



Frequently Asked Questions

Please review the following items carefully. The information below will assist in accurately pre-planning for your upcoming event. Please contact your assigned Event Manager with any questions or concerns.

- **Facility Accessibility**

Please note that the Long Beach Convention & Entertainment Center does not remain accessible when no activity has been previously scheduled. All exterior doors will be locked and the interior will be in "Green" mode with no lights or HVAC control. To ensure proper access, please be sure to notify your Event Manager of specific load in/out hours as well as all activity taking place within the event program. (**Accessibility effects the staffing of required Crowd Management positions. See below for specifics.)

- **Shipments**

The Long Beach Convention & Entertainment Center does not have a shipping & receiving department. This means there are no insured designated staff or secure storage area that would manage external shipments. Therefore we are unable to accept packages and/or freight on behalf of the event. Any items that arrive prior to the first contracted date of the event will be turned away for redelivery. Shipments should be arranged via the drayage agreement between the client & the general service contractor hired for the Expo. If a general service contractor is not being used, shipments can be arranged through various shipping providers. Please be sure to print the event name & specific location (ie. Hall A, Grand Ballroom, etc.) on the shipping label.

- **Damage Inspections**

To be documented by client with a pre event walk thru. Post event walk thrus are also encouraged. Please share all findings with your Event Manager ASAP to help avoid damage expenses. LBCC internal security conducts post event walk thrus to monitor for damages after each event.

- **Event Crowd Management**

Staff Pro Crowd Management is our exclusive provider for event security, ushers, badge checkers, overnight monitoring, etc. This is a required service (see the contract or Event Estimate of Expenses for other required services). Minimums are as follows:

- A guard is required to be posted in locations where the facility has been un-locked and made accessible from the exterior. This applies to move in & out hours as well as event hours. This is to ensure only the appropriate guests are entering the facility, facility policies are being upheld and for safety/emergency situations.
- A Supervisor is required to be staffed along with all posted positions. The Supervisor is responsible for briefing each position on the specifics of their duties & the event they are working. They also must relieve each post for (15) minutes every (2) hours and for (30) minutes every (4) hours. Lastly, they check in & out every shift change and roam the footprint of the event to ensure there are no security issues. One Supervisor is required for every (5) posted positions.
- Ushers are required inside the house of the theaters and/or Arena. There are various factors that affect the number of ushers required. Please consult your Event Manager for specifics.
- Please review the event estimate of expenses for hourly rates.
- (4) Hour shift minimums apply. Staff is to be scheduled 15-60 minutes prior to posted time dependent on the scale and type of event.

- **Rental Items**

Please refer to Tab 2 of the Event Estimate of Expenses for items available for rent. All items are subject to availability.

- **Included Room Sets & Changes**

- The Long Beach Convention & Entertainment Center includes a banquet, theater or classroom set with a riser (appropriately sized), head table, podium & (1-2) check in or materials table in each room. Any room set request outside these parameters may incur equipment rental charges.

***Note:** Classroom table dressing will not be draped with linen. They are simply topped with black vinyl. Also, we do not carry 6'x 30" tables, 8'x 30" are available within the parameters set above, or for rental.

- Change over fees are billed at 50% of the published room rental rate. Dependent on contract specifics, either one initial set per room is included for the duration of the event, or one set per day is included. However, if the room is going to/from a catered banquet or reception, there is no charge.
- All equipment requests in the exhibit halls, with the exception of banquet rounds for catering, are to be directed to your general service contractor.

- **Electrical**

Basic wall outlets are contractually included for your use. All additional power requests will require an electrical contractor. Extension cords will not be provided by the facility. Please order these through your electrical contractor or bring your own.

- **Complimentary Speaker Water**

The Long Beach Convention & Entertainment Center offers a complimentary water service to the head table or podium for use by the speakers. This service consists of a pitcher of ice water with plastic cups to be placed once in the morning and refreshed at noon. If additional water is needed, or bottled water is required, please contact your Catering Sales Manager with Savor.

- **Stagehand Services**

Stagehands are required for all events in the theater. They are also required in the Arena, Exhibit Halls & Grand Ballroom for all production items that require rigging. Lastly, they handle the “specialty” lighting built into the Grand Ballroom. This lighting package is an upgrade based upon advance request only.

- **Exhibit Hall & Registration Cleaning**

Cleaning of these spaces are to be handled by your general service contractor and/or cleaning company. Please provide your Event Manager with the company name and cleaning schedule prior to arrival.

- **Lost & Found Options**

1) Lost & found items are taken to your registration or show office and held there until the conclusion, at which time our facility security will log the items into our lost & found room and held for 30 days after the event in case anyone calls for it.

2) Lost & found items are immediately turned into facility security. In this case, attendees are not allowed to check the lost & found room as it is a secure location. They would then check with show management, who in turn would describe the item to me (or the Event Manager on duty), and we would have security check for the item.

- **Rigging Signage**

The Long Beach Convention & Entertainment Center will not be responsible for rigging any signage. In addition, we cannot provide ladders and/or lifts for others to do so due to liability restrictions.