

FACILITIES GUIDE

FOR CLIENTS AND SERVICE CONTRACTORS



Santa Clara Convention Center
“Your Partner In Excellence”



Welcome to the Santa Clara Convention Center! We are eager to provide you with the assistance needed to produce a successful event.

Whether you are planning a convention, trade show, public show, meeting, banquet or other type of event, this *Facilities Guide* is designed to provide the information you need for your event planning process. More detailed information will be provided through the contracting process and by the Event Manager assigned to your event.

Please think of this *Guide* as a planning tool and a reference. We encourage you to read the entire guide. If nothing else, please do review the section titled *"If you don't read anything else, read this!"* This section highlights essential information and critical dates every event must adhere to on one page.

We are proud of our Center and the service we provide. Our goal is to be "Your Partner in Excellence." At the conclusion of your event, you will receive an evaluation form. We encourage you to return it with your comments. I like to acknowledge the people who contribute to our success. And, if we fail to measure up to your expectations, we need to know in order to improve.

Thank you again for giving us the opportunity to host your event!

Lisa Moreno
General Manager
Santa Clara Convention Center

Updated 3/2017

IF YOU DON'T READ ANYTHING ELSE, READ THIS!

IMPORTANT PEOPLE

Your Event Manager is your customer service representative. This key contact at the Center will help you understand our rules and how they might affect your event, as well as communicate all information about your event to the rest of the Center staff. Please feel free to ask this contact any question. If your Event Manager doesn't know the answer, she/he will know where to get it!

Your Catering Sales Manager will coordinate all of your requirements for banquets, coffee and refreshment services, concessions, booth catering, food and beverage sampling and promotions. Our Catering Department (hosted by ARAMARK) provides quality catering and concession services on an exclusive basis in the Center.

PSAV is your full-service audiovisual, computer and labor management resource. PSAV is a total solutions provider. With on-site computer, staging, and exhibit services, there are no events that cannot be managed.

SmartCity Networks provides telephone and other telecommunication services including Internet connections at bandwidths from 56k to T3. Smart City Networks is the premier provider of temporary telecommunications services to the convention and trade show industry.

IMPORTANT DATES

12 Months Before Your Event (or, upon receipt),

- Sign and return contract (Use Agreement)
- Pay deposit on License Fee

Before Selling Exhibit Space

Obtain approval of floor plan including registration setups in lobbies

30 Days Before Your Event

- Make final payment of License Fee
- Pay advance deposit for catering requirements
- Provide event requirements to Event Manager
- Provide Certificate of Insurance

(See Use Agreement for required Additional Insured's)

ADVANCE SHIPMENT & STORAGE

The Center cannot and will not accept freight for an event. Limited quantities of critical meeting and similar materials may be accepted in advance IF you make arrangements with your Event Manager. There is a cost for early delivery as well. Consult with your event manager if needed to make arrangements.

PARKING & TRAFFIC CONTROL

Commencing in the fall of 2014, the Center cannot guarantee parking availability in the adjacent city owned parking garages due to major events that may potentially be held in the Levi's Stadium. All reasonable efforts will be made to locate alternative parking for use of the Licensee. Parking fees will apply based upon the rate charged at the time of program.

2,000 on-site parking spaces are shared with the Hyatt Regency and TechMart. Additional space is available at the New Tasman Garage across next to the Convention Center. Accurate attendance estimates are important to share with your Event Manager so we can manage the events parking needs.

Marshaling Truck traffic to/from docks and from docks and vehicular traffic generated by exhibitor move-in/out must be controlled to avoid obstruction of roadways. This is the General Service Contractor's and Clients responsibility to manage with the aid of your event manager.

Labor Partners:

The Santa Clara Convention Center has enjoyed a long and productive relationship with the labor community. Our excellent customer service is directly attributable to our staff, as well as our strong partnership with local unions. The best practices that they exhibit assure the highest quality for vendors and events that take place at our facility.

The benefit of our union partnership has been a working environment in which both the Convention Center and Labor commit to maintaining the highest level of customer satisfaction. It also ensures that work is performed at a reasonable cost, reflecting a superior level of efficiency, productivity, and quality. Their training and certifications provide for top-notch safety procedures in the delivery of services, an important issue for us all.

Union Labor:

Since much of the work required for your event falls under the expertise of various unions, it is important that you, as well as your contractors and producers, understand these functional roles so that the appropriate labor can be provided. The following are the general areas that fall within the scope of proficiency provided by our union partners:

Freight Handling to and from the last point of rest: Teamster Local 287

Installation and Dismantle of Show Floor Coverings, Pipe and Drape, Furniture, Signage & Graphics, Modular Systems, Exhibits, and Sign and Display Rigging:

Sign & Display Local 510

Staging, Rigging, Theatrical Lighting, Sound and Audio-Visual Services and Computer

Installation: I.A.T.S.E. Local 134

Food and Beverage Services: Unite- HERE Local 19

Electrical Services: IBEW Local 332

Entertainment: Musicians Local 6 – AFM

You can find their contact information under the different tabs for specific work on our website.

Have your work done right the first time;
Use Union Labor for a positive and successful event!

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GENERAL

Sharing the facility

Unless your Use Agreement covers the entire building, there may be other events in the building at the same time. Likewise, the building is a public building and lobby areas are considered to be public areas. Although these areas can be used for registration, coffee service and receptions, allowance must be made for public access and emergency egress.

In booking and scheduling other events into the Center, we try to avoid overuse of the building or of specific sections of the building. We shall share information about other organizations scheduled in the building with you. We assume no responsibility, however, for competitive or security concerns. Please advise your Event Manager if you have a concern.

ACCESSIBILITY (ADA)

The Americans With Disabilities Act (Public Law 101-336) requires facilities like the Center to be fully accessible to persons with disabilities.

The Center was built in 1985-86 to then existing state and federal standards for accessibility. The Great America wing, completed in 1995 meets all standards current at that time. California standards have, generally, exceeded federal standards; therefore, we begin with a high level of accessibility.

The City's ADA Task Force conducted an audit of the Center following a 'self-assessment' conducted by the Center's staff using guidelines provided by the International Association of Auditorium Managers (IAAM), our professional association.

We believe the Center to be highly accessible according to the spirit and intent of the Americans With Disabilities Act. The Transition Plan identifies those areas requiring improvement to fully meet the ADA Accessibility Guidelines, as we understand them. It is our intent to complete those improvements according to timetables established by the implementing regulations and subject to approval of the capital expenditures by the City Council.

The Center accepts responsibility for compliance with the Act with respect to its policies, practices, procedures and eligibility criteria; the provision of auxiliary aids and services other than in those areas designated for the exclusive use of the Licensee; architectural, communication and transportation barriers other than those created by or within the control of Licensee, its agents, representatives or contractors and, the provision of wheelchair seating spaces in assembly areas.

Licensee shall be responsible for compliance with the Act with respect to its policies, practices, procedures and eligibility criteria; the provision of auxiliary aids and services in areas designated for the exclusive use of or within the control of Licensee, including audio visual and architectural, communications and transportation barriers created by or within the control of Licensee, its agents, representatives or contractors.

The Center has a ramp for a 24" – 32" high stage. This ramp is only for the new "Roll in set" stage used in the exhibit halls only. Ramps to higher or lower stages, if required, are not always locally available. The center will assist with locating suitable equipment.

Our facility has a Translation and Assistive Listening System offering up to four channels and approximately fifty headsets. There is a charge for use of the system in addition to the cost of the translator, if needed. Portable RF systems are also available.

We invite you to visit the Center and, if you wish, conduct a walk through inspection to evaluate accessibility for yourself.

TERMS AND PAYMENT

Your Use Agreement details the amount of the License fee you must pay and the dates on which deposits and final payments are due. It is important that these payments be made on time. We cannot permit you to move in unless all required advance payments have been made. Within ten (10) business days of your event, payment will be accepted only if in the form of a bank check or money order.

Upon approval of credit, which must be arranged in advance, we will invoice for charges incurred during an event. **We will not invoice third parties** for services provided on your behalf except upon credit approval for them. In addition, you must accept responsibility for charges they fail to pay.

With the approval of the General Manager, corporate purchase orders may be accepted for both License fees and services charged during an event.

Any invoices rendered are due and payable Net 30 days.

INSURANCE

Because the Convention Center is owned by a public agency, all users must provide Broad Form **General Liability Insurance** with minimum limits of **\$1,000,000 (\$2,000,000, if exhibits)** written through an insurance company licensed to do business in California. The coverage must be on an **OCCURRENCE** basis (rather than aggregate).

This insurance must insure against any claim arising out of or in connection with your use of the Center, your contractors, subcontractors, employees, exhibitors and/or agents including all costs of defending such claim or claims.

If your organization already has business insurance, it is usually possible to obtain the appropriate coverage under the existing policy. Your agent or broker can provide an **Endorsement/Certificate of Insurance to the Center** to meet the requirements. To be complete, however, it must show as **named insured's, in addition to yourself, your contractors, subcontractors, employees, exhibitors and/or agents:**

“The Center, the city of Santa Clara, the Redevelopment Agency of the City of Santa Clara, the Santa Clara Chamber of Commerce, and their respective officers, directors, employees and/or agents.”

If you do not have business insurance, we may be able to help you obtain the insurance through a **Special Event Safety Group Insurance Program**. The program is written through an insurance broker and its cost is, usually, very competitive. We are not the insurance broker or agent. We charge a nominal “processing fee” in addition to the premium quoted by the broker. Please consult your Event Manager for details.

You must also provide evidence of Worker's Compensation coverage for California employees.

Many governmental units and some large companies are self-insured. **A self-insurance program** may be acceptable but is subject to review and approval by our Risk Management advisors.

It is not necessary for Event Insurance to include liquor liability coverage. The Center's caterer, ARAMARK, provides this.

CONTRACTORS

The Center requires that **all major contractors and subcontractors be properly qualified and licensed**. In addition, we require that they present evidence of insurance in the same minimum amounts and in the same form, as you, the Licensee, must provide.

FLAGS, BANNERS AND SIGNS

1. **The General Service Contractor is the responsible contractor** for hanging banners inside and outside of the building. No banners may be attached to painted surfaces or to areas that will be damaged due to the installation. Banners attached to girders outside of the building will require protection from chaffing against the paint. The General Service Contractor will supply a drawing of banner locations and methods to be used to hang banners. SCCC will review all methods of hanging or rigging.
2. **If there is no General Contractor**, the Event Manager will work closely with the client to determine the location. The engineering department can install up to 10 banners. Banners larger than 6' x 8' require additional labor hours. The Event Manager will discuss size, location, etc., in advance with engineering personnel if even possible.
3. The engineer will install the banner at the location discussed with the Event Manager. **There will be additional charges if the banner has to be relocated due to the guest's request.**

Current Labor Rates are \$75.00 per hour – with a banner range of \$90.00 and up. (see price sheet attached)

The Sponsorship Rate is \$350 per banner in public areas and on the outside of the building \$1,000.00 per impression on the front of the building.

Banners for City lampposts are covered under the City's jurisdiction. If interested, please discuss details with your Event Manager.

BOX OFFICE

The Box Office located in the Main Lobby, generally, goes with the use of Hall A. There are, however, exceptional circumstances that may change that. Please discuss your need for the Box Office with your Event Manager.

The Box Office contains a safe that is available for your use. The Center makes no representations as to its safety or security. You will be provided with the current combination for the safe. If you wish to change it, the Event Manager can arrange for a locksmith at your expense.

Please make the new combination known to your Event Manager before leaving. The locksmith, if necessary to open the safe, will charge you for a return visit.

FIRE AND LIFE SAFETY

Room capacities are in accordance with local fire and building codes. They cannot be exceeded. Capacities for each room are listed in the facility brochure according to type of use. **Audio/visual equipment, staging, tables, podium, etc will reduce room capacities.**

All exits (except rollup doors) are considered fire exits and cannot be blocked or obstructed. Aisle ways must be kept clear and may not be occupied by any person for whom seating is not available.

The doors leading into all meeting rooms, ballrooms, exhibit halls and the theater are fire doors. **Propping those doors open violates the fire code** unless they are equipped with automatic closers.

When seating arrangements exceed 300 chairs (e.g. general sessions in Exhibit Hall or Ballrooms), chairs must be “ganged.” Fire regulations state there can be no more than 19 seats per row and a cross aisle after each 25 rows.

All stages must be equipped with safety rails. A stage placed against a wall does not require a railing on the side against the wall. If require the rails be removed, a form waiver form for removal will need to be signed by licensee. Consult your Event manager if you choose to remove any rails.

Candles with open flames are not permitted on banquet tables unless contained within a glass chimney and firmly secured to prevent tipping over. All plans for candles must be reviewed with the Event Manager and ARAMARK.

FOG MACHINES

Occasionally, clients want to use fog to enhance visual effects during an event. Some chemicals used to produce fog, including all oil-based systems, can activate smoke detectors causing fire alarms to sound and the fire department to dispatch equipment to the Center. Consult with your Event Manager when planning to use these water based or other fog machine.

Those chemicals and equipment are prohibited.

There are some chemicals and systems that have been tested and have not activated alarms. These may be used, but you must notify the Event Manager in advance and obtain his/her approval. A test run under actual planned operating conditions will be required.

Dry ice will, generally, not cause the alarms to sound and may be used.

Most water (glycol) based systems will also not sound alarms and may be used if:

1. The chemical is in its original sealed container, which is clearly labeled and we have a current MSDS sheet on file.
2. The fog is tested in the room in which it will be used and under the same conditions.
3. Usage is limited to short periods of time so that fog density and quantity do not build up to the point it will set off alarms regardless of type used.

It is your responsibility to obtain the MSDS sheet for any new substance. We will work with you to obtain Fire department approval. Plus, these units will need to be tested at off hours when there is no activity in the building. Your event manager can help you with this process.

Some chemicals (we know of one at this writing) may contain small quantities of chemicals listed under California's Prop. 65 (cancer-causing). If so, appropriate warning signs must be posted.

DAMAGE

We expect some “ordinary wear and tear.” Any damage beyond ordinary wear and tear is your responsibility. You and/or your insurance carrier will be liable for the cost of repairs.

To minimize the chances of such damage, the following basic rules have been established:

1. **Metal-wheeled carts are not permitted** on the tile floors.
2. **Nails, tacks and staples cannot be used** to attach things to walls and doors. Masking tape may be used to attach paper to metal feature strips in the twelve meeting rooms. Other types of tape

are more aggressive and may not be used. Velcro TM works well to attach banners to fabric surfaces in some areas of the building. It is available from your Event Manager at a nominal cost. We also have easels that can be provided at a charge from our in house A-V provider, PSAV.

3. An event or its exhibitors cannot distribute stickers or anything similar with an adhesive back.

4. Canned string, "serpentine spray" or similar products may not be used.

5. Drains are intended for water and sanitary waste only. Dumping of paints, food or chemical waste into sinks, toilets or other drains is prohibited.

Your Event Manager will schedule a walk-through inspection with you before and after your event. In the theater, the walk through will, usually, be done with a Technician and event manager. Damage, which occurs during your event, will be reported as it is discovered. A written report with photographs, if appropriate, will be prepared by Security.

Damage caused by your contractors, subcontractors or others, unless acknowledged by them in writing, is your responsibility.

SMOKING

City of Santa Clara Ordinance No. 1654 effective April 7, 1994 makes the Santa Clara Convention Center a non-smoking facility. **Smoking is NOT permitted anywhere inside the building at any time.**

Individuals wishing to smoke must step outside. Receptacles for disposal of smoking materials are provided in these areas.

Smoking is permitted on stage in the theater when it is part of a performance.

FOOD AND BEVERAGE

Our Catering Department is operated by ARAMARK Corporation, which has the exclusive right to serve food and beverages in the Center.

YOU CANNOT USE YOUR OWN CATERER OR BRING YOUR OWN FOOD AND BEVERAGES INTO THE BUILDING.

The Center and ARAMARK reserve the right to open any and all Concession Stands in the Exhibit Halls during an Event unless it is determined to be unwise from a business standpoint.

Catering provides excellent food at competitive prices. All food is prepared on site in a modern, well-equipped kitchen. All arrangements are made directly with Catering. Your Event Manager can provide you with information and assistance in making arrangements.

In addition, we reserve the right to limit quantities of food or beverages given away by your exhibitors in order to minimize the effect upon our food and beverage sales.

AUDIOVISUAL

The Convention Center has a complete, in-house Audiovisual Department including a full-time staff and an inventory of modern equipment. Audio/visual services are provided by PSAV. We would appreciate the opportunity to bid on your complete audiovisual needs.

You may bring your own projection equipment for use in your meetings. You may also use other qualified A/V firms if they meet the Center's insurance requirements. We do not setup or service this equipment. We are available in an emergency but our usual equipment and labor charges will apply.

PSAV and the Center have sole responsibility for the Center's in-house audio/visual systems. If you use an outside provider of audio/visual services, PSAV and the Center retain the responsibility of providing the inside wiring services at the prevailing rates.

PSAV also is the exclusive rigger for the Mission City Ballroom. All rigging to the rigging point will need to go through PSAV. This only applies to the Mission City Ballroom at this time. Please consult with your PSAV Sales Manager and Event Manager for more information when working in the Mission City Ballroom and rigging.

All electrical equipment brought into the Center must be UL listed and in safe, operable condition. We reserve the right to prohibit the use of equipment including extension cords we consider unfit for use.

TELECOMMUNICATIONS

Telecommunication services in the Center are provided by Smart City Networks, an Event Technologies Company. Analog telephone service is provided through Lucent Definity and can be routed anywhere in the building. This service is available to exhibitors, also.

Smart City Networks and the Center have sole responsibility for the Center's wiring and its services. If you use an outside provider of internet access, telecommunications network services or other services that terminate in the MPOE (phone room) of the Center, Smart City Networks and the Center retain the responsibility of providing the inside wiring services at the prevailing rates.

SECURITY

Our security staff is responsible for safety and security in the public areas of the building. They will lock and unlock the building and the various rooms inside at appropriate times. They assist with enforcement of the Fire and Life Safety Regulations and are available to assist in medical emergencies, with lost and found items and in other ways.

We are not responsible for the property of clients, exhibitors and guests. You assume all responsibility and liability for losses, damages, and any claims arising out of injury or damage to displays, equipment and other property brought into the Convention Center. If your event will bring valuable items into the building whether as exhibits, for demonstrations or other purposes, you are responsible for their security at all times.

Generally, this is accomplished by employing a contract security firm to patrol the portions of the building you have rented on an around the clock basis. We require that they interface, shift by shift, with the Center's Security Staff.

Likewise, if your event is a public event or large party involving large numbers of people, you will be required to provide Security for crowd control purposes. In some cases, we will require that you employ uniformed off-duty Santa Clara police officers to assure safety and control.

Security persons are NOT permitted to carry weapons of any kind while on duty in the Center unless they are sworn SCPD peace officers in uniform or retired peace officers authorized to carry a weapon. These people will have a valid identification card. Your insurance must also specifically cover security persons with weapons. **Only SCPD will be allowed to carry firearms on site for events requiring this type of service.** Consult with your event manager for any assistance with this process.

CHILDREN

If your event is a children's event or if attendees will bring their children, **you are required to provide for the care and control of children. Please discuss issues involving children with your Event Manager.**

PARKING

Commencing in the fall of 2014, the Center cannot guarantee parking availability in the adjacent city owned parking garages due to major events that may potentially be held in the Levi's Stadium. All reasonable efforts will be made to locate alternative parking for use of the Licensee. Parking fees will apply based upon the rate charged at the time of program.

There are 2,000 on-site parking spaces on the Convention Center Campus. There are 1,500 in a three level garage centered behind the three buildings in the complex and other around the campus. These facilities are shared with the hotel and Techmart. Additional parking is available at the new Tasman Garage next to the Convention Center, across the street from the New Levi's Stadium. These parking areas are also shared with the New Levi's Stadium. Please consult with your Sales person and Event Manager about your parking needs.

The most convenient parking for you and your guests is in the garage. Access to the Center is from the third level of the garage. Elevators are conveniently located in the garage. An escalator and an elevator connect the two levels of the Convention Center.

The area immediately in front of the Center is for passenger loading and unloading. Twenty-four (24) minute parking is permitted to allow exhibitors to unload hand carried items for the exhibit halls. Violators are subject to being cited and towed.

All RED painted curbs are designated FIRE LANES. Parking or stopping in these areas is prohibited.

The City's Parking Control Officer patrols all parking lots including the garage. Vehicles will be cited for improper parking. Campers and motor homes are not permitted to park or be occupied overnight in any parking area at the Convention Center or surrounding areas. Backing into spaces in certain areas of the surface lots may also result in citations.

MATERIAL HANDLING

Every event has supplies and equipment needed by planners, exhibitors or participants. The amount and type of material brought through the main Lobby is, of necessity, limited.

The tile floors of the main lobby is fragile and will not tolerate heavy carts. Moreover, there is often more than one event in progress at any given time and large quantities of baggage being trucked through the lobby can be disruptive.

Please bring only what you can hand carry through the lobby. If you have larger quantities of materials, we'll be glad to direct you to the rear docks. The most convenient route is to park in the southeast corner of the first level of the Parking Garage and, then, wheel or carry the material to the appropriate dock via a ramp.

If you are an exhibitor in a show employing a union decorator, you may be required to employ them to unload and carry your materials inside.

You may have a hotel bellman bring materials from your hotel room to the Center. If a union decorator is handling the event, the bellman must bring the material to the decorator's service desk or to the entrance to the Exhibit Hall. For meetings scheduled not more than a few days in the future, please consult your Event Manager for any small deliveries. Items are subject to charge for handling as well.

Please do not ship or permit exhibitors to ship materials to the Center for delivery in advance. All shipments (including overnight or urgent shipments) will be rejected if delivered before the first move-in day on your Agreement.

There is no space to store material in the Center.

The Center cannot accept freight shipments for exhibitions. Freight must be consigned through the show management or their designated subcontractor. All shipments of freight for exhibitors arriving before the move-in date will be refused.

EMERGENCY PLAN

The Santa Clara Convention Center is constructed of fireproof materials and is fully sprinkled. In addition, the building is equipped with a sophisticated alarm system, which, among other things, automatically notifies the Fire Department. There are also Fire Alarm pull stations throughout the building.

The Center has also prepared an Emergency Response Plan, which defines procedures and responsibilities for dealing with any emergency situation which might arise.

A summary plan is included as part of this Manual.

ELECTRIC POWER NEEDS

Each meeting room has 20 amps of 120-volt power available. Each ballroom section has two 20-amp circuits. In addition, 60 amp, 208 volt, 3-phase power is available in each ballroom.

The 60 amp, 208 volt supply can be redistributed as 120 volt power. There is a charge for this service. Please see the Electrical Service Rate Schedule.

Additional services of 200 and 400 amp at 208 and 480 volts are available at various locations from disconnects. There is a charge for connecting to these services.

Most extensive power needs will require a licensed electrician at your expense.

MEDICAL SERVICES

We do not require that a nurse or other qualified medical person be on site during your event. The choice is yours. If you choose to do so, it will be at your expense. A Medical Room is available at no charge.

Under ADA, the availability of a wheelchair for persons with disabilities is required. We regard this as the responsibility of the Licensee and require you to have a minimum of two (2) chairs available. Chairs can be obtained at reasonable cost from local vendors. We will be glad to make the arrangements but will invoice you for the cost, including replacement cost for any chairs not returned. All of our Security persons are First Aid and CPR qualified. A City Fire Station is 1/4 mile away. City Fire crews are qualified paramedics. Response time is generally within 5 minutes. The nearest hospitals are about 15 minutes away.

OTHER PERMITS & FEES

COPYRIGHTED MUSIC

Public performances of copyrighted musical works, including performances during conventions, trade shows and meetings require a license from the copyright owners. Generally, these are arranged through the American Society of Composers, Authors and Publishers (ASCAP, telephone 800-627-9805) or through Broadcast Music, Inc. (BMI, telephone 800-669-4264). It is your responsibility to make these arrangements.

FOOD & BEVERAGE DISTRIBUTION

If you or your exhibitors will prepare, sell or give away food in an event open to the public, a permit from the County Health Department is required. Food provided in a manner incidental to the event or the exhibit does not require a permit. For example, wrapped candy handed out by an exhibitor from his booth in a show is not covered. An exhibitor promoting gourmet sauces or jellies at a food or craft show would need a permit.

Permits held by restaurants and hotels for their regular place of business do not cover off-site food service.

The Health Department requires one contact for each event rather than dealing with each exhibitor. It is your responsibility to contact the Santa Clara County Health Department, 2220 Moorpark Avenue, San Jose, CA 95128 (telephone 408-299-6060) well in advance of the event. They will send you a package including applications for each exhibitor. You are responsible for having your exhibitors fill out the application and you must collect the fees.

Liquor, in any form and in any quantity, can be distributed ONLY by ARAMARK, the license holder.

OUTDOOR ACTIVITIES

The common areas of the complex, including the parking garage and lots, are managed by the City through a Maintenance District. If you would like to use any of these areas for your event (other than for parking), you must contact the management company for the campus. (Rebecca Walls, Cassidy Turley, Senior Property Manager 408-572-8457). Please consult with your Event Manager as well.

Setting up a tent and/or amplified music outdoors will require a permit approved by the City Council.

City policy does not permit the use of large, high-powered spotlights outdoors anywhere in the City.

SELLER'S PERMIT (SALES TAX)

Under California law, sellers of merchandise are required to have a valid California Seller's Permit and to collect and report sales taxes. Vendors and exhibitors at public shows, trade shows, craft fairs and similar events are sellers IF they sell merchandise OR take orders.

You, as the show promoter, MUST verify that your exhibitors (sellers) have valid permits. Failure to do so can result in a substantial fine. Verification can be accomplished by requiring your exhibitors to provide you with the number of their permit and checking its validity with the Board of Equalization.

Sellers can obtain a permit in person or by mail from any office of the Board of Equalization. For more information, contact State of California, Board of Equalization, 100 Paseo de San Antonio, Room 307, and San Jose, CA 95113. The telephone number is (408) 277-1807, Ext. 55.

POSSESSORY INTEREST TAX

Under California law, parties in possession of property owned by a tax exempt public agency might, under certain circumstances, have what is called a "possessory interest" in the property. This interest is subject to real property taxation in California.

The Assessor for Santa Clara County, where we are located, has determined that the use of the convention center creates such a possessory interest. You, as Licensee, will be responsible for payment of any such tax if and when it is levied.

TELEVISION OR MOTION PICTURE FILMING

Filming within the Center as part of an event requires no additional permitting. Any filming outside the Center or in other areas of the City may require Photography/Filming Permit from the City. The Deputy City Manager has been designated as the City's contact person.

We shall be pleased to provide you with the contact information, if needed.

EXHIBITIONS

In general, **all exhibitions must conform to the National Fire Protection Association Life Safety Code Special Provisions for Exhibition Halls.**

A "standard" layout is available providing optimum layout of booths in the Center's exhibit halls. This standard layout accommodates **10' x 10' booths** with a double back wall lined up on the floor boxes.

Layouts using 8' x 10' booths can be accommodated but will require that power and other services come from the ceiling.

CONTRACTORS

The Center requires that all major contractors and subcontractors be properly qualified and licensed. In addition, we require that they present evidence of insurance in the same minimum amounts and in the same form, as you, the Licensee, must provide.

Service Contractors (Decorators)

Service contractors must have a valid City of Santa Clara Business License and provide evidence of insurance (Commercial General Liability and Worker's Compensation).

Employees, including labor from Union halls must be identified by name or number on a tag readily visible at all times.

Employees operating forklifts or other powered equipment must have completed training and qualification meeting OSHA standards.

Electrical Contractors

Electrical contractors must also provide evidence of insurance (Commercial General Liability and Worker's Compensation) and sign an Electrical Agreement with the Center. The Electrical Agreement

requires the contractor to make an accounting of the services provided and pay a commission to the Center. Electrical contractors must possess a valid C-10 Electrical Contractors License issued by the state license board. Electrical contractors are to provide event service forms prior to first day of move in for events. Furthermore, a summary report and floor plan layout with services ordered noted is required for each event. This needs to be delivered to your Event Manager or e-mailed to the administrative office before leaving the facility. Consult with your Event Manager if you have any questions.

Electrical contractors are expected to close and secure all floor boxes before leaving the site and before cleanup begins.

Riggers

Although there is not a “certification” for riggers, we require that they be trained and qualified. Riggers obtained from the Stagehands Union meet their requirements. Others who have completed any of the recognized programs are also considered to be qualified. If not employed by the Service Contractor, they must also provide evidence of insurance (Commercial General Liability and Worker’s Compensation).

PSAV is the exclusive rigger for the mission city ballroom only! Please consult with your event manager and PSAV sales manager for more information and details with respect to rigging in the Mission City Ballroom.

FLOOR PLAN APPROVAL

Your floor plan **MUST** be reviewed before exhibit space is offered for final sale to exhibitors. Please submit four (4) copies of the proposed floor plan, drawn to scale, to your Event Manager before you sell booth space and, in any case, no later than thirty **(30) days before move-in.**

DO NOT SEND FLOOR PLANS DIRECTLY TO THE SANTA CLARA FIRE DEPARTMENT.

Please be sure to include plans for any lobby space to be used for registration. All plans are subject to review by the Santa Clara Fire Department. The Center can review plans which conform to the general layout that has been accepted by the Fire Department. The floor plan must indicate:

- Show name
- Show dates and times
- Decorator (Service Contractor)
- Booth configurations drawn to scale, including all base dimensions, height and location.
- Aisle locations and dimensions:
 - 10-foot aisles required
 - smaller must be approved by the Fire Marshall
- Exits, aisles, fire and life safety devices (i.e., extinguishers, hose cabinets, pull stations) locations and clearance dimensions. Additional fire extinguishers (2A:2OBC) will be required so that maximum travel distance to an extinguisher will not exceed 75 feet
- Proposed temporary food service areas
- Dimensions and locations of exhibit hall platforms, staging, sound/light mixers, stage lighting scaffolds or speaker system. Fire extinguishers are required at each side of a stage or platform greater than 1,000 sq. ft.
- Registration layout in lobby.
- Banner locations in all public areas including clings to glass, floor, or other wall.

Please include a self-addressed, stamped envelope for returning the floor plans.

Notice of acceptance or rejection of the floor plan will be provided within ten (10) working days of receipt. If the floor plan is rejected, the areas in question will be marked in red. The reasons for rejection will be provided in writing on the floor plan returned to the Decorator. The plan must then be corrected and resubmitted for final review.

Copies of the accepted plans along with any relevant correspondence will be maintained in the master event file. A copy of the accepted plans must be displayed in a conspicuous place in the decorator's service area during setup for examination/ conformance by show management.

Updated versions of a floor plan must be provided, as they are available and are subject to the same review process. Most important, the exhibit hall, as finally set up, MUST conform to the last reviewed drawing.

REGISTRATION

Proposed Registration areas must be shown on a scale drawing and are subject to review and acceptance by the Center and/or the Fire Marshall.

Registration setups in the Main Lobby cannot obstruct egress from Hall A. Registration desks and counters are not permitted in front of the Hall A doors. Entrance units using truss or the GEM system must be supported from the top of the rest rooms on either side of the entrance and/or from the concrete columns.

Not more than six (6) standard registration counters may be set in a row on the left side (nearest the stairway) of the Main Lobby. Counters in front of the Box Office cannot extend beyond the 20' x 20' area immediately in front of the Box Office.

Registration areas in the Great America Lobby must fit inside the designated area in the center. Additional tables may be permitted along walls in the corridors, subject to approval on a case-by-case basis.

Show offices laid out using pipe and drape or by other means cannot obstruct egress through the Hall B or D corridors

BOOTH CONFIGURATION

All exits and aisle ways must be kept clear at all times. Placement of chairs and easels in aisles and corridors is strictly prohibited. Neither booths nor displays including easels are permitted in any aisles or in front of exits.

Booths, displays and their furnishings and equipment must not block fire hoses, fire extinguishers or fire alarms and strobes, doors to electrical or other service areas and signs.

Booths may not be placed in front of OPEN concession stands.

Open top booths are readily acceptable. Other booth configurations must be approved by the Santa Clara Fire Department. These include:

- Booths with canopies. (See below)
- Booths or exhibits which exceed 12 feet in height
- Booths with a second level. (These must have two exits and a licensed professional engineer must certify the design. Certified drawings must accompany the floor plan when submitted for approval.)

The concern with taller and larger booths includes strength and stability in the event of an earthquake.

Limited use of canopies or booths with canopies may be permitted in the exhibit halls with the advance approval of the Fire Marshall. In general, five (5) 10 x 10 booths (or, equivalent area) per 25,000 sq. ft. hall will be acceptable. The proposed location and size must be shown on a floor plan and the **fabric must bear the California Fire Marshall's Certificate as flame retardant**. Covered exhibits cannot be over 4 feet wide.

Umbrellas and any other similar top cover will be considered under the same rules.

INTERIOR FURNISHINGS AND FINISHES

All fabrics including table coverings, fabric walls, etc., must be made of materials bearing the California Fire Marshall's Certificate as flame retardant.

All materials and furnishings used in booths must be made from noncombustible material or treated and maintained in a flame retardant condition by an approved flame retardant solution or process.

Flame retardant materials or processes must meet the requirements of the Santa Clara Fire Department and/or the State Fire Marshall's office. Treatments must be renewed as necessary or after cleaning. All treated materials or items must have a tag affixed (or a sign displayed in the booth) showing the date and type of treatment and the name of the firm, which applied the treatment.

All decorative items including Christmas trees, hay and straw, bamboo, etc., must be treated with a flame retardant. The Center reserves the right to limit the quantity of such materials permitted in each booth.

All materials, fabrics or decorations made of plastic must also be flame retardant and are subject to the approval of the Santa Clara Fire Department. Plastic shall be limited to Class A or Class B for interior wall and ceiling finish.

Each Decorator shall have on file at the Center a letter addressed to the Santa Clara Fire department stating that no drapes, hangings, curtains, drops or any other decorative materials will be used at the Center unless it has been treated or made from materials that meet these requirements.

MOVE IN/OUT

You are responsible for informing contractors, subcontractors, invitees and exhibitors of the rules and regulations of the Center.

Your move-in and move-out dates and times are specified on your Use Agreement. You must not assume that dates prior to or after those dates will be available. Move-in or out activities scheduled between 1:00 AM and 6:00 AM may be permitted and are subject to an added fee of \$250.00 per hour.

Only hand-carried items may be brought through the front entrance of the Center. All freight must move across the docks or through the rollup drive through doors in the exhibit halls.

Arrangements can be made to move small quantities of materials on handcarts and dollies through loading doors at the rear of the building subject to limitations imposed by union decorators.

If the decorator is under union contract, you and all exhibitors are subject to the union rules, which may limit what, can be done by other than union workers. In general, these rules prohibit an exhibitor from setting up an exhibit unless it does not require hand tools or more than one person and can be accomplished within 30 minutes. Exhibitors may also bring only hand-carried items to the booth themselves.

DOCKS & TRAFFIC CONTROL

The principal decorator is responsible for maintaining control of the docks and exhibit hall floors during setup and dismantling. **Control of docks includes maintaining a clear roadway in the area of all docks permitting ready access of emergency equipment to the site.**

You must provide adequate staff to control the flow of vehicles from the marshaling area to the docks so that roads are not blocked. **The center does not have a marshalling yard anymore!** An alternative location outside of the center's campus may need to be arranged by the service contractor. Use of city surface streets will not be allowed as well. If the system you set up is inadequate, the Center will hire off-duty Santa Clara Police Officers to provide the necessary control. Any costs incurred by the Center will be billed to the Decorator.

All fire lanes including the roadway behind the Center must be kept clear and unobstructed at all times. Vehicles, which block fire lanes or fire equipment will be cited and/or towed at the owner's expense. **THIS INCLUDES ALL RED CURB AREAS.**

The signed "Yellow" Freight Loading area along the back road behind the Center is intended for commercial vehicles only prior to backing to a dock for loading or unloading. This area should be cleared once all offloading is complete.

CLEANING RESPONSIBILITIES

During your event, the Center will empty trash containers which we shall place throughout the halls, clean and stock rest rooms and provide all necessary cleaning associated with food and beverage service provided by the Center's caterer.

The client is responsible for all other cleaning (including booth and aisle cleaning) within the exhibit halls (including ballrooms when used for exhibits) during an event (including move-in and move-out). Such services are usually obtained through your service contractor.

At the set move-in time, the Center will turn over to the client a clean, empty hall or ballroom. At the conclusion of the move-out period, the client must return an "essentially" empty and clean hall (or ballroom when used for exhibits) to the Center. "Essentially empty and clean" is interpreted to mean:

- All excess show and display materials removed from the building and/or placed in trash containers (including the compactors) provided by the Center.
- All equipment not belonging to the Center will have been removed from the premises.
- All wooden crates, pallets, etc. will have been removed from the building. (Disposal at your expense).
- All tape or other marking methods used will have been removed from the floor of the exhibit halls. Carpets in ballrooms used for exhibits must be vacuumed.
- All hazardous materials, which cannot legally be disposed of to landfill with the trash, will have been properly packaged and removed from the premises at your expense.

Final cleaning, performed by the Center should require only scrubbing of the floor. **You will be charged for any additional labor at current rates (\$50.00 per hour, straight time).**

Included in the space rental fee is disposal of normal quantities and types of trash to the landfill. You will be charged all costs for removal of excessive amounts of trash including the costs associated with obtaining and hauling trash containers. You will be charged for all costs associated with removal of wooden crates, pallets, hazardous materials and equipment left behind. The Center assumes no responsibility for equipment or materials left behind. A reasonable effort will be made to contact owners of such items. Items not claimed will be discarded.

The Service Contractor/Decorator must prevent trash and other materials from blowing around the grounds of the Center. Furthermore, they are responsible for cleaning of the dock areas on a daily basis during the event. All packing materials and trash must be swept up and placed in appropriate trash receptacles. It is not acceptable to sweep trash from the docks to the ground.

The Service Contractor will be invoiced by the Center or the Maintenance District for any excess cleaning costs.

DISPLAY VEHICLE RULES

Vehicles including autos, trucks, motorcycles, boats, other motorized vehicles or other devices with flammable fueled engines (gasoline or diesel) which will be displayed inside the building shall conform to the following requirements:

1. All fuel tank openings shall be locked and sealed in an approved manner to prevent the escape of vapors.
2. Fuel tanks must be less than one-quarter (1/4 the~ full or contain less than five (5) gallons of fuel.
3. Batteries shall be disconnected in an approved manner.
4. Fueling or defueling of vehicles shall be prohibited and is not allowed.
5. Vehicles shall not be moved during show hours.
6. Drip pan under engine and transmission.

UTILITIES AND SERVICES

Electrical connections and telephone connections are available in floor boxes strategically located throughout the Exhibit Hall on a 30' x 32' grid.

Electrical and telephone connections are also available from ceiling drops. Compressed air and water piping are located overhead. A compressor must be supplied at client expense and installed by a plumber.

All electrical connections and set ups must be done by licensed electrical contractors who have been approved to work in the Center. All such contractors pay the Center a fee equal to 25% of their gross billing as a connection fee and to cover the cost of electrical energy used.

Connections to the Center's sound system are located at stations in the walls of the Exhibit Halls and in all meeting rooms and ballrooms. **A Center or PSAV technician must make all connections.**

Drain connections are located near the walls of the Exhibit Halls.

PROHIBITED MATERIALS, PROCESSES AND EQUIPMENT

Use of the following materials, processes or equipment is prohibited:

- Fireworks or pyrotechnics (See below)
- Blasting agents

- Explosives
- Compressed flammable gases including LPG
- Aerosol cans with flammable propellants
- Toxic materials including any substance regulated under California's Proposition 65
- Gas operated cooking equipment.
- Wood matches with all-surface strikes
- Cellulose nitrate motion picture film
- Portable heating equipment

The Fire Marshall MAY approve the use of pyrotechnics subject to the following guidelines:

- Each performance MUST have a permit (obtained from Fire Marshall)
- All persons who will be handling the pyrotechnics MUST be licensed.
- A demonstration of the performance MUST be scheduled at the Center in advance to verify whether fire sensors will alarm.

COMBUSTIBLES

Literature on display shall be limited to reasonable quantities (1 day's supply). Reserve supplies shall be kept in closed containers and stored in a neat and compact manner free and clear of electrical cables or junction boxes.

Show management shall assure responsibility for daily adequate janitorial and rubbish pickup service and shall advise all exhibitors that booths shall be cleaned of combustible rubbish daily.

Storage of empty cartons in exhibit booth area is not permitted. Storage of any kind is prohibited behind the back drapes or display wall, or inside display area. All cartons, crates, containers, packing materials, etc., which are NECESSARY FOR REPACKAGING shall be labeled with "EMPTY" stickers and REMOVED FROM THE FLOOR.

NONHAZARDOUS COMPRESSED GASES

Compressed gas cylinders shall be located in an approved area suitable for such storage. Full and empty cylinders shall be kept separate and individually secured with chain 1/3rd from the top and 1/3rd from the bottom to a fixed object or cart designed for the movement of compressed gas cylinders. Valve protective caps shall be kept in place when the cylinder is not in use. Cylinders shall be used in the valve end up position and may not be inclined more than 45 degrees from the vertical.

EXHIBIT CRATE STORAGE

Limited storage of empty crates & pallets will be permissible in the truck dock area and in unused portions of exhibit halls that you have rented if approved by show management and Center Operations staff.

Such storage will be in piles of stacks of limited size separated by 8-foot aisles on all sides. None will be stored against walls and a (3) foot vertical distance from any sprinkler is mandatory. Exits cannot be obstructed - inside or outside.

Crates and other equipment may not be stored in front of stairs leading from Exhibit Halls C & D.

PORTABLE SPOTLIGHTS

All clamp-on types of portable spotlights shall be protected from metal-to-metal contact by having electrical insulating pads or wrapping permanently attached to the lamp holder clamp.

Ceramic-porcelain or molded composition is the only types of neck-shell approved for use in any Santa Clara Convention Facility. On/off switches are usually located in the neck. Where any spotlight or lamp is subject to physical damage, damp places, or comes into contact with combustible material, it shall be equipped with a substantial guard attached to the lamp holder or the handle.

Extension cords must be the three (3) -wire types and the wire size must be suitable for the portable lamps and/or appliances used.

OBSTRUCTIONS

Nothing shall be hung from or affixed to any sprinkler head or piping. All exit doors shall be in an operable condition at all times. Exit signs shall not be obstructed in any manner. All entrances, exits, aisles, stairways, lobbies and passageways, fire and life safety devices shall be unobstructed at all times. Easels, signs, etc., shall not be placed beyond booth area into aisles.

BALLOONS

If, at the conclusion of your event, balloons used during your function are drifting in the ceilings of the Santa Clara Convention Center, you may be charged labor costs for removal of the balloons.

Since we are in the flight path from San Jose International Airport, balloons attached outside the building must not exceed FAA limits as follows:

1. Total height above ground cannot exceed 150 feet.
2. A minimum of two lines each of sufficient strength to secure the balloon must secure each balloon and, must be tied to separate anchor points.
3. Guy lines must be used to prevent the balloon from blowing into the building or other stationary object.
4. If a balloon should break its tether, SJ Airport Operations must be notified immediately (408) 277-4759.

SUSPENDED LOADS

Suspending loads from overhead trusses, which are part of an exhibit, may be permitted and will be considered on a case-by-case basis. To assure that structural limits are not exceeded, all such requests must be reviewed and certified by a structural engineer at the exhibitor's expense and must be approved by the Center. Requests must be received at least 30 days before the event.

You may not use the T-Bar ceilings in the exhibit halls as a hang point for any purpose. Likewise, you may not use nails, screws or other similar devices to attach things to walls, ceilings or soffits.

THEATER

The Center's theater is a quality, plush venue suitable for a variety of activities. In order to maintain its quality, we have established these rules and guidelines for its use.

A CLEANING DEPOSIT of \$400.00 may be required.

CAPACITY/TICKETS

Theater capacity is 607, maximum including children of any age. Everyone **MUST** be seated. Attendees are **NOT** permitted to stand or sit in aisles or other than in fixed seats (or, in the wheelchair areas).

If your event is a public event, you **MUST** provide tickets together with a certified ticket manifest showing that not more than 607 tickets have been printed for any one performance. Each attendee, including children, must have a ticket.

You must also designate a security contact for your organization and provide ushers (who may be volunteers) to help assure that attendees fill all available seats, monitor exit doors and assist with preventing more than 607 people from entering the theater.

You must also require those leaving the theater for an intermission to have a ticket to return.

PROHIBITED ACTIVITIES

Food & beverage is allowed in the theater when provided by the center's caterer.
Food and beverages is not permitted in the projection/control room and interpreter's booth.

Arrangements to feed staff and stagehands during lengthy productions and during load in and out can be made through your Event Manager. **Canned string, serpentine spray or similar products may not be used.**

MOVE IN/OUT

All equipment must be brought in through designated loading docks or across the bridge from the third level of the parking structure. Other than hand carried items, no equipment may be brought in through the public areas.

After unloading, vehicles must be moved to designated parking areas. Vehicles left at the loading dock or in other unauthorized areas will be cited and towed.

The Center is not responsible for equipment, props, etc., brought into the Theater by clients. You assume all responsibility and liability for losses, damages and claims arising out of injury or damage to displays, equipment and other property brought upon the premises of the Convention Center.

All equipment and other items provided by the client must be removed by the specified move-out time.

All stage and technical facilities must be returned to their original condition by the move-out time. Clients will be charged for any labor by Center personnel necessary to complete restoration work. A walk through inspection must be made before and after the event.

PRODUCTION, PLANNING, SET-UP, REHEARSAL

A Pre-Production Meeting between you, the Event Manager and/or Center Technician must be scheduled, well in advance of the event. You must provide floor plans, lighting plots and power requirements at that time. Setup, focus, sound checks and rehearsal times will be established at that meeting.

All equipment you bring into the Center must be UL listed and in a safe, operable condition. We reserve the right to prohibit the use of equipment, we consider unsafe to use.

On-stage construction is not permitted except with the approval of the General Manager. Painting on stage, backstage or anywhere in the Theater is prohibited.

No modification to any stage or Convention Center equipment will be permitted.

All lighting, power and rigging must be set up prior to rehearsal and all changes must be authorized by the Center. All work must be done by qualified technicians and in accordance with local codes and Federal/State OSHA regulations.

All technical operations must be performed by PSAV or by technicians they have qualified. No one other than authorized technical operators will be permitted in the projection/control room or interpreter's booth during an event rehearsal or performance.

No one other than personnel authorized to focus lights is permitted on the over house catwalk.

DANCE RECITALS

Organizers of dance recitals and other children's functions must provide an adequate number of chaperones or monitors to keep the children under reasonable control.

Our objective is injury prevention and avoiding undue wear and tear on the building.

Of particular concern is sitting on the handrails along the emergency walkway. We also want to avoid having the children disrupt other events, which may be in the building.

Use of corridors and hallways for dressing rooms is inappropriate.

OTHER

Whenever the projection/control room or interpreter's booth is in use, a PSAV Technician must be present. An hourly labor charge will be made and may be subject to a four (4) hour minimum and overtime including sixth and seventh day premiums. These charges will apply to set up, focusing and rehearsal times as well as to the event itself.

The operation of stage lighting is costly. You are asked to limit the use of such lighting to focusing, rehearsal and the event (performance) itself.

SAFETY TRAINING & EMERGENCY PLANNING FOR CLIENTS, THEIR REGULAR AND TEMPORARY EMPLOYEES AND EXHIBITORS

Overview

The building is designed and built for the assembly of large numbers of people.

Numerous doors put every guest only a short distance from an exit.

A sensitive and sophisticated alarm system will quickly warn of smoke or fire by means of a loud klaxon horn. It also AUTOMATICALLY calls the Fire Department.

Fire Station 10 is located behind the Center, less than 1/4 mile away. Response time for fire or medical emergency is less than 5 minutes.

House Security staff is First Aid and CPR trained.

House Security is on duty 24 hours every day and one always carries a cell phone reached by dialing 7100 (748-7100 from an outside line) for emergency communications.

“House Phones” are located throughout the building. From a house phone, you may contact any Center phone by dialing 4 digits. These phones DO NOT access outside phones or the Hyatt Hotel. Room capacities are taken seriously. They cannot be exceeded. Attendees are not permitted to stand in aisles or doorways.

Exits, alarm pull stations, fire extinguishers and fire hoses cannot be blocked or hidden.

Personal Safety

- Locate and make mental note of the exit nearest your workstation or booth.
- Locate and make mental note of the nearest Fire Alarm and phones.

Fire

- Pull alarm at nearest pull station (Red box on wall marked Fire Alarm).
- Dial 911 from any Pay Phone.
- Dial 9-911 from any convention center phone except “house phones.”

Evacuate via the nearest exit.

Medical Emergency

- Make the person comfortable. Do not attempt to move them.
- Contact House Security by radio or from a convention center phone including “house phones” (dial 7100).
- Dial 911 from any phone.
- Dial 9-911 from any convention center phone except “house phones.”

Earthquake

- Stay calm.
- Get and stay away from glass windows.
- Seek cover under a table or other sturdy furniture.
- When shaking stops, if possible to do so safely, help those needing assistance.
- Exit the building via the nearest door, If possible, avoid the main lobby with its large amount of glass.

Bomb Threat

Most threats are a hoax but, must be taken seriously.

If you receive the call, try to get as much information as possible:

- What is it?
- What does it look like?
- Where is it?
- When is it set to go off?
- Was caller male or female?
- What, if any, background noise did you hear?
- What, exactly, did the caller say?
- Notify YOUR supervisor or manager right away.
- IMMEDIATELY DISCONTINUE USE OF RADIOS.
- Contact House Security in person or by phone.
- Center procedures include contacting Police and Fire and organizing a Search Team.

Evacuation

- Except in the case of a fire, a decision on whether to evacuate the building will be made in consultation with Event Management and based upon the facts of the situation. However, if in doubt, evacuate.
- An announcement will be made over the Center's Public Address System telling you to evacuate.
- WALK to the nearest exit and, quickly, move well away from the building.
- Assembly Areas may be designated by your managers. If so, go to that area immediately so that all persons may be accounted for.

Updated 3/2017