

**COMMERCE & DESIGN BUILDING**  
**OPERATING GUIDELINES**

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# COMMERCE & DESIGN BUILDING

## Operating Guidelines

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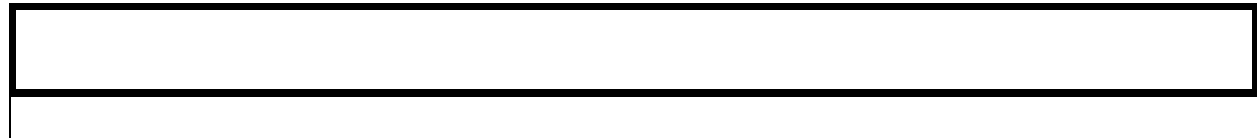
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# HIGH POINT MARKET DATES

THE C&D BUILDING STRICTLY ABIDES BY THE DATES SET BY THE HIGH POINT MARKET ASSOCIATION.

## High Point MARKET DATES

**Make your Market plans for the next 6 years.**

Check here for Spring and Fall dates.

**2010:** April 17-22    October 16-21

**2014:** March 29 – April 3    October 18-23

**2011:** April 2-7    October 22-27

**2015:** April 18-23    October 17-22

**2012:** April 21-26    October 13-18

**2013:** April 20-25    October 19-24

**Showroom Hours: 8am - 7pm**



## TENANT PROMOTIONS

### **DISPLAY CASES**

*The C&D Building provides lighted, glass-encased display areas throughout the building, available for rental on a first-come, first-served basis. For more information on rental rates and availability, contact the Marketing Director.*

### **EXTERIOR BANNERS**

*The C&D Building maintains a series of colorful banners along the Commerce Avenue sidewalk on which tenants may reserve space. There is a charge to account for the banner and printing costs. For more information on reserving a banner, contact the Marketing Director.*

### **COMMON AREA VIGNETTES**

*The C&D Building encourages tenant participation in the limited placement of common area vignettes. The purpose of vignettes is to provide common area amenities such as accessorized seating or lighting in an aesthetic manner. A small, professional sign also may be placed to identify the participating tenant's showroom location.*

*Please keep in mind these simple rules regarding common area vignettes in the C&D Building:*

- 1. All product and its specific location must be approved by the Marketing Director.*
- 2. No vignette or signage will be allowed which in any way obstructs the visibility of another tenant.*
- 3. If requested, product should be removed as soon as possible. If it is not, we will remove the product to storage and return it to you when convenient.*

<b>SUB-TENANT(S)</b>
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### **Approval**

All sub-tenants must be approved by the C&D Building Leasing Director prior to each market. In order to have your sub-tenant(s) approved, you must submit in writing your request, along with the proposed sub-tenant's name, address, telephone number and a catalog or photographs of their merchandise. Upon the leasing director's review you will be notified of the decision.

### **Fee**

There is a \$300.00 fee per sub-tenant, to cover a C&D directory booklet listing, C&D directory board signage and management review of the sub-tenant's product. This fee must accompany your written request for a sub-tenant's review. If your sub-tenant is not approved a portion of the fee will be returned to you.

### **Non-approved**

If you do not notify C&D Building Leasing Director regarding your sub-tenant and/or your sub-tenant is not approved and/or the sub-tenant's \$300.00 fee has not been paid in full, the sub-tenant's merchandise will not be accepted upon arrival and the lease holder may be declared to be in default of its lease.

### **Rules & Regulations**

All sub-tenants, if approved must follow all rules and regulations listed in this Operating Guideline Manual or the lease holder will be held responsible. You are responsible for forwarding said manual and additional C&D information to your sub-tenant(s).

## **ADMITTANCE POLICIES**

### **Passes**

All persons entering the C&D Building must have a market pass. You may obtain your market wide pass at our registration desk located in our lobby at the Elm/Commerce Street entrance. For Pre-registration, please contact C & D office or receptionist on duty.

### **Contractors/Day Workers/Cleaning Crew**

Enter at the Loading Dock Entrance only! Check in and out with Security Guard or C&D personnel. Use the freight elevator on the dock for all supplies, tools and equipment. Please have all workers obtain a pass from the registration desk before commencing work.

### **Between Markets**

Only persons authorized by the tenant may enter your showroom. To make these arrangements, you must give said authorization in writing, to the C&D Building Management. You may leave the authorization in the office before you leave market, fax the authorization to 336-889-7580 or email it to [cdinfo@commerceanddesign.com](mailto:cdinfo@commerceanddesign.com).

# CLEANING

## Common Area

The corridors, elevators, escalators, restrooms, etc. are cleaned and maintained daily by the C&D Building staff.

## Trash Pick-up

The C&D Building staff will pick up your showroom trash only if the trash is bagged, tied and ready for pickup outside your showroom entrance. For your convenience there is also a large trash can located at the freight elevators during the market dates. If you would like you may put your bagged trash in said trash can.

## Showroom Cleaning

All tenants are responsible for the interior cleaning of their showroom. The C&D Building does NOT supply equipment, supplies, or personnel for interior showroom cleaning.

You may contract with an outside janitorial firm. Admittance authorization must be on file with the C&D Building to allow contractor to have your space opened at night. Cleaning must be done between 7:00pm - 10:00pm. All janitorial contractors are required to remove all trash from showrooms and put it in the dumpster in the loading dock area.

It is each tenant's responsibility to remove perishable food at the end of each market by double bagging it and placing it in the dumpster in the loading dock. If your showroom must be cleaned by C&D staff, you will be charged accordingly.

The following are suggestions for contractor cleaning services:

### Initial Carpet Cleaning

Turners Total Clean	Mr. Dave Turner	336-861-1529
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### Window Cleaning

Scottie's Window Cleaning	Mr. John McGrath	919-303-8900
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## SHIPPING & RECEIVING

### Loading Dock Assistance

The C&D Building provides assistance with unloading your samples and taking them to your showroom four (4) weeks prior to each market and taking your samples from your showroom to the dock, two (2) weeks post market. All tenants are responsible for handling, unpacking, set-up, repacking and loading. If you need assistance with these services the C&D Building suggests the following:

Contractor Services		
Packaging Center	Mr. Len Bailey	336-885-2747
AMPAC Forwarding	Mr. Kregg Kinnear	336-431-4355

### United Parcel Service (UPS)

Incoming UPS packages will be delivered to your showroom on a daily basis. Tenants may arrange for small packages to be shipped via UPS. Items must be packaged, sealed and labeled (see Labeling of Goods, below). Tenants are responsible for arranging payment and for outgoing merchandise pick-up. Leave packages and itemized list of items being shipped, in your showroom. Give the Dock Supervisor, in writing, your arrangements.

### Labeling of Goods

Clearly label all incoming and outgoing merchandise as follows:

#### **INCOMING**

Your Company Name  
Your C&D Suite Number  
**c/o C&D Building**  
**201 West Commerce Avenue**  
**Corner of Jacobs St. & Commerce Ave.**  
**High Point, NC 27260**

#### **OUTGOING**

Company Name  
Street Address  
City, State, Zip Code

Mislabeled incoming merchandise will be transferred to the proper showroom after the C&D staff has completed other preparations for market opening.

**The dock will be officially closed Friday before each Market. Any request for special dock services will incur charges to be determined.**

**No freight/samples may be in the common areas after 5:00pm on the Friday before Market through 5:00pm on Thursday the last day of Market. NO EXCEPTIONS! It will be considered trash and removed from the corridor.**

<b>MERCHANDISE REMOVAL</b>
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**Early Merchandise Removal**

All showrooms must remain open for the entire market (for dates and time schedule refer to page 2), and the loading dock is closed during market hours. Movement of small packages through our building is acceptable but it is strictly monitored to control security of merchandise in your showroom. The C&D Building reserves the right to inspect all underarm packages and merchandise before it exits the building. Proof of purchase will be required by C&D personnel. These items are only to exit via the loading dock after 5:00pm during Market through Thursday, the closing day of Market. An excessive amount of sample move-out or early move-out of tenant or sub-tenant will result in penalty charges to be determined.

**Merchandise Removal**

Items for photography, sold items or showroom samples may be removed after the market provided all monies due the C&D Building have been paid.

**Plant Removal**

Plants may only be removed from your showroom after the last day of market, Thursday after 5:00 pm.

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**No prior dock appointment must be made before any merchandise is removed from the building. Dock space is on a first- come, first-served basis!!**

<b>FREIGHT/DOCK CHARGES</b>
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### **Freight Charges**

There is a charge for all samples incoming and outgoing. There is no exception to this rule! All samples are included whether they are hand carried, delivered by a truck or taken to your showroom by your personnel. If there is no weight on the item(s), it will be estimated by C&D personnel. The amount will be billed to the lease holder for their charges along with any freight charges incurred by sub-tenant.

### **Additional Charges**

If your shipments arrive prior to market and the boxes are stored in your showroom until you or your agents arrive and not unpacked until after 5:00pm on Friday, before market opening, your company will be charged accordingly for removal as nothing is allowed in the corridors after 5:00pm on Friday, before market.

If you or your agents insist on unloading your merchandise or do not have adequate staff for loading your merchandise and you hold up other dock procedures you will be charged accordingly.

## **CONSTRUCTION & REMODELING**

### **Plans for Construction & Remodeling**

Plans must be submitted to the Building Management for approval before any construction, remodeling or painting begins!

Plans must show the following:

- Fully dimensioned and scaled drawing of total leased space.
- Provisions for life safety as required by North Carolina and High Point Building codes.
- Location, size, and height of partitions and platforms.
- Location and size of glass in partition and platforms.
- Tenant's name, address and showroom number.
- Contractor's name, address, telephone number and license number.

Throughout construction you or your contractor must arrange for necessary inspections by local authorities and then furnish certificates of occupancy to C&D Building Management.

If you do not have a construction contractor, the C&D Building suggests the following:

New World Construction	Mr. Duke Jones	336-785-1146
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- All charges incurred are the responsibility of the tenant.

### **Permits**

Before work begins, plans must be reviewed by the C&D Building Management, building permits granted from the City of High Point, and worker passes (Admittance Policies, page 5).

### **Insurance**

Contractors must carry \$500,000 comprehensive general liability and \$100,000 worker compensation insurance. A copy of contractor's insurance certificate and state license must be on file with the C&D Building Management.

## **CONSTRUCTION & REMODELING**

### **Construction Hours**

During the day, construction hours correspond to set building hours (see Building Operating Hours, page 2). Contact the C&D Building Management at 336-884-1404 to schedule after hours work at least 48 hours in advance. There will be a charge to be determined for this service.

### **Flammable Materials**

Oil-based paints, varsol, touch up kits, paint thinners, etc. may not be stored in showrooms. Paint rags must be taken out of the building each night.

### **Air Conditioning**

Air conditioning is not allowed to be operated during demolition.

### **Construction/Trash Debris**

Trash removal is the responsibility of the contractor or tenant. Trash should not be placed in the corridor/common areas. Work areas should be picked up each day, trash placed in containers, and hauled away by contracted personnel. If the C&D Building hauls trash to the dump for a contractor, there will be a charge per haul plus the City of High Point tonnage fee for dumping. Any clean up of contractors' debris in common areas will be charged to tenant or sub-tenant if applies.

### **Miscellaneous**

- All hot work requires a permit and building approval.
- Fire extinguishers must be in any area where demolition, construction, or remodeling is occurring.
- Contractor must furnish their own dollies and hand trucks to transport supplies.
- Construction must be contained within the showroom, not the corridors.
- Use janitorial closets, not restrooms, to clean buckets, brushes, rags, etc. Obtain a key from Building Management
- SMOKING is not permitted in any area of the C & D Building!
- All construction is subject to the City of High Point Fire Marshal's inspection.

**ELECTRICAL REGULATIONS**

**Approval**

There are maximum lighting loads throughout the building, including space lighting, table lamps, refrigerators, coffee pots, etc. Therefore, all electrical installations must be approved by the C&D Building Management and installed by a C&D Building-approved electrician. A city permit is required before work begins.

Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without a C&D Building approved electrician.

The tenant is responsible for any charges incurred for any electrical services.

**Safety Codes**

All equipment, regardless of source of power, must comply with all federal, state, and local safety codes.

Use of open clip sockets, latex or lamp cord wire, duplex or triplex attachment plugs, in showrooms is strictly prohibited.

All equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc. The C&D Building advises you to only use up to 75 watt bulbs.

All tenants' electrical cords must be three (3) wire grounded type. All exposed noncurrent carrying metal parts of fixed equipment which are liable to be energized shall be grounded.

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Do NOT hang any objects from the electrical track or sprinkler pipes.  
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Electrical power for lights and displays needs to be turned on by the tenant prior to market opening time and off at market closing time daily.  
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Do NOT use extension cords.  
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# FIRE REGULATIONS

## Fire Extinguishers

Tenants are required to provide a fire extinguisher, visible with unlimited access, for every 75 linear feet of showroom space. Extinguishers must be inspected and validated as operational yearly. If you do not currently have the adequate number of extinguishers in your showroom, please make arrangements with a hardware store to send you the extinguisher(s) prior to your arrival at the market. The C&D Building does NOT provide extinguishers for your showroom.

## Inspections

The City Fire Marshal inspects each showroom prior to each market for proper wiring, sprinkler system violations, flame resistant materials, blocked exits and adequate fire extinguishers. If you have any questions please contact the City of High Point Fire Marshal at 336-883-3365.

## Flame-Resistant Treatment

If you use fabrics, baskets, etc., you must spray them with a flame-resistant treatment. One formula is as follows:

National Fire Protection Standard 701 - 1977 Edition -  
Section B-3-2.1

### Formula Ingredients

Borax	6 pounds
Boric Acid	5 pounds
Water	12 gallons

If less is needed, above formula may be halved. If more is needed, above formula may be doubled.

### Directions

The fabric is steeped in a cool solution until thoroughly impregnated, then dried. Heavy applications by spray or brush are usually reasonably effective. Such applications may have to be repeated two or three times with drying between applications to obtain the desired degree of flame-resistance. The treatment has been used for many kinds of fabrics, including theater scenery. It is recommended for rayon. As in the case of most of the other formulas listed, care must be taken in ironing the fabric to avoid discoloration by heat. The treatment is effective in weighting from 8 to 12 per cent, depending upon the type of fabric. Hand-wringing the above solution from a fabric leaves a weighting of 10 to 12 per cent drying.

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**Fire Marshal regulations DO NOT allow hay or straw in any exhibition building.  
Also, lit candles and open flames are STRICTLY PROHIBITED!**  
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## **FOOD SERVICE**

### **C&D Bistro**

The C&D Bistro is located on the 5th Floor in Space 5G. It will be operated by All Occasions Fine Food & Catering. Breakfast, lunch and dinner will be available during market.

### **Showroom Catering**

If you do not already have a caterer for your showroom food service we would like to recommend All Occasions Fine Food & Catering. Please contact either Becky Straughn 336.655.8518 or Michelle Hursey 336.706.2322

## MISCELLANEOUS

### **Air Conditioning**

Air conditioning is turned on thirty (30) days prior to each Market and turned off fourteen (14) days after each Market.

For adjustments in the temperature in your showroom, call 336-884-1404 or stop by the lobby reception desk to report. We will answer these calls as quickly as possible on a first-come, first-served basis.

Please be aware that excessive lighting in your showroom may produce too much heat for the air conditioning. In this case, we will have our HVAC technician do all he can to make you as comfortable as possible; however, the only solution may be cutting back your lighting load.

### **Insurance**

All tenants must keep on file with the C&D Building a current copy of their Insurance Coverage Certificate at all times as stated in your lease.

All Service Firms, including contractors, caterers, florist, janitorial firms and photographers must carry \$500,000 Comprehensive General Liability and \$100,000 Worker Compensation Insurance. A copy of their Insurance Certificate must be on file with the C&D Building Management.

### **Automobile Parking**

The C&D Building does not have parking spaces for tenant's automobiles. Please make advance arrangements for parking. We suggest the Plaza parking garage, operated by the City of High Point. Year-round parking permits are the best way to guarantee space during Market. For more information call 336-883-3431

## MISCELLANEOUS

### Security

The following tips are for preventative security:

- Only designate one person responsible for opening and closing your showroom daily. Give only that person a key.
- Supervise crews working in your showroom.
- Construct a floor to ceiling closet secured by a dead-bolt lock for liquor, soft drinks, calculators, typewriters, tools, etc. Give only one person a key.
- Too many tenants employ, but don't control, casual day workers. This creates a major security problem. You must escort these employees to and from your showroom and supervise them while working in your showroom. Additionally, be sure to confiscate their building pass before they exit the building.
- Do NOT leave pocketbooks, purses or other valuables unattended.

### Showroom Keys/Locks

If you require an additional key for your showroom the charge is \$3.00 per key. Locks and keys are ordered exclusively through the C&D Building Office. Please mail your request and payment to the C&D Building, 201 W. Commerce Avenue, High Point, NC 27260.

### Photography

The C&D Building does not allow cameras in the building without authorization from a tenant. You must call the C&D Building Management at 336-884-1404 to authorize persons with cameras or photography crews into the building. Actual showroom photography will only be permitted after 7:00pm, if done during the market.

## MISCELLANEOUS

### Showroom Signage

Showroom signage is the responsibility of the tenant. All signage must be approved by the C&D Building Management before installation begins. **NO painting is allowed on the glass.** If you do not already have a signage company to fulfill your requirements, we suggest the following:

Tarheel Signs & Graphics	Mr. Marty Kellam	336-697-2454
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- Any charges incurred for this service are the responsibility of the tenant.

### Storage

The C&D Building does not have the means to store furniture boxes, crates or extra merchandise. Therefore, we suggest the following storage facility:

Ampac Forwarding	Mr. Kregg Kinnear	336-431-4355
Packaging Center	Mr. Len Bailey	336-885-2747

-All charges incurred are the responsibility of the tenant.

### Telephone Service

Tenants are responsible for arranging for Telephone Service in the showroom. The C&D Building does not arrange nor pay for this service.

For charges or installations you must contact North State Telephone Company at 336-886-3609. For repairs call 336-886-3900.