests section for more information.

Gen Con reserves the right to make changes to any submitted event's description (or any other details) for clarity, brevity, and content.

Gen Con reserves the right to change the maximum number of players and/or requested start time. If any changes are made, you will receive an automatic email notification from the registration system. It is still your responsibility to check on your event details, however, in case the email does not go through.

Gen Con reserves the right to reject or cancel any submitted event regardless of the submission date or content. Events with clearly exaggerated information (e.g. "maximum number of players: 999") will be Returned for Correction.

TOURNAMENT AND MULTI-SESSION EVENTS

If an event is broken up over multiple sessions, each session must be submitted as a separate event.

> *Example: Your big TCG tournament runs on Thursday night and Friday morning, with the finals on Saturday night. Each session must be submitted separately.*

Unless a player risks being eliminated from an event (see Tournaments & Elimination Events, below), a player must register for each session normally, as separate events.

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Multi-session events are priced separately for each session at a rate like any other event. Tickets must be turned in separately for each session.

- Each session must be ticketed and charged separately and is considered a single event for the purposes of event ticket payment and fees.

  Example: Your LARP runs Thursday, Friday and Saturday. Each session runs 6 hours and requires a separate $6.00 ticket. The total cost for all three nights costs $18.00. To play in just two nights, the cost would be $12.00.

- Turn in tickets for each session (game ID) separately. Do not mix them all together.

If players *must* sign up for *all* sessions or you need to make special changes to the format of your multi-session event, email events@gencon.com with an explanation so we can make the appropriate adjustments in the registration system.

Event Ticket Pricing

Gen Con Base Price

Ticket price is automatically calculated when an event is submitted and is based on its duration. The base price is $2.00 for every 2 hours. Duration is always rounded up.

Example: A 4-hour event will have a base price of $4.00. A 5-hour event will have a base price of $6.00.

If you would like to charge more for your event and get reimbursed for the difference, you must list the amount you would like to receive per ticket in the Additional Fee field on the Event Submission Form and include your payment information (the name the check should be made out to and the address to which it should be mailed). For more information, refer to the Event Ticket Payment Policy & Process section.

For events with a final cost equal to or greater than $20/2 hours, an additional fee may be applied. The Gen Con base price is effectively increased by an additional 10% of the final event cost in order to cover credit card and processing fees. The final event cost will remain the same; the additional fee you requested will be reduced.

Example: A 4-hour LARP would normally have a Gen Con base price of $4. If you submit an additional fee of $36, then the final price of the event will be $40. That is equal to a cost of $20 per 2 hours, so instead of getting $36 for each ticketed player you had, you would only get $32: $36 – the $4 admin fee (10% of the final event cost). If the final event cost had been $38, there would not have been a fee.

Tournaments & Elimination Events

If a player can be eliminated from an event before it is scheduled to end, event pricing is based on the minimum amount of a time an attendee can expect to play. The base price is calculated using the "Minimum Hours Before Elimination" field on the Event Submission Form, not the overall "Event Duration." The rate is still $2.00/2 hours.

If later sessions of a tournament require a player to have beaten a prior event, make sure to indicate that on the submission form, in the field asking if attendees can register for this event.

Free Events

Seminars and most anime and film events are free for attendees with a valid badge. The Gen Con base price is $0. You may not add an additional fee to any free event without prior Gen Con approval.

Other events may only be run for free with Gen Con approval. Running free games usually requires renting the space required to run them. Refer to the Contracted Event Space section for more information.

Free events to do not contribute toward badge or hotel credit.

Running Events On Site

Before the Event

Check in with the local Event HQ 15 minutes before your event begins so that we know you are there for your event. This allows you to check your event space and contact the local Event HQ if there are any problems.

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You should be at your event area at least 5 minutes before the beginning of your game to welcome players and hand out any necessary materials.

Take care not to interrupt or disrupt any game still running in the same space before you are scheduled to begin. Unless you have explicitly arranged it prior to the convention, there is no setup or breakdown time assigned to your event and you must be able to be completely contained within your submitted schedule time. If it seems like a game before yours might run too long or a game after yours is trying to set up early, contact the local event HQ to sort the issue out.

You can ask any event HQ to check on your event's current location & number of registered players.

DURING THE EVENT

You are required to collect tickets from all players in your event. Collect event tickets for your event prior to start. See Collecting & Turning in Event Tickets for full instructions.

A player with a registered ticket for your event is guaranteed a spot in your event as long as they show up on time. This is true even if your event is $0. If they have a ticket to the event, they are guaranteed a spot. Wait up to 15 minutes for late players, if you can. But if your event schedule is extremely tight and *must* start on time to finish on time, you can count ticketed players as no-shows at your event start time and accept stand-by players at that point.

If your event involves mature content or anything not suitable for all audiences, you must clearly state this before it begins. This should be clear enough for all participants to be certain that they will be comfortable with all material presented. If you have any attendees that are concerned about the subject matter or feel that it is not appropriate for them, you can sign the back of their ticket with a note as to why and instruct them to go to customer service to get a refund.

You are required to check that your players are wearing valid badges during all of your events.

- **A badge is required for participation in all events** – if we find players in your event without a badge, they will be asked to leave and get their badge and/or your event may be canceled.
- **You are required to wear a badge while running your event**. Your event may be canceled if we find you GMing without a valid badge. This requirement applies to *all* events, not just games. Seminars and special events may also be canceled if the event organizers are found to be without badges.
- A 1-day badge is valid for the day issued until 4 am the next day. i.e. a 1-day Thursday badge is valid until 4 am Friday morning.

Events must be run as they are represented in the event listing. Changes to the location, format, player maximum, game system, etc. cannot be made without prior Gen Con approval.

- Your event must begin and end on time, as designated by the event listing in the registration system and/or by Gen Con staff. It is important to submit your event duration with ample time for set up, organizing players, and clean up.
- Do not move your event from its assigned location or occupy more space than allocated without Gen Con approval. Ask the nearest Event HQ if you need to expand.
- If you need to make any changes to your event, or have any problems, notify the nearest Event HQ and they will assist you.

If you have any problematic players or security issues, immediately notify the nearest Gen Con staff member.

If you have a medical emergency, immediately contact Gen Con staff and/or use the nearest house phone.

AFTER THE EVENT

Clean up your area once your event concludes. You are responsible for your event space and must keep it clean for the next event. Refer to the Layout, Event Furnishings & Special Requests section for more information. Leave your event space as you found it (and as is indicated on the floor plan for the area).

Contact the nearest Event HQ if there is any problem in or near your event space, such as overflowing trash cans, food or drink spill that requires assistance, a table cloth that needs to be replaced, or a broken table, chair, etc.

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If you want your tickets reconciled in your presence, you may ask an Event HQ to scan them for you while you wait. This is dependent on workload, and not all Event HQs may be able to immediately accommodate all reconciliation requests.

Additional Policies & Information

If you cannot run your event due to an insufficient number of players (or for some other reason beyond your control), notify the nearest Event HQ immediately to cancel your event. See the Canceling Events section.

You are responsible for the security of all items you bring to your event. Gen Con does not assume responsibility for any lost or stolen articles. Gen Con does operate a Lost & Found near the Show Office.

If you or your players have any complaints about the event, your space, or nearby events, please notify the nearest Event HQ.

Collecting & Turning in Event Tickets

You must turn in all tickets after your events have ended whether or not you are requesting reimbursement. We use tickets to track attendance and space usage. If we do not have your tickets, then your event did not happen and will be listed as a no-show in our records. Without accurate attendance data, it will be difficult to justify expanding or even providing event space in the future.

If you have many events, consider preparing the event ticket envelope labels before the convention, then you only need to add ticket counts and the tickets themselves onsite**.** The label template and instructions on how to fill them out can be found in the Host section of our website.

Event ticket envelopes are available at GM HQ and Event HQs. GMs are welcome to use their own envelopes, as long as they are properly labeled with the required information and are appropriately sized.

Tickets must be submitted in appropriately and completely labeled event ticket envelopes. All fields are required.

Do not submit tickets for multiple events in the same envelope, even if they have the same title. Each Event ID should have its own envelope.

Each envelope should contain no more than 100 tickets. For events with more tickets than will fit into a single envelope, divide the tickets and turn in multiple envelopes under the same Event ID. Each envelope should be completely filled out with all of the event data, but should *only list the tickets contained within it*.

> *Your TCG tournament TCG0100001 did really well, so you have more than 100 tickets. Turn in **multiple** ticket envelopes, each with the full event details (labeled as TCG0100001 and with the title, start time, etc.). Mark the number of ticket types that are in each envelope, not the total number of tickets you collected.*
>
> *If you had 160 generic tickets and divided them evenly, each envelope should be marked with 80 generics. Or you could put 100 generics in one envelope and 60 in the other, marking each appropriately.*
>
> *If you also had 10 event tickets and divided things evenly, one envelope could contain 10 event tickets and 75 generics, with the other envelope containing 85 generics.*

Tickets must be turned into GM HQ by 5 pm on Sunday at the convention. If you cannot meet this deadline, mail the correctly filled out event ticket envelopes containing the tickets so that they *arrive* at the Gen Con offices within 2 weeks after the show.

Ticket receipts are not valid tickets, though they may look similar and be included in the ticket bundle. All valid tickets will include the event ID, title, time, and location of the event, as well as a bar code. Please make sure to confirm all of your players give you valid tickets; do not accept receipts. They will *not* count towards your attendance total or event ticket payment.

Only tickets for the current year are valid. Double-check the year listed on all tickets you collect as you will not receive any credit for players with invalid tickets.

If there are too many registered tickets, notify the local Event HQ immediately so we can determine the order of player registration.

Generic tickets can be accepted if your event has not sold out or any of your registered players have not shown up. You are responsible for collecting the correct number of generic tickets from each player to

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cover the cost of the event. If you do not, that player will not count toward your event. See the Reimbursement section for more information.

Do *not* accept generic tickets if you are running a free event, as that would unnecessarily charge the attendee to participate. Instead, tally the number of people without registered tickets to your free event and mark them as "Complimentary Players" on the event ticket envelope you turn in to track your attendance.

You can accept tickets for a *different* event as if they were an equal value of generics. Do *not* exchange for generics and do not give "change." An expensive ticket may be used to cover multiple players. Record these as "other" tickets on the event ticket envelope, counting them as an equal value of generics. **Players with actual tickets to the event always have priority – their seats are guaranteed.**

> *TCG0100001 is $10. TCG0100002 is $10. TCG0100003 is $14. TCG0100004 is $20.*
>
> *Tickets to TCG0100001 and TCG0100002 could be used at either event interchangeably, just like generics.*
>
> *A ticket to either TCG0100001 or TCG0100002 would be not enough to get a seat at TCG0100003 or TCG0100004. Additional tickets would be required.*
>
> *Using a ticket to TCG0100003 to play in TCG0100001 or TCG0100002 would simply waste the $4 difference.*
>
> *Using a ticket to TCG0100004 to play in TCG0100001 or TCG0100002 would cover entry for up to 2 players. Using it for TCG0100003 would only cover 1 player, and waste the $6 difference.*

When your tickets have been scanned and reconciled by Gen Con, you will receive an email confirmation. You may receive multiple emails for events with a large volume of tickets. You can also download your attendance data from your EO/GM Dashboard.

You may request to have tickets scanned in your presence if you would like to directly confirm reconciliation totals. Stop by any event HQ and they can scan your tickets as long as they are not busy helping another attendee.

You can take a photo of your tickets for each event as a backup in case something happens to your tickets. If the ticket details can be read from the photo, they may be used for ticket reconciliation. This is only a backup, however, and excessive reliance on ticket photos will not be tolerated.

Canceling & Changing Events

If you need to cancel or change an event for any reason at any time, the EO must immediately notify the appropriate Gen Con representative.

Before the convention, you can cancel or change an event by emailing events@gencon.com with the event title, event ID, and event start time. Be proactive. If you do not receive confirmation, call us directly or stop by GM HQ on site to confirm the cancelation of your event. If you have not received direct confirmation from Gen Con that your event has been canceled, you are still responsible for running it.

During the convention, notify the nearest Event HQ (including GM HQ) as soon as possible if you need to cancel or change an event. Failure to do so may make it difficult for your players to get appropriate refunds.

If an event must be canceled around the time it was scheduled to run, you must bring your players to the nearest Event HQ and get authorization for them to receive a refund. They must get their tickets signed by the HQ staff to be eligible. No refunds will be issued for tickets without approved signatures.

An excessive number of event cancellations or changes may affect your involvement in current and future shows.

Canceling may impact your badge and hotel reimbursement. See the Reimbursement section for more information.

Demos & Introductory Events

Demos (free events to promote a game or product) may not be conducted outside of a company's booth in the Exhibit Hall without prior Gen Con approval.

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If you want to hold an event that is free for attendees, you must rent event space from Gen Con. All demo events must be free to attendees because they will not be playing a full game. See the Contracted Event Space section for more information on how to rent demo space.

Introductory events (full-length ticketed events to promote a game or product) are submitted like any other event and follow standard Gen Con policies, including pricing and placement. See Submitting an Event for more information.

ACCESSIBILITY

Attendees with accessibility concerns must be provided appropriate accommodation. This may include, but is not limited to, reserved seating or special consideration to provide *equal* access. It does *not* mean that they should get to the front of the line for waiting players, if not appropriate.

If a registered participant requests specific accessibility services within two weeks of the convention, the event organizer is expected to work with the requesting participant to make reasonable accommodation.

Gen Con does not provide ASL interpreters or other accommodations for events it does not directly host, but can provide resources to help event organizers to secure their own. Contact events@gencon.com for more information.

PHYSICALLY ACTIVE EVENTS

A physically active event is anything that involves something more than playing a game around a table – including, but not limited to, contact LARPs, exercise classes, sports, or anything using boffer/padded weapons or NERF guns, etc.

All participants in physically active events are required to have waivers on file with Gen Con.

- The event organizer of a physically active event must sign a consent and release agreement with Gen Con LLC releasing Gen Con LLC from responsibility and affirming that all GMs will collect consent and release agreements from all players. This agreement will be sent to event organizers no later than 30 days before the convention. If you have not received one by that point, contact events@gencon.com with event details to confirm.
- *Players* must sign a consent and release agreement with the *event organizer*. The waiver is available online in the GM files section of the web site or at GM HQ on site.

Event organizers must collect completed consent and release agreement from *all* participants (without exception) and turn them in on site at GM HQ no later than Sunday at 5 pm.

All physically active events are required to fully disclose all activities and materials involved in the event, as well as provide a detailed floor plan for review by the layout deadline.

Gen Con reserves the right to modify any layout or event plan for safety or operational concerns.

ENTERTAINMENT & PERFORMANCE EVENTS

Entertainment or performance events (ENT) are audience events (concerts, dances, comedy routines, plays, celebrity gaming as a spectator sport, etc.) as opposed to more basic gaming events. They usually require a separate room filled with chairs (theater style) facing the performance space.

Gen Con reserves the right to vet all submitted ENT events. As such please include the following information in the Special Requests field of the submission form. Do not assume your event will be reviewed unless you have submitted this requested information.

- What kind of performance event is the submission (comedy, music, theatre, etc.)
- Link(s) to other performances and/or press kit.
- Any other relevant information to aid in the vetting process.

If you are interested in hosting a large-scale entertainment or performance event, please email events@gencon.com directly to discuss the scope and set expectations before entering the details into the event submission form.

There is very limited space for entertainment and performance events. We only have a couple rooms/stages and only three nights during the convention. Due to these limitations, we will activate a limited number of submitted events. You will need to be flexible on your performance day & time.

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Available performance spaces operate under a number of space constraints. Special requests such as a stage, back-stage/dressing room area, raked/raised seating, stage lights, etc. may simply not be available. Performance spaces are typically a carpeted ballroom space, with airwall dividers. We will do what we can to accommodate event needs, but special layouts are not feasible. Please keep that in mind when setting expectations, and – again – flexibility will be the key to a smooth & successful event.

Multiple submissions of the same or similar events may not be accepted, due to scheduling constraints. If they are, you will need to be flexible on the exact day & time of any repeat performances.

Any requested A/V must be paid for in advance. See the A/V section under Layout, Event Furnishings, & Special Requests for full details.

There is limited space provided for musical or live performances. Limited A/V is provided for ticketed events in this space, and performers are given a limited license to sell merchandise during their scheduled event only. For more information, email events@gencon.com.

Never contact any venue directly unless explicitly instructed to do so by Gen Con.

Hosting an entertainment event does not mean you can sell merchandise or engage in any other form of monetary transaction during the event. Refer to the Monetary Transactions & Product Sales section for more details.

Prizes & Awards

Any prizes you want to provide at your event must be audience-appropriate. Consider who your participants will be and what time your event will run before deciding to use a prize that may have an age limitation.

Gen Con will in no way be held responsible for any situations or actions which may arise as a result of any prizes or awards related to your events.

By submitting an event with prizes, you affirm that all your event prizes and awards are legal. It is your responsibility to investigate applicable state, local and federal laws to determine the legality of your prizes. We recommend you contact your lawyer, who will want to know: Is this a gambling event? Does the outcome depend primarily on luck or skill? What is the value of your prize?

Gen Con reserves the right to stop the distribution of any prize at the convention.

Gen Con neither provides nor distributes prizes for individual events run at the show. If you offer prizes, it is your responsibility to acquire and distribute them to your winners.

Do not approach exhibitors or companies on behalf of Gen Con to request prize support.

If you are a gaming group and receive prize support from a company, you are required to inform Gen Con.

Monetary Transactions & Product Sales

No monetary transactions of any kind are allowed outside of your Exhibit Hall booth without prior approval by Gen Con. Violation of this rule may result in the cancellation of your event, removal from the convention, barring from future shows and may impact relations with other Gen Con departments as well.

Some events and companies are given approval to make monetary transactions. If you witness any transactions and are unsure if they have been given official approval, please inform the nearest Event HQ immediately so we can look into the situation.

Email events@gencon.com for approval if you would like to sell product.

All approved sales outside of the Exhibit Hall require a valid business license for the city and state in which the show is held, and may require a cash register and a Gen Con approved cashier. The cashier must follow a reconciliation process as defined by Gen Con, which may require additional training.

The EO is responsible for all costs incurred for setting up sales, as well as securing any necessary licenses or permits.

Anyone engaging in monetary transactions (tips, sales, etc.) outside their booth in the Exhibit Hall must display a certificate of official Gen Con approval. For more information, contact events@gencon.com.

Wednesday Events

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We accept a *limited* number of events for Wednesday. The convention still officially begins on Thursday. This is intended as a service to our attendees, volunteers, GMs and exhibitors who arrive early – it is a "by fans, for fans" initiative.

All Wednesday events are free and *do not require a ticket*. If you have open spots when the game starts, you can fill them in any manner that is fair to the attendees who have shown up to play.

Gen Con will provide space for Wednesday events, but nothing else. Other than a room and tables with chairs, no resources can be provided on Wednesday. This includes, but is not limited to, A/V requests. Wednesday events must be submitted just like any other event. Simply choose Wednesday as your preferred day.

Wednesday events are reviewed and placed *after* all other events scheduled for Thursday through Sunday but otherwise follow the same review and placement procedure as other events.

Space on Wednesday is extremely limited and not all events may be able to be accommodated.

Wednesday events do not provide any credit towards qualifying for a complimentary badge or hotel room, or any kind of reimbursement or payment.

Events must be of a limited scope reflecting the "by fans, for fans" ethos. Large-scale corporate events or demos are not permitted during Wednesday gaming.

BADGES

This section covers complimentary badge eligibility for GMs and EOs as well as the process to receive them. A GM badge is a specific type of complimentary badge that Gen Con offers to people who volunteer to run and organize events and games. It is not just a badge that a GM happens to have.

GENERAL POLICIES

If you are not running events for a company or gaming group (even a group of just 1 person), you do not get a GM badge *before* the convention. Refer to the Reimbursements & Payments section for details on requesting badge reimbursement *after* the convention.

If you received a GM badge and need reimbursement for an attendee badge you already purchased, please refer to the Reimbursement section.

GM badges will not be mailed out. GM badges must be picked up as a packet at GM HQ. Event organizers for a group can list additional names that are authorized to pick up all the badges or make changes (add/remove/change) to the badge list on site. **Badges will not be distributed to individuals who are not on that authorized list**.

Photo ID is required to pick up badge packets.

EOs are responsible for ensuring their GMs receive all appropriate information regarding their badges and running their events.

Complimentary GM badges are contingent upon following appropriate policies and can be revoked at Gen Con's discretion.

Complimentary GM badges are for game masters and event organizers *only*. Badges cannot be requested for friends or family members, even if a gaming group or company has enough player-hours to cover the additional badges.

A GM badge is not required to host an event. It is simply a complimentary badge provided to individuals who run a minimum volume of events at the convention. All game masters must still have some kind of valid badge for the current convention.

Complimentary GM badges are non-transferable. If a GM cancels or does not show up and a replacement GM is found, the EO must go to GM HQ and turn in the original GM badge. A replacement badge with the new GM's name will be issued.

HOW TO QUALIFY FOR COMPLIMENTARY GM BADGES

Gaming groups and companies can earn complimentary GM badges based on the number of events they submit.

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EOs/GMs can earn 1 GM badge for every 70 player-hours' worth of events they run. A GM can only earn 1 badge.

Each event generates a number of player-hours equal to its duration multiplied by the maximum number of players, as indicated on the event submission form.

Example: A 4-hour RPG for 6 players would generate 24 player-hours. A GM would need to run three such games to qualify for a GM badge (4 hours x 6 players x 3 games = 72 player-hours).

- Tournaments use the "minimum play time" to determine player-hours, instead of the overall duration of the event.

  Example: A 10-hour TCG tournament for 64 players with a minimum play time of 2 hours (i.e. the first round in which players might be eliminated is only 2 hours long) would generate 128 player-hours (2 hours x 64 players), not 640 (10 hours x 64 players).

- Free events do not generate any player-hour credit.

Independent GMs must purchase an attendee badge. The cost of their badge can be reimbursed after the convention. Please refer to the Reimbursement section for more information.

Requests for additional complimentary badges must be sent to events@gencon.com with a full explanation of any extenuating or special circumstances.

Gen Con reserves the right to limit the number of complimentary badges a gaming group or company earns.

Player-hours apply only to the show in which they were earned. Player-hours are never rolled-over from one show to another.

How to Request Complimentary GM badges

Requesting a Badge Allocation

Badge allocations can only be requested by the group's event organizer.

Fill out the GM badge allocation request form, which will be available on the Host page after event submission is underway. You will need to provide the following information:

- Your name & badge/account number
- Gaming group or company name
- The total number of badges you are requesting
- The names of anyone else authorized to pick up your badge packet (if any) from GM HQ

If your group qualifies for the number of badges you are requesting, an allocation will be created and added to your group's account. It is then the EO's responsibility to assign all required GM badges: *if a badge is not directly assigned to a specific GM, it does not exist and is not printed*. It will not be waiting for you at GM HQ.

Allocations will not be assigned until events are active and confirmed.

If a badge allocation has not been requested and confirmed before the convention, you can stop by GM HQ to set it up onsite. Onsite badge requests take time to process and may require you to come back to GM HQ later or even the next day to pick them up.

Assigning Badges to GMs

Once the allocation has been created, the group's EO can assign the badges to GMs, using the email addresses associated with each GM's Gen Con account.

1. Sign into your registration account
2. Go to "Buy a Badge" or "Get a Badge"
3. You should see "Gamemaster" listed as a badge type for $0 and you can assign to anyone on your friends list as with any other badge type – if the GM's name is not already listed, enter the email address for their account in the field for "Someone else"

All GMs must have active accounts in the registration system to receive a GM badge and you must use the email address they have listed in their account.

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If a GM has multiple accounts and a GM badge is assigned to the wrong account, have them email events@gencon.com to correct it.

If you need to return a GM badge, email events@gencon.com with the account information of the GM that no longer needs the badge. It will be refunded and returned to the allocation so you can assign it to someone else, if necessary. Once GM badges have been printed, you will need to bring any badges you want to exchange to GM HQ.

If a GM already has an attendee badge, that badge will automatically be refunded before fulfillment begins. Refer to the Reimbursements section for more details.

HOTELS

Gaming groups can request hotel rooms in the Gen Con GM room block. Groups that qualify for hotel reimbursement might qualify for complimentary rooms.

GENERAL POLICIES

Independent GMs and gaming groups may qualify for hotel reimbursement or even complimentary hotel rooms. 800 player-hours are required for a complimentary room. 200 player-hours are required for an individual to be reimbursed for their share (1/4) of a hotel bill. For hotel reimbursement, please refer to the Reimbursement section.

Gen Con maintains a "GM block" of hotel rooms (within the larger block of rooms for the whole convention) set aside specifically for GMs and event organizers.

Pre-arranged or complimentary hotel rooms from Gen Con are a privilege, not a right.

Gen Con reserves the right to limit the number of rooms given to any group.

Gen Con does not automatically cover the cost of rooms within the GM block. For information on qualifying for a complimentary room or reimbursement (either partial or full), refer to the appropriate sections below.

Rooms cannot be moved into the GM block. If you have booked a room yourself in the general Gen Con hotel block and qualify for reimbursement, you must follow the standard procedure. Gen Con will not assume control of the room and will not cover the cost ahead of time.

Gen Con is not responsible for covering any costs associated with a hotel room in the GM block if the individuals staying in the room change without prior approval. If you need to change the names listed on your room at any point, you must notify events@gencon.com immediately. If a change is made on site, notify GM HQ within 24 hours.

HOW TO QUALIFY FOR COMPLIMENTARY HOTEL ROOMS IN THE GM ROOM BLOCK

Companies and sponsored gaming groups are not eligible for hotel reimbursement or complimentary hotel rooms. These are for non-sponsored and independent GMs and gaming groups, not for employees or promoters.

Gaming groups that have a long-standing working relationship with Gen Con and qualify for hotel reimbursement based on event submissions can ask for pre-paid, complimentary rooms.

- One complimentary room (based on assumed 4-person occupancy) can be requested for every 800 player-hours of Active events the group is running.
- Space is limited and assigned at Gen Con's discretion as inventory allows.
- Hotel reimbursement requests do not need to be submitted for complimentary rooms.
- Gen Con is only responsible for room cost and tax. All other incidentals (parking, phone, food) are the responsibility of the guests in the room.

Each event generates a number of player-hours equal to its duration multiplied by the maximum number of players, as indicated on the event submission form.

Example: A 4-hour RPG for 8 players would generate 32 player-hours. A gaming group would need to run 25 such games to qualify for a GM hotel room (4 hours x 8 players x 25 games = 800 player-hours).

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- Tournaments use the "minimum play time" to determine player-hours, instead of the overall duration of the event.

  Example: A 10-hour TCG tournament for 64 players with a minimum play time of 2 hours (i.e. the first round in which players might be eliminated is only 2 hours long) would generate 128 player-hours (2 hours x 64 players), not 640 (10 hours x 64 players).

- Free events do not generate any player-hour credit.

How to Request a Room in the GM Room Block

The GM room block is provided to event organizers and game masters as a backup if they are unable to find a room in the general attendee block (or another block, as appropriate). **It should never be used as the primary method of securing a room – inventory is limited and access is never guaranteed**. Event organizers should attempt to secure a room as normal and request a room only if they are unable to find a suitable one.

You must complete the Hotel Request form, providing the names and details for all guests. The form is available on the Host page once events are active and confirmed.

Completed hotel request forms must be received by the Hotel Request deadline. Requests submitted after that cannot be accommodated.

All required fields on the form must be completely and properly filled out. Incomplete forms or forms with placeholder information will not be accepted. Do not list the same guest multiple times.

Gen Con is only responsible for providing housing or hotel reimbursement for the names listed on an approved GM hotel request form.

- If you need to make a name change, you must notify GM HQ within 24 hours – Gen Con is not responsible for paying for hotel fees incurred prior to being notified about the change.

Legal names & valid email addresses are required for all guests in each hotel room. Photo IDs will be required at check-in.

The form will be used to determine who is staying in each room; if any GMs want to room together, make sure to list their names under the same room.

If any GMs require handicap access or a smoking room, indicate on the hotel request form.

Reimbursements & Payments

Gen Con appreciates the effort EOs and GMs put into their events. For their hard work, Gen Con offers some reimbursement options based on qualifications.

General Policies

To receive any payment or reimbursement for any of your events, you must *turn in* your event tickets. All payments and reimbursements are based solely on ticket data - **no payments will be issued for events that do not have tickets**. Refer to Collecting & Turning in Tickets for more information.

All reimbursement requests must be *received* at the Gen Con LLC offices within 2 weeks from the end of the convention.

Reimbursement requests made after this deadline will not be honored.

Reimbursements and payments will be mailed out approximately 6 weeks after the convention.

All follow-up inquiries regarding missing or incorrect reimbursements must be received within 8 weeks from the end of the show. Any outstanding requests are no longer valid after this date.

Gen Con is not responsible for lost or stolen event tickets.

If you cannot run your event due to an insufficient number of players (or for some other reason beyond your control), you must immediately notify the nearest event HQ so they can note that the event will not have any tickets turned in. The total event hours will still count towards reimbursement as long as you were present and ready to run at the start time.

Wire transfer is available for a $35 fee.

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Any requests to stop payment and reissue a check are subject to a $35 fee. Additional fees or penalties may be applied, depending on individual circumstances.

It is your responsibility to keep the contact information in your account up to date. If we need to contact you regarding your reimbursement, we will use that information. Gen Con is not responsible for your reimbursement if the contact information provided is not current and we are unable to reach you in a timely manner.

Requesting Badge Reimbursement After Receiving a GM Badge

If you received a GM badge and already purchased an attendee badge, your attendee badge will automatically be refunded before fulfillment begins.

If for any reason your badge was not automatically refunded, you must bring your physical attendee badge to GM HQ by Thursday at the convention to request a refund. This will be processed once we return to the office after the convention.

Only paid, attendee badges (4-day, one day, VIG, VIG companion, etc.) are eligible for reimbursement. Complimentary badges (such as from a promo pass or Trade Day package) or badges that provide special access (such as exhibitor or press) are not eligible for reimbursement.

Reimbursements are issued to whatever payment method was used to originally buy the badge. System credit will be returned to the appropriate account and any credit card purchased will be credited appropriately.

Requesting Badge Reimbursement After the Convention

If you ran 70 player-hours' worth of events and purchased an attendee badge, you can request a refund after the convention.

- If your events do not meet the minimum requirement for badge reimbursement, you can earn additional hours as a general show volunteer. See Volunteer HQ on site or email volunteers@gencon.com for more information.

To request a refund, complete the GM badge refund request form, available on the Host page after events are active. You will need to provide the following information:

- Name
- List of event IDs for the events you ran
- Your badge/account number
- Name and account number of the person who purchased your badge, if you did not buy it yourself
- Name the check (if necessary) should be payable to
- Mailing address
- Name of gaming group/company you worked for, if any

As long as you have turned in the event tickets for your events, we can confirm that they happened and can issue you a reimbursement. If you did not turn in your event tickets, we will not issue a reimbursement.

Incomplete reimbursement requests may not be processed.

Only paid, attendee badges (4-day, one day, VIG, VIG companion, etc.) are eligible for reimbursement. Complimentary badges (such as press badges) or badges that provide special access (such as exhibitor badges) are not eligible for reimbursement.

Reimbursements are issued to whatever payment method was used to originally buy the badge: the credit card will be refunded for any credit card transaction or a check will be mailed for any cash purchase. Purchases made using system credit are refunded to system credit.

No reimbursement will be issued if no badge is listed in your account.

Requesting Hotel Reimbursement After the Convention

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GMs who run a cumulative 200 player-hours' worth of events over the course of the convention weekend are eligible for partial reimbursement of their hotel bill.

- If your events do not meet the minimum requirement for hotel reimbursement, you can earn additional hours as a general show volunteer. See Volunteer HQ on site or email volunteers@gencon.com for more information.

To request a refund, complete the GM hotel request form, available on the Host page after events are active. You will need to provide the following information:

- Name
- List of event IDs you ran
- Your badge/account number
- Which nights you are requesting reimbursement for (Thursday, Friday, and Saturday night only by default – Wednesday night reimbursement is only offered to GMs who ran events Thursday morning)
- Name the check (if necessary) should be payable to
- Mailing address
- Name of gaming group/company you worked for, if any

As long as you have turned in the event tickets for your events, we can confirm that they happened and can issue you a reimbursement. If you did not turn in your event tickets, we will not issue a reimbursement.

Incomplete reimbursement requests may not be processed.

A copy of the hotel bill or folio (with your name printed on it *by the hotel*) is required for all hotel reimbursement requests. **There will be no exceptions to this rule**.

- Hotel bills must be issued by the hotel itself. Online receipts and booking confirmations will not be accepted.
- Your name must be printed on the hotel bill by the hotel. You cannot write your name in yourself.
- The bill must list the full rate for the room for each night you are requesting reimbursement for. Do not split the bill among the guests of the room, dividing either the nights or the rate for each night. The bill must list the full and complete rate of the room to be used for reimbursement.
- Bills that do not meet these requirements are not valid for reimbursement.

You can scan and email us your hotel bill (at events@gencon.com), drop off a copy of your hotel bill at GM HQ before 5 pm on Sunday at the convention, or physically mail it, but it must be *received* at the Gen Con LLC offices before the reimbursement request deadline.

Gen Con LLC

ATTN: Events Department

120 Lakeside Avenue, Suite 100

Seattle, WA 98122

Hotel reimbursement is based on 4-person occupancy. You will be reimbursed for 25% of room cost (plus tax) or $50 per night, whichever is *lower*.

Only room cost & tax will be reimbursed. Any and all other charges or incidentals (including but not limited to: parking, phone, or room service charges) are entirely your responsibility.

Reimbursement is for Thursday, Friday and Saturday nights only, except by Gen Con approval. Wednesday night may be available on a limited basis for GMs running events starting at 8 am on Thursday.

Only hotel rooms booked within the Gen Con hotel block are eligible for reimbursement.

Hotel reimbursement is for independent GMs and gaming groups only.

Companies are not eligible, nor is any sponsored gaming group (a group running events to market a game or receives significant support from a company). If your gaming group receives prize support from a

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company, you are required to inform Gen Con of the full extent of your relationship. Gen Con reserves the right to decide if it considers a given group to be "sponsored" or not.

Each GM must have their own copy of the hotel bill and must request reimbursement separately. All reimbursements are only issued to the individual named on the hotel bill (by the hotel). Reimbursements will not be issued to companies or groups, nor will they be pooled together.

If you and your friends all GMed but you paid for the room, Gen Con will still reimburse each individual separately. It is your responsibility to sort out whatever money is owed amongst you.

Gen Con is not responsible for lost or stolen hotel bills. Make sure to keep a copy for your own records. Most hotels will provide an additional copy upon request.

Gen Con reserves the right to deny any hotel reimbursement that does not conform to our policies and procedures.

Event Ticket Payment Policies & Process

Event ticket payment is a partial reimbursement of the ticket cost.

General Policies

If you charge an additional fee for your events (by adding it on the event submission form), you may be eligible for payment. See the Event Submission Section for more information on how to enter this additional fee.

Only the amount indicated in the additional fee field will be used for calculating reimbursement. No additional fee means no reimbursement.

Event ticket payments for any event with a final ticket cost equal to or greater than $20/2 hours is subject to an additional admin fee. Refer to Event Ticket Pricing for more information.

All event ticket payments will be made payable to the name and mailed to the address indicated in the appropriate fields in your *event submission*, not in your account. Please keep your events up-to-date at all times. If you move or need to send a payment to a new address, you must email events@gencon.com to update your events – simply changing the address in your account online is not sufficient You are responsible for any fees incurred due to stop payment requests for checks sent to the wrong address.

Event ticket payment is based *solely* on the number of tickets turned in for an event, not on the number of registrations in our system or players at the event.

- Gen Con tries to ensure the quality of all events. Should attendees have a complaint about the quality of any event, Gen Con reserves the right to offer attendees a full or partial refund and reduce the event organizer's final ticket payment based on any refunds issued.
- If you turn in fewer than the correct number of generics needed for each player, you will *not* be issued a partial credit for that player's registration.

  Example: An event costs $8 (4 generic tickets). One player gives you 4 generic tickets and another gives you 3 (a combined total of 7 generic tickets). You will only be reimbursed for 1 player.
- Any tickets not turned into GM HQ during the convention must be mailed to the Gen Con LLC offices by the deadline to turn in tickets and requests. **Tickets must be properly sorted and labeled** (refer to details about Collecting and Turning in Tickets, above), and any tickets received after this are not eligible for either reimbursement or payment.
- If we receive a mailed envelope full of loose tickets, they will not be reconciled.

On-Site Ticket Reconciliation

To confirm the accuracy of your ticket counts, you may request for your tickets to be scanned in your presence. Simply go to any Event HQ and ask if they can reconcile your tickets with you. They can scan them in while you are there to confirm accuracy. If there are any issues or concerns, or if you do not agree with the final total, you can have them remove the tickets from the system and give them back to you so that you can count them again for your own records.

Ticket scanning at Event HQs is available as workload permits and you may need to wait for a rush or issue to be dealt with before your tickets can be scanned.

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If you do not request to have the tickets counted in your presence, you agree to accept the count Gen Con determines for the tickets you turned in.

No receipts are provided for event tickets, whether they are reconciled onsite or simply turned in. GMs concerned about a concrete record can take a photo of all tickets – legible photos can be used to reconciled ticket data, as a last resort. Refer to Collecting & Turning In Events Tickets for more details. Email confirmations are sent for all tickets scanned into events, but no receipt is provided for physically turning them in.

LAYOUT, EVENT FURNISHINGS & SPECIAL REQUESTS

Running events at Gen Con requires tables, chairs and event space. On occasion you may have a unique configuration that our standard policy does not address. Gen Con approves special requests on a case-by-case basis.

GENERAL POLICIES

Gen Con will use its best judgment in determining the optimal configuration for tables, chairs, HQs, and power drops. Gen Con's decision is the final verdict.

It is the EO's responsibility to notify Gen Con of all requirements necessary for the success of their event. Gen Con will configure your event needs based on the information provided in your event submission.

All layout or setup requests are due by the Layout Request Deadline. Fill out the layout request form on the Host page. Late requests are reviewed on a case-by-case basis and may incur additional fees.

If you make any special requests, it is entirely your responsibility to ensure it was received. If you do not receive an e-mail confirmation from Gen Con as to whether or not we will be able to accommodate your request, you must contact us via email or by phone to confirm. If you do not receive confirmation you cannot rely on your request being filled.

Special requests for individual events can be indicated on the submission form but any requests that affect more than one event must be submitted using a layout request form, linked on the Host page. It is highly recommended to follow up with events@gencon.com for *all* special requests.

Floor plans may be available upon request after the layout request deadline. They are not sent out automatically.

The EO is responsible for any costs incurred by special requests (such as custom space, layout, or HQs) or changes to agreed-upon layout and setup.

Unless otherwise explicitly stated, all prices cover usage for the duration of the convention and cannot be pro-rated for use during a single day or event.

For requests that incur a cost, an invoice will be sent prior to the convention. If you have not received an official invoice from Gen Con within 30 days of the show, email events@gencon.com to ensure that your A/V requests have been processed.

All payments for special requests must be received prior to the start of the convention.

If your event space on site deviates from the pre-show confirmation, inform Gen Con immediately so it can be corrected. Do not attempt to resolve the situation yourself or directly with the vendor or venue unless specifically directed to do so by Gen Con.

If you want to hold an event that is free for attendees, you may be able to rent event space from Gen Con, effectively paying for space costs and estimated ticket revenue. Email events@gencon.com for more information. Please refer to Contracted Event Space, AKA Renting Event Space for more information.

Event rooms are scheduled to be locked after the last event of the day and opened before the first event the next morning. Please make sure to take any personal belongings with you when you leave a room.

Special arrangements may not be finalized until after event placement and space planning have been completed.

TABLE SETS (STANDARD & SPECIAL REQUEST)

Gen Con will determine the number of tables you need based on the event type's default player-to-table ratio and the event's "Maximum Number of Players" field on the event submission form. Please be sure to

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leave a space for your GM at the table when appropriate, as max players and players per table will be used to determine how many total tables and seats to dedicate to your event.

If you require a non-standard player-to-table ratio (i.e. splitting a 6-player RPG into two separate groups of 3), indicate the number in the "How many players will be at each table?" field on the Event Submission Form.

If you need extra tables for a specific event in addition to those allocated for your players (i.e. for staging game supplies), indicate in the "Other Special Requests" field on the Event Submission Form. Tables issued based on availability. Make sure to send a message to events@gencon.com to follow up via email.

For table configurations, refer to the Room Sets & Event Space section.

If your event requires a non-standard table size, contact events@gencon.com with details. Other sizes may be available, though they may also have an additional fee depending on the circumstances. All special table requests must be received by the layout deadline.

Standard Table Allocation for Submitted Events

RPG

- One 6' round per 6 players. Table sizes may vary.

NMN/HMN

- One 8'x60" per 4 players
- Other table sizes include: 8'x30" and 8'x90". Make sure to indicate the required table size for each event on the submission form under Special Requests
- All table configurations assume seating for 4 players.

BGM, CGM, & TCG

- One 8'x30" per 6 players.

LRP

- 6' rounds with 8 chairs each, spread throughout the room at 50% capacity
- Rectangular table against the wall near the door to serve as a check-in or staging area.

SEM

- theater-style seating for attendees facing a skirted head table with chairs

Standard Table Coverings & Colors for Submitted Events

All tables are covered in vinyl or tablecloth. Gen Con determines the color.

Companies and gaming groups can request a special vinyl color and we will accommodate these requests based on available inventory. Not all colors are available and may incur a fee.

You can bring your own special table coverings at your own expense. You are responsible for removing your table dressings once your event(s) has finished.

If you do not want Gen Con to provide vinyl/table covering or want our decorator to provide special tablecloths, fill out a layout request form and email events@gencon.com to confirm.

All requests must be received by the layout deadline.

Room Set & Event Space Policies & Configuration (Standard & Special Request)

By default, rooms are set up using standard configurations. If your event has non-standard room set or event space requirements, fill out the layout request form with a full explanation by the layout deadline. Make sure to follow up with events@gencon.com as well to confirm and provide any additional information.

Special room configurations must be requested no later than the layout deadline. Requests submitted after the deadline will not be accepted.

Adhering items to the walls is not allowed. i.e. no tape, tacks, gum, spit, glue, etc.

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STANDARD ROOM SETS

BGM, CGM, HMN, NHM, RPG, TCG

- multiple game tables in one room.

LRP

- ½ Banquet (6' rounds with 8 chairs per table, filling the room to half capacity), with a single rectangular table against the wall near the door as a check-in/HQ space.

ANI, ENT, FLM, SEM

- Theater (chairs set in rows facing the head table, filling room).

WKS

- Classroom (tables and chairs in rows facing front, filling room).

Table and space reconfigurations must be approved by Gen Con staff from the nearest Event HQ.

DEDICATED (SINGLE-GROUP) ROOM

Dedicated rooms are available on a limited basis to gaming groups and companies. See Contracted Event Space, AKA Renting Event Space for more information.

You are fully responsible for your room, including general cleaning and security of the items as well as any additional fees incurred due to room damage.

You may request to have your room locked and unlocked at specific times. You must provide your lock schedule by the Layout Change deadline. If you do not request a lock schedule, Gen Con will determine a schedule based on your submitted events. Any unscheduled locking or unlocking of a room must be requested by the EO and can only be authorized by Gen Con Events and Ops staff.

Keys are available by special request and may incur a fee. Request must be submitted by the Layout Change deadline.

- If you need a lock that no one else has the key to, email events@gencon.com.
- You are responsible for any costs associated with your key request as well as any costs due to loss of or failure to return your key.
- If you request a key, you are responsible for the locking and unlocking of your room.

HEADQUARTERS (HQ) FOR GAMING GROUPS & COMPANIES

A group running a large number of events for all 4 days of the convention may request an HQ table to be placed near their event tables.

An HQ table is rectangular (24" x 8') and skirted. Each HQ table costs $155. This price is an estimate and will be confirmed when an invoice is prepared.

You are permitted to leave banners, marketing material, and event supplies on and under your HQ table when your events conclude, but Gen Con does not provide any security. Anything left unattended in your event space is done at your own risk.

You are responsible for any costs associated with requests for your HQ. This includes, but is not limited to, A/V, power, skirted or non-standard tables, chairs, etc. Gen Con may refer you to vendors and partners to arrange and pay for such needs directly.

Event organizers are responsible for providing all equipment necessary for the HQ. Power may be available as per standard policies.

COMPLIMENTARY HQ INFORMATION

A limited number of complimentary HQs are available for independent gaming groups. To request a complimentary HQ, email events@gencon.com with your requirements.

Complimentary HQs are for independent gaming groups only. Sponsored groups and companies are not eligible.

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Requesting an HQ

If you would like an HQ for your events, submit a layout request form by the layout deadline explaining your needs. Please be as detailed as possible and follow up with events@gencon.com to confirm and provide any additional information.

Event Furnishings & Special Requests (A/V, Electrical, Stages, etc.)

General Policies

All special event needs will incur additional cost.

Special event needs are by request only.

If a request applies only or specifically to a single event, you can just note it on the event submission form. Requests that apply to multiple events must be submitted via the layout request form by the Layout Change deadline. Requests submitted after the deadline may not be accepted.

> *If you need a special size table for one event, you can just list that on the submission form. If you need specialty tables for all of your events, need your tables arranged in a special way, or if you want to request a separate HQ area, for example, you need to email events@gencon.com directly and provide full details.*

You must get Gen Con LLC approval for any electronic equipment you bring for use in your event space, with the exception of laptops. There is no guarantee your event space will have access to an outlet, so please be prepared to use laptops off battery power during the event unless you request and pay for power at your HQ.

Requesting A/V, electrical, or internet service does not guarantee the request will be granted.

Event Furnishings

Some items are non-standard and must be specifically requested. Items include (but are not limited to): stanchions, additional tables & chairs, security cages, display or trophy cases, kiosks, and pipe & drape.

A/V

Gen Con does not provide free microphones for events.

The A/V options described here are primarily for seminar and presentation (SEM) or entertainment and performance (ENT) events. If your event needs don't seem to fit these rules, contact events@gencon.com to discuss details.

It is recommended that events with 80 or more attendees request one (1) microphone, while events with 250+ attendees request four (4) microphones. Events with fewer than 80 expected attendees will not be provided with a microphone unless other A/V equipment is also required.

A/V for seminar/performance rooms is offered in packages with rooms being equipped with specific equipment. Pricing is based on an hourly fee for all event types. AV is an all or nothing proposition, there are no substitutions and you cannot bring your own equipment to replace package components to try to reduce cost.

> *If you only need a screen you will be charged the hourly rate for the entire package regardless of the equipment offered and/or needed.*

Available A/V Packages are as follows. All price are estimates and will be confirmed when an invoice is prepared.

- **Basic Audio Package**: 1 microphone, $35 per hour

  Recommended for ENT (and SEM) events with approximately 250-375 attendees

  - 1 wired microphone with floor stand connected to house sound (the speakers built into the room)

- **Small A/V Package**: 1 microphone & video projection, $115 per hour

  Recommended for SEM events with fewer than 80 expected attendees

  - 1 wired microphone with table stand

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  - 1 Blu-ray player
  - 1 DI box and cable to connect laptop
  - 1 mixing console
  - 2 powered speakers with stands
  - 1 8’ projection screen
  - 1 4.5K Lumen 720p LCD projector
- **Large A/V Package**: 4 microphones & video projection, $173 per hour

  Recommended for SEM events with approximately 100-300 expected attendees
  - 4 wired microphones with table stands
  - 1 Blu-ray player
  - 1 DI box and cable to connect laptop
  - 1 mixing console
  - 2 powered speakers with stands
  - 1 8’ projection screen
  - 1 4.5K Lumen 720p LCD projector
- **Entertainment Package**: 4 microphones, video projection, and a bigger mixer, $260 per hour

  Recommended for ENT (and SEM) events with approximately 300-400 expected attendees
  - 4 wired microphones with floor stands
  - 1 Blu-ray player
  - 1 DI box and cable to connect laptop
  - 1 mixing console (12 channel)
  - 2 powered speakers with stands
  - 1 6'x10'-8" projection screen
  - 1 4.5K Lumen 720p LCD projector
  - 2 stage monitors

If you can provide all of the equipment that you need for your event, you are welcome to do so and do not need to rent any A/V from Gen Con. You must list all equipment and explain their use in Special Request Details field. Your event will be placed in a room without other A/V.

If you need equipment beyond what is included in these packages and will be providing it yourself, you must list and explain all equipment in the Special Request Details field. You will still be charged for the package rate.

If you are bringing any equipment, you must provide full information (specifying both individual items and time required for setup and breakdown) in the Special Request Details field. You are fully responsible for your own equipment and ensuring compliance with convention center and hotel electrical requirements. Gen Con is not responsible for any damage done to equipment that an event organizer or GM brings to their event.

Only equipment listed in the Special Request Details field for the final, Active event is considered approved for use. No other equipment may be set up or used without express approval from Gen Con.

Restrictions on approved equipment and setup may vary, depending on the event venue. The event organizer is responsible for all charges that may be incurred.

During event review and placement, events with A/V requests will be set to “Accepted for Consideration” and space will be reserved as normal. An invoice will be generated and sent to the event organizer. Payment is due upon receipt and the event will not be marked as “Active” until payment has been received.

A/V requests that have not been paid in full within three (3) weeks of issuing the invoice will be set to “Returned for Correction” and space is no longer reserved. If you have not received your invoice within

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one (1) week of your event being set to "Accepted for Consideration," contact events@gencon.com to follow up.

Cancelations or reduction in A/V needs after the event submission deadline will receive a 50% refund on the A/V package fee. Any requests after the Layout Change deadline do not receive a refund.

Late events requesting A/V will be dealt with on a case-by-case basis. Depending on the timeline, A/V may simply may not be available at all or there may not be time to confirm billing details before the event must be marked as Active.

Be considerate of the gaming tables in your area and refrain from using excessive volume. Gen Con reserves the right to restrict or prohibit the use of any A/V at its discretion.

Gen Con and/or management staff has the right to exchange/remove AV equipment for any reason.

ELECTRICAL

Power drops must be requested by the layout deadline. The prices below are for use during the entire convention.

Cost for power drops are as follows, but these prices are only estimates and will be confirmed when an invoice is prepared.

- 5amp (550 watts): $106
- 10amp (1100 watts): $137
- 15amp (1650 watts): $168
- 20amp (2200 watts): $182

To determine the appropriate amount of amperage for your needs, consider that 5 amps can power 2 laptops or 1 laser printer. Lower amperage is not available.

All costs (including additional charges for any late requests) are entirely the responsibility of the event organizer.

Gen Con and/or management staff has the right to disconnect power for any reason.

You are responsible for providing your own extension cord and/or power strips and must make sure they meet facility safety requirements.

INTERNET

Gen Con does not provide Internet access.

If Internet access is required for an event, the EO should make arrangements directly with the appropriate supplier for the location where the event will be held.

Gen Con is not responsible for any Internet activity or damage to any computers that may take place at the convention.

CONTRACTED EVENT SPACE, AKA RENTING EVENT SPACE

Event Organizers may be able to arrange for a dedicated room or table space for their events through sponsorships, direct space rental or unique event proposals.

GENERAL POLICIES

Space is limited and priority is given to early requests. Gen Con reserves the right to prioritize allocated rooms at its sole discretion. Contact events@gencon.com for more information. Make sure to include a description of the events you want to run and preferred layout configuration.

Contracted event space can be used for any and all types of events, including demo or free events.

- All events in your contracted space must be submitted in the Gen Con registration system to be included in the event listings, just like general ticketed events.

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- You must report attendance for your events as normal. Remember free events do not *require* tickets from players. Anyone with a ticket is guaranteed a spot, but anyone can participate. Record un-ticketed players as Complimentary when turning in tickets. Refer to Collecting & Turning In Event Tickets for full details.
- Gen Con does not collect a "base price" from ticketed events run in contracted event space. By virtue of contracting the space, the Gen Con price is reduced to $0. If you do enter an Additional Fee for your events, you will receive 100% of the revenue for them, based on tickets you turn in. This is a manual adjustment, so make sure to review your event submission and confirm which events need to be changed. This adjustment must be made manually, so event organizers must email events@gencon.com with full details to ensure events are updated properly.

Contracted event space must remain staffed and open to attendees during peak show hours (10 am – 6 pm Thursday, Friday and Saturday; 10 am – 4 pm on Sunday). Rooms may remain open later if properly supervised.

All events must end by 4 pm on Sunday. All supplies must be removed from the rented space no later than 5 pm on Sunday.

Event organizers may request a key to a rented room. See the Room Set & Event Space Policies & Configuration (Standard & Special Request) section for more information.

For special layout or space requests see the Layout, Event Furnishings & Special Requests section.

Banners and other approved decorations may be left set up in rented event space even when scheduled events are not running. You are permitted to leave event supplies and table dressing set up in your event space when you do not have scheduled events. Anything left unattended is at your own risk.

Gen Con reserves the right to deny any request for contracted event space, regardless of qualification.

Sharing contracted space with other non-contracted groups is not allowed and may result in the forfeiture of contracted event space and denial of future requests for contracted space.

Rented event space may generate player-hours toward complimentary GM badges based on events submitted. Free events in rented space generate player-hours as if they were priced as normal for their event type.

Pricing

The cost for directly renting event space starts at $5 per square foot, based on a layout approved by the Gen Con Operations department.

A private room *may* be available at a 10% premium. An additional 10% premium is applied for particularly high-traffic areas, if available.

Hotel space is discounted 25%.

Agreements finalized after the end of event submission are doubled in price.

Gen Con will provide a standard complement of tables and chairs for the contracted event space (see Standard Room Sets) based upon a layout approved by the Gen Con Operations department. Any and all equipment or services beyond that are entirely the responsibility of the EO. This includes, but is not limited to, an HQ, specialty tables, power and internet access.

Pricing is negotiable based on the details of the event to be held in the space contracted.

Event Marketing: Banners & Scenic Elements

Banners and scenic elements are materials used to promote your company or product. These include, but are not limited to, floor mats, table-tents, table-top signage, hanging signs, video projections, blimps, kites, sandwich boards, clowns, sculptures, etc.

General Policies

All banners and placement must be approved by Gen Con. Email events@gencon.com by the layout deadline with photos and measurements of all proposed banners and decorations.

Any banner approval or rigging requests made after the appropriate deadlines will not be accepted.

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The number of promotional banners and scenic elements permitted is based on the scope of gaming events submitted.

All banners must promote your company, event, or one of your specific products and must be deemed in good taste by Gen Con Staff.

The EO is responsible for supplying all banners.

Banners, scenic elements and marketing materials must be properly constructed and comply with all state and local safety codes. Gen Con reserves the right to remove or prohibit the use of anything we deem unsafe.

Gen Con reserves the right to determine the location for your banner and change it for any reason (e.g. sponsor priority, structural limitations, visibility obstruction) as well as to remove any banners or signage deemed excessive, dangerous, obstructive or that interfere with normal operations, even if previously approved.

When bringing banners to Gen Con, the EO is fully responsible for all charges incurred, including but not limited to, rigging, removal, banner stand rental, freight and drayage.

The EO agrees to hold Gen Con harmless and assumes all responsibility for any lost or damaged banners, banner stands, or any accidents caused by banners or banner stands.

We allow banners to be placed flush along a wall or along an aisle walkway, inside an event room. Banners cannot be placed across walkways or entrances and exits, around the perimeter of any area or outside of an event room. Banners may not be used to cordon off any convention and hotel space.

Banned Signage & Marketing Materials

The posting and/or distribution of flyers is strictly forbidden outside of your Exhibit Hall booth, event HQ, or event space. You cannot leave any materials of any kind on event tables after your scheduled events are complete, unless you have rented event space directly. Refer to Contracted Event Space for more details.

No signs shall be affixed in any manner (i.e. tape, tack, nail, staple, gum, etc.) to the convention center and hotel walls, except by rigging arranged through Gen Con. Nothing may be attached to Gen Con signage or easels without prior approval from Gen Con.

Adhesive backed decals and stickers may not be given out at Gen Con by any client, exhibitor, or individual. Any costs incurred to remove any decals/stickers affixed to floors, walls, windows, doors, escalators, handrails, facility equipment, etc. inside the facility will be billed to the client associated with the sticker/decal.

Rigged Banners

It may be possible to hang rigged banners in or near some gaming areas. For more information, email sales@gencon.com by the layout deadline.

Standing Floor Banners

You are allowed to set up a limited number of standing floor banners without paying for a marketing agreement. Your banners must be no more than 8’ in height, 6’ in length, and 2’ deep. If you set up multiple banners, you must not exceed a total of 18’ linear feet, provided there is sufficient space in your event area.

Banners must be completely contained within your event area and cannot block aisles or line-of-sight.

All banners may only be on display during your scheduled event hours, and must be dismantled otherwise, except by special Gen Con approval.

Table-top banners, Table Tents & Non-Rigged Hanging Banners

Signs used for promotional purposes are limited to 1 per table.

Table-top Banners placed on tables may not exceed 3’ in height from the table surface.

Hanging banners may not be affixed using nails, staples or any other method that will mar, damage or alter whatever it may be attached to. Gen Con will not supply materials to hang banners.

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Hanging banners cannot touch the floor, impede traffic, extend beyond the confines of your assigned space or be a visual obstruction.

You are not allowed to move banners, signs or anything else with a Gen Con logo. Violation may result in the cancellation of your event.

All Other Marketing Tools

If you want to use a promotional method not addressed here, you must email exhibitors@gencon.com for approval.

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