

PALM BEACH COUNTY CONVENTION CENTER MEDIA PROTOCOL

In the event that a member of the media is seen on the property, please notify the marketing manager as soon as possible. If the marketing manager is not available, either the director of sales and marketing or the GM should be notified. If those people are not on site, the event manager should be notified right away.

Marketing Manager
(561) 366-3017
(561) 315-2414

Maria Walker
Director of Sales and Marketing
(561) 366-3030

marketing@pbconventioncenter.com mwalker@pbconventioncenter.com

- Members of the media must show credentials prior to gaining access to the building if entering from the loading dock. If they should enter through the north or southeast entrance, the on-duty concierge should notify security as soon as possible. Security should then notify the marketing manager, DOSM, GM or the event manager, depending who is on site.
- The marketing manager, DOSM, GM or event manager should notify the client as soon as a member of the media arrives. If the client does not wish to be interviewed or have the press at their event, security will be asked to escort them the media off the property.

Parking Requirements:

- Media trucks may be parked in the north valet circle only if they are parked in the outer lane. No media trucks are allowed to park in the inner lane because that area is used for pick-up and drop-off.
- Media trucks may not park on the courtyard without prior approval of the director of event services.
- If a media truck would like to park on the loading dock, they must park in dock 10.
- In special circumstances where events are taking place in the ballroom, media trucks are allowed to park under the ballroom balcony with prior approval from the director of event services.
- Members of the media should not be charged for parking if they show their credentials.

Equipment Requirements:

- Cords of any kind may not block or cross over entranceways, walkways, hallways, etc.
- Cords may not be taped down to the floor.
- If cords need to be run into the exhibit hall, the media truck must park on loading dock 10 and run their cables in through the B2 door. The cords must run along the wall and must be marked with a safety cone.
- In special circumstances where events are taking place in the ballroom, media trucks that are parked under the ballroom balcony are allowed to run their cords up through the balcony door.

Interviews

- If the client sets up an interview with the media before or after hours, the client must receive approval from the marketing manager and the director of event services and must be present for the interview.