NYCC 2026 Security, Safety & Theft Prevention

Citadel Security Agency is the **Official Security Contractor** of **NYCC**. **Show Management** will provide perimeter security personnel on the exhibit floor on a 24-hour basis during the entire period of the show (including installation and dismantle). Every reasonable effort will be made to prevent losses; however, the final responsibility lies with the exhibitor. If you have items in your booth that are vulnerable to theft, take them with you when you leave the building for the day. For larger items that cannot be moved, we suggest that you hire additional security for your booth.

BASIC SECURITY RECOMMENDATIONS:

- Exhibitors are responsible to arrange for insurance coverage to protect your exhibit and product against damage or loss from the time it leaves your premises until it returns.
- Exhibitor personnel must wear official Show Exhibitor badges at all times during move-in, Show Days and move-out. Please do not give Exhibitor Badges to anyone other than your full-time employees and remove all badges from the building when you leave on your last day there. Badges left behind are often abused by unauthorized personnel so do not leave them in your booth or discard on the floor
- Unpack product as close to the Show opening as possible. At the close of the Show, we suggest that you stay at your booth until these valuables are repacked
- At the close of business each day, cover all display tables. This establishes a barrier to curiosity seekers and other would-be thieves from selecting such items to steal at a later time
- Place your wastebasket along the aisle at the end of each day to facilitate trash removal
- Treat especially valuable goods such as prototypes as irreplaceable. If they truly are one-of-a-kind, hire your own security guard. ***Under no circumstances*** should such goods ever be left unattended. Electronic devices are particularly vulnerable to theft
- Remove tapes or discs at night and store them in a safe place. Keep close tabs on personal items (cell phones, purses, laptops, briefcases, etc.)
- Do not put articles of any value in a container marked **"EMPTY STORAGE"**, or behind booth
- Shipping cartons should not identify contents. Use coded labels
- Give special considerations to prototypes, irreplaceable and highly valuable articles, or other sensitive items
- Be sure to send copies of Shipping Information, including all tracking numbers with your set-up people so that they know how many pieces should arrive
- Booth staffing plans should take the following into consideration:
    - Who will be at the booth during set-up and dismantling?

  - Will an inventory list be available to check complete delivery during set-up and complete shipment after dismantling?
  - Will you need a security cage?
  - Will you need a private guard?
  - Should you safeguard material in the free storage room during non-Show hours?
  - Does everyone concerned know that nothing of value should be left in containers labeled “Empty”
  - Will someone be on duty at least a half-hour before the Show opens? And until Show is closed for the day? Will you schedule rotation to cover lunch breaks, etc.?
  - All of your booth personnel should be advised to wear official Show Badges at all times as a security measure
  - DO NOT leave laptop, purses, cell phones, cameras, etc. unattended
- It is essential that exhibitor personnel remain in their exhibit areas until their display materials are secured. All small articles which can be easily picked up should be securely packed before you leave your booth after the Show closes
- During teardown, stay with your exhibit until your empty cartons are delivered and your goods are packed, sealed and properly labeled
- Do not leave material in your booth unlabeled at any time during move-out because many things could happen it may be presumed abandoned; mistaken for trash; or one of your neighboring booths might label it in error!
- At the close of the show, please be sure to secure all electronic equipment
- **Show Management can assume no responsibility or liability for loss, damage or theft. That responsibility is yours, and we therefore recommend that you provide your own insurance coverage against all contingencies.**
- Please refer to the Javits Center Operational Policies for full venue requirements.

NYCC Exhibitor Safety & Theft Prevention Recommendations

These recommendations are provided as general guidance only. Exhibitors remain solely responsible for the safety and security of their personnel, merchandise, cash, equipment, and other property. NYCC, Show Management, the Javits Center, and their respective contractors do not assume responsibility or liability for theft, loss, or damage to exhibitor property, regardless of the security measures in place.

Protect Your Merchandise, Cash & Staff

NYCC works with the Javits Center, security providers, and law enforcement partners to implement a variety of security measures appropriate for the event. (New York Comic Con)

However, **exhibitors play an important role in protecting their own merchandise, cash, equipment, and personal belongings.** The following best practices are recommended to help reduce the opportunity for theft.

🔒 **1. Keep Your Booth Staffed**

Whenever possible, ensure the booth is attended by at least one authorized representative during operating hours.

- Maintain adequate staffing so someone is always present in the booth.
- Keep an eye on merchandise, especially during busy periods.
- Be aware of distractions or situations that pull multiple staff members away from the merchandise area.
- Keep personal belongings such as purses, backpacks, phones, laptops, and wallets secured and within your control.
- If you need to leave the booth, make sure another staff member is covering it.

An unattended booth creates an opportunity for theft.

NYCC's general security guidance also recommends keeping personal property with you and not leaving items unattended.

💵 2. Protect Your Cash

Best Practice: Keep all cash on your person.

We strongly recommend **not using an unattended cash box, cash drawer, or other unsecured container** to hold your sales proceeds.

Instead:

- Keep cash **on your person** in a secure money belt, waist pack, or other secure location.
- Keep the amount of cash on hand as low as practical.
- Make frequent secure transfers of excess cash rather than allowing large amounts to accumulate.
- Assign cash-handling responsibilities to specific staff members.
- Keep cash out of public view when counting or organizing it.
- Whenever possible, encourage electronic/card payment methods.
- Never leave a cash box or cash-containing bag unattended, even for a short period.

Avoid:

❌ Cash boxes left on or under the sales counter
❌ Cash bags left beneath tables
❌ Large amounts of cash accumulated throughout the day
❌ Counting cash in public view

Better:

✅ Cash kept securely on the responsible staff member
✅ Minimal cash kept at the booth
✅ Frequent secure transfers of excess cash
✅ Multiple staff members aware of cash-handling procedures

💎 **3. Use Secure Displays for High-Value Merchandise**

If you sell jewelry, collectibles, electronics, artwork, signed items, rare products, or other high-value merchandise, **consider using displays that physically separate the product from attendees.**

Recommended display options include:

- Locking glass display cases
- Glass cases with lockable doors
- Covered countertop showcases
- Enclosed display cabinets
- Lockable acrylic cases
- Displays positioned behind the sales counter
- Professionally designed security/tethering systems where appropriate

A good display should allow customers to see the merchandise while making it difficult to quickly remove an item without staff assistance.

For particularly valuable or one-of-a-kind items, consider keeping them in a **locked case and only removing them when a customer is actively viewing them.**

Display cabinet ordering information is available through the NYCC Exhibitor Manual.

(NYCC 2026 Exhibitor Manual)

👀 4. Don't Put High-Value Items Within Easy Reach

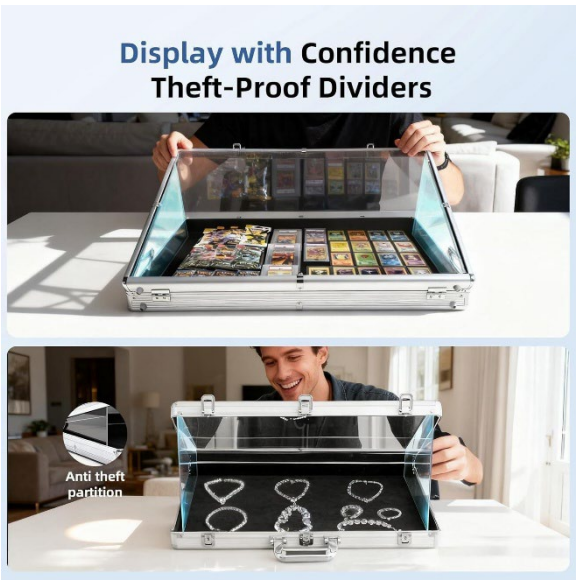
Consider the placement of your merchandise when designing your booth.

More secure:

- Valuable merchandise behind the counter
- Locked or covered displays
- Items positioned where staff have a clear line of sight
- Limited quantities of high-value merchandise displayed at one time

Less secure:

- Valuable items sitting on an open tabletop
- Merchandise positioned near the edge of a booth
- Small, high-value items that can easily be picked up and concealed
- Large quantities of valuable merchandise left out overnight



🌙 5. Secure Merchandise When the Show Floor Closes

At the end of each show day:

- Remove particularly valuable or easily concealed merchandise from your display.
- Place merchandise in **locked cases or secured storage** whenever possible.
- Take irreplaceable or extremely high-value items with you when you leave.
- Do not leave laptops, tablets, phones, cash, or other valuable personal property exposed.
- Make sure your booth is secured before your staff leaves the show floor.

If an item is too valuable to risk leaving unattended, take it with you.

📦 6. Be Careful During Move-In & Move-Out

Theft risk isn't limited to show hours.

During move-in and move-out:

- Keep valuable merchandise with you whenever possible.
- Do not leave boxes containing valuable merchandise unattended.
- Avoid publicly identifying valuable contents on the outside of packaging.
- Keep track of who has access to your booth and storage areas.
- Maintain an inventory of high-value items.
- During move-out, remain with your merchandise until it is packed and secured.

👥 7. Consider Additional Security for High-Value Exhibits

Depending on the nature and value of the merchandise being displayed, exhibitors may wish to consider obtaining additional security services at their own expense.

Personal security can provide an additional layer of protection and allow your booth staff to focus on sales and customer service.

Personal security ordering information is available through the NYCC Exhibitor Manual. (NYCC 2026 Exhibitor Manual)

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8. Report Suspicious Activity

If you see something that doesn't look right:

Don't confront or pursue someone you suspect of theft.

Instead:

1. Exhibitors should report any theft, suspected theft, or security incident to Show Management as soon as practicable so that appropriate follow-up and documentation can occur.
2. Provide the location of your booth.
3. Give a description of the person or activity.
4. Note the direction the person went, if known.
5. Preserve any relevant information, receipts, inventory records, or video. NYCC encourages Exhibitors to maintain inventory records and photographs of high-value merchandise brought to the event.

NYCC asks participants to report anything unusual, suspicious, or out of place to event staff or security. (New York Comic Con).

Quick Security Checklist

Before opening your booth each day:

- ☐ Booth is staffed
- ☐ High-value merchandise is secured
- ☐ Locking/covered displays are locked when appropriate

☐ Cash is kept securely **on a staff member's person**

☐ No unattended cash boxes

☐ Personal belongings are secured

☐ Inventory of high-value items is accounted for

☐ Staff know who is responsible for cash and merchandise

☐ Staff know how to contact NYCC Security/Show Management

Remember:

Stay staffed. Keep cash on you. Secure valuable merchandise. Stay alert. Report concerns.

NYCC and its partners are committed to providing a safe and secure event environment. Working together with exhibitors helps create the safest possible show for everyone.

Exhibitors are responsible for maintaining adequate insurance coverage for merchandise, displays, equipment, and other property. (NYCC Safety, Security & Wellness Information)

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