



SANTA CLARA
CONVENTION CENTER

FACILITIES GUIDE
FOR CLIENTS AND SERVICE CONTRACTORS



Welcome to the Santa Clara Convention Center! We are eager to provide you and your organization with the assistance needed to produce a successful and first-class event. In Santa Clara we look at events differently and are always looking for new and innovative ways to transform your event.

Whether it's a convention, trade show, meeting, banquet or other type of event, the *Facilities Guide* is here to help guide you through the process. You will be assigned a professional Event Manager who will function as your guide and is there to gathering the detailed information that will make your event a success.

Please think of this *Guide* as a planning tool and reference to any question you may have whether you're an experienced veteran or first-time event planner. While we encourage you to read the entire guide, we know that your time is valuable and that's why we've created an abbreviated section titled: "**RAPID REVIEW.**" The abridged section highlights the vital information and critical dates essential to every event all on two pages.

Our goal is to be your partner in creating an event that is unique and memorable. At the conclusion of your event, you will receive a link to an online evaluation form. We encourage you to return it with your comments. At OVG we want to acknowledge the team members who contribute to our success. And, if we fail to measure up to your expectations, we certainly want to know that as well so we can continue to improve.

Thank you again for giving us the opportunity to host your event! We look forward to seeing you soon.

Sincerely,
Kelly Carr
General Manager/OVG
Santa Clara Convention Center



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RAPID REVIEW

IMPORTANT PEOPLE

Event Manager (EM) This is your key contact at the Center. The EM will help you with:

- Floor plans/ designs
- Move-in
- Event schedules
- Center Rules/City Regulations
- Answer questions

Catering Sales Manager (CSM) This individual helps with all things food and beverage. The CSM will coordinate:

- Catering Menus
- Restaurants/Café's (Concessions)
- Levy is the exclusive provider of F&B at the SCCC

Encore Audio Visual is:

- The preferred full-service audio-visual provider and exclusive rigging company at the SCCC.
They can assist with:
 - Projectors/Screens
 - Computer rentals
 - Sound/Audio systems
 - AV Design and lighting

Smart City Networks is the exclusive provider of telephone and telecommunication services including:

- Internet connections
- Bandwidths from 56k to T3 are available
- Private/secure networks

ADVANCED CHECKLIST

- Sign and return contract within 30-days or less (Use Agreement)
- Pay deposit on License Fee
- Obtain your Certificate of Insurance
- Review Fire Marshal requirements on page 20
- Obtain a City of Santa Clara Business License

30 DAYS BEFORE YOUR EVENT

- Submit drawings/information to the EM at least 30-days before your event
- Review and sign your Event Document and floor plans
- Submit your Food & Beverage guarantee to Levy at least 14-days in advance
- Make final payment of License Fee
- Pay advance deposit for catering requirements
- Provide Certificate of Insurance (See Use Agreement for Required Additional insured's verbiage)

ADVANCE SHIPMENT & STORAGE

The Center cannot accept freight for any 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.

PARKING & TRAFFIC CONTROL

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

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 client or their 3rd party general service contractor's responsibility to manage. Your EM will be able to aid you with this.

Labor Partners:

The Santa Clara Convention Center has enjoyed a long and productive relationship with the labor community. 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.

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

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 853
- 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
- Through Encore Staging, Rigging, Lighting, Sound, 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
 - IATSE Local 134 - (408) 294-1134 <https://iatse134.org/>
 - Teamsters Local 853 408-453-0287 <https://teamsters853.org/>
 - Sign & Display Local 510 (650) 763-5405 <https://www.local510.org/>
 - Unite Here Local 19 (408) 321-9019 <https://www.unitehere19.org/>
 - IBEW Electrical Local 332 (408) 269-4332 <https://ibew332.org/>
 - Musicians Union Local 6 415-575-0777 <https://afm6.org/>

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GENERAL

Sharing the facility

The SCCC is a public building. Lobby areas are considered to be public areas. Unless your Use Agreement specifically identifies public areas as exclusive, there may be other events and attendees in those spaces at the same time. 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. We assume no responsibility for competitive or security concerns. Please advise your Event Manager if you have questions.

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.

The City's ADA Task Force conducted an audit of the Center following a 'self-assessment' performed by the Center's staff using guidelines provided by the International Association of Venue Managers (IAVM).

We believe the Center to be highly accessible according to the spirit and intent of the Americans with Disabilities Act.

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 an accessible ramp for a 32" or 48" high stage only. This ramp is only for the new "Roll in set" stage used in the exhibit halls. Ramps for higher or lower stages, if required, are not always locally available. The center will assist the client with attempting to locate suitable equipment, but it is the responsibility of the Licensee. **Permits are required for stages over 30" high and an additional cost. Please consult with your event manager for details.**

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.

ANIMALS

Animals are not allowed in the facility unless they are service animals or, part of a scheduled event (i.e., dog show or circus). If an animal qualifies for admission under the prior guidelines, the following policies must be observed:

- Animals must be always under the control of a handler
- Animals may not be within 100 ft. of any food service area
- The client is responsible for ensuring that any animal brought to the Facility in conjunction with its event is treated in a humane manner and in compliance with all laws regarding transportation and handling of animals
- The client/show management must obtain any additional insurance coverage required to meet Santa Clara's and Levy F&B Risk Management assessment. All expenses for additional insurance are the responsibility of the client.
- Large Animals will not be allowed in the public area of the Convention Center. Animals may only be held in the exhibit halls. The areas where large animals are contained must be covered with plastic vapor barrier and maintained at all times. The client is responsible for upkeep and disposal of animal waste.

ATM MACHINES

The Convention Center does not have an ATM machine as we have gone cashless. If your event requires an ATM please contact your event manager.

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 and your Certificate of Insurance has been received. Within ten (10) business days of your event, payment will be accepted only if in the form of a bank (cashier's) check or money order.

Upon approval of credit, which must be arranged in advance, the SCCC will invoice for charges incurred during an event. **The SCCC does not invoice third parties** for services provided on your behalf. Additionally, clients are responsible for any charges unpaid by third parties in association with the event.

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

All equipment and services need to be paid in advance of event date. 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. The licensee shall ensure that any vendor, contractor, volunteers, or subcontractor hired or retained by Licensee for the Event maintains, throughout the Term, One Million Dollars {\$1,000,000} of commercial general liability insurance in the name of the vendor, contractor, or subcontractor, which provides coverage for performance and/or operations at the event.

If you are planning on driving into the facility or are going to have vehicles as part of your exhibits/event **comprehensive automotive bodily injury and property damage insurance** in a form acceptable to OVG for business use covering all vehicles operated by Licensee, its officers, directors, agents and employees in connection with its activities herein, whether owned by Licensee or otherwise, with a combined single limit of not less than One Million Dollars (\$1,000,000) (including an extension of hired and non-owned coverage) is required.

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 completed and accepted the document must include the following language: **"The City of Santa Clara, Oak View Group, LLC, Global Spectrum, LP., and their Respective Governing Bodies, Officers, Directors, Employees and/or Agents."**

In addition to yourself, your contractors, subcontractors, employees, exhibitors and/or agents:

If you do not have business insurance, the SCCC will help you obtain insurance through a **Special Event Safety Group Insurance Program**. The program is written through an insurance broker and its costs are charged on an attendee basis. The SCCC is not the insurance broker or agent. Please consult your Event Manager for details if you need insurance.

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 the SCCC's Risk Management advisors.

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

CONTRACTORS

The Center requires that **all major contractors and subcontractors be properly qualified and licensed**. It is the responsibility of the Licensee, to ensure that all vendors and exhibitors are properly insured. Additionally, the center may require those contractors and subcontracts to present evidence of insurance in the same minimum amounts listed above.

FLAGS, BANNERS, AND SIGNS

1. **The General Service Contractor is the responsible contractor** for hanging banners inside and outside of the building. All banners require the approval of the SCCC General Manager. 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**, Encore AV can assist with banner hanging at a cost. Please consult with your Event Manager or Encore Salesperson for cost and services for banner hanging.
3. **The Sponsorship Rate** is \$375 per banner, cling, or sponsorship display indoors in public areas. Outside of the building the rate is \$1,000.00 per sign or banner.

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

BOX OFFICE

The SCCC does not have an exclusive ticketing agent, client's will need to secure their own company for ticket selling, tracking and distribution. If the event is expected to be 1,000 attendees or more, the client is required to receive attendance approval from the SC Fire Marshal prior going on sale. The client is also required to provide the SCCC with a ticket manifest and access to the ticketing system to monitor sales.

Box Office located in the Main Lobby, 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. The client 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 reopen the safe, will also be charged to the client.

FIRE AND LIFE SAFETY

Please refer to Fire Marshal Plan for all Santa Clara Fire Department requirements and permits and Fees. Below are just some important items to consider when hosting an event at the Santa Clara Convention Center. As always, consult with your Event Manager for any guidance.

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 200 chairs (e.g., general sessions in Exhibit Hall or Ballrooms), chairs must be "ganged." Refer to fire Marshal Plan for more info.

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 you require the rails, be removed, a waiver form for removal will need to be signed by licensee. Consult your Event manager if you choose to remove any rails. **(Permit and fee required for stages over 30" high. Consult with your event manager for more information and cost)**

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 Levy.

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. **The Fire Marshal could require a permit and fee for approval.** Furthermore, test for these water-based machines must be done at off hours when there are no events in progress. Consult with your Event Manager when planning to use a water based or other fog machine.

Those chemicals and equipment are prohibited.

Some chemicals and systems have been evaluated and have not activated alarms. These may be used, but the client must notify the Event Manager in advance and obtain his/her approval. A test run under actual planned operating conditions may be required.

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

Most water (glycol) based systems do not activate the alarms and may be used if:

1. The chemical is in its original **sealed container**, which is clearly labeled, and the client provides a current MSDS sheet.
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.

It is the client's responsibility to obtain the MSDS sheet for any new substance. The SCCC will work with the client to obtain Fire department approval. 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.

Any chemicals that contain quantities of chemicals listed under California's Prop. 65 (cancer-causing). Must have warning signs posted.

DAMAGE

“Ordinary wear and tear” is expected. However, any damage beyond is the responsibility of the client. The client’s insurance or carrier is 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 cement floors.**
- 2. Nails, tacks, and staples cannot be used to attach things to walls and doors. Blue painters’ tape is permitted but must be provided by the client. Any other tape used other than painters’ tape will damage the paint and will need to be repainted at the client’s expense.**
- 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 and prohibited.**
- 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 the client’s 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 the facility. Receptacles for disposal of smoking materials are provided in these areas.

Smoking may be permitted on stage in the theater if it is part of a performance. This action needs to be cleared with your event manager in advance.

FOOD AND BEVERAGE

Levy Food & Beverage Corporation is the exclusive provider of food and beverage service in the Center.

NO OUTSIDE FOOD & BEVERAGE IS ALLOWED. ANY OUTSIDE FOOD & BEVERAGE DISCOVERED BY THE CENTER AT THE CLIENT’S EVENT IS SUBJECT TO FINES AND ADDITIONAL FEES BEING ASSESSED AGAINST THE LICENSEE. OUTSIDE CATERER’S ARE NOT ALLOWED WITHIN THE CENTER WITHOUT EXPRESS WRITTEN CONSENT OF LEVY. IF OUTSIDE ALCOHOL IS FOUND WITHIN THE CLIENT’S OR ITS ATTENDEES POSSESSION IT IS GROUNDS FOR IMMEDIATE CANCELATION OF THE EVENT WITH NO REFUND. THIS INCLUDES ALCOHOL PURCHASED FROM THE CENTER’S NEIGHBORING HOTELS.

Sampling of F&B products is allowed in specific sizes but must be approved in advance by Levy. Any sampling of F&B found on premises will be subject to an additional charge to the client. Please consult with your catering Sales Manager and Events Manager regarding this Convention Center Policy.

The Center and Levy F&B reserve the right to open any and, all Concession Stands in the Exhibit Halls or other locations within the center without approval from or notification to the Licensee.

AUDIOVISUAL

The Convention Center has a complete, in-house preferred audio-visual department including an on-site full-time staff and an inventory of modern equipment. Audio-visual services are provided by Encore.

Clients may utilize outside audio-visual equipment or companies. However, all contractors and subcontractors are required to have a copy of their insurance while working in the facility. If you choose to use an outside company, Encore is not available to set-up or service the equipment with permission from the visiting firm and at labor will be charged at prevailing rates. Encore and the Center retain the responsibility of providing the inside wiring services at the prevailing rates Please contact Encore for additional information.

Additionally, Encore is also the exclusive rigger for the entire facility, no rigging may be done by the client's AV provider.

*More importantly, Encore, as the in-house Event Technology Services provider for the Santa Clara Convention Center, has been named the **exclusive provider of production rigging services throughout the entire facility including the mission city ballroom.***

The Mission City Ballroom is equipped with a permanent rigging point system. Points are built as needed to the roof structure beams in the Exhibition Hall spaces. As part of a comprehensive overhead safety and risk management program, the system and beams are annually verified and inspected. Encore is required to approve all rigging designs and will provide all rigging labor and chain hoists for your event. Encore looks forward to providing you with outstanding rigging services and equipment. Encore is responsible for all rigging in the space and the following policies and procedures will be in effect:

- *The Mission City Ballroom is equipped with permanent rigging points rated at 1000lb load ratings each point. Please refer to the facility CAD files for exact locations of the permanent rigging points. There is NO RIGGING OTHER THAN TO THE PERMANENTLY INSTALLED RIGGING POINTS.*
- *In the Exhibit Halls, points are built as required per event. Each location has various load ratings. Please refer to the facility CAD files for exact locations of the rigging points and ratings. There is NO RIGGING OTHER THAN TO THE PRE-APPROVED RIGGING POINT LOCATIONS.*
- *All rigging plots will be assessed for a comprehensive safety review by our Rigging Supervisor. This review will verify point load calculations, staffing needs, equipment needs and CAD support to provide feedback on the initial rigging plot. Additional CAD assistance is available if needed and can be provided for an additional charge.*

- *Rigging plots must contain all flown equipment in addition to a reflective ceiling plan with hang-points. The Rigging Supervisor will contact you to give you our CAD file as your design template.*
- *The Schedule Rigging Services form must be submitted online along with a scaled rigging plot 21 days prior to load in. Events scheduled with less than 21 days' notice will incur additional charges. This can be found on the Encore website <https://www.encoreglobal.com/rigging-portal/>. By submitting your rigging request electronically it will go directly into our nation-wide rigging system, ensuring a prompt response and follow-up tracking.*
- *All connections to the ceiling or supporting structure of the facility must be made by Encore. Once Encore has reviewed and approved proposed rigging plans, a rigging estimate will be provided for review and signature.*
- ***All trade show and exhibit signage may continue to be handled by SCCC approved exhibit service general contractors and their qualified personnel up to 100lbs. Over 100lbs., or with chain motors, Encore will determine if they need to provide the service.***

Encore looks forward to helping your group execute a successful and safe event. For more information, please contact Encore Director, Toby Laufer @ 408.748.7090 or toby.laufer@encoreglobal.com

Any electrical equipment brought into the Center by an outside provider must be UL listed and in safe, operable condition. Encore and the SCCC reserve the right to prohibit the use of equipment including extension cords that in Encore's or the SCCC's sole discretion are unfit for use.

TELECOMMUNICATIONS

Smart City Networks are the exclusive providers of Telecommunication services at the SCCC.

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

The center security staff provides building security, specifically the public areas. The SCCC does not have 24-hour security. If you require 24-hour building security the center can provide that service at the client's expense. The Center staff 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.

The SCCC is not responsible for the property of clients, exhibitors, and guests. Clients 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.

Clients are welcome to hire a security firm to patrol the contracted space. If you require your firm to remain in the facility overnight, please contact your Event Manager to make arrangements.

Public or large events will require Security for crowd control purposes. In some cases uniformed off-duty Santa Clara police officers may need to be utilized. All expense for event security is the responsibility of the client.

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 SCPD Retired or approved personnel. These people will have a valid identification card. Your insurance must also specifically cover security persons with weapons. 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

Due to circumstances beyond the control of the Center, we 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 may apply based upon the location and rate being 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 Salesperson and Event Manager about your parking needs in advance and during Stadium events.

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 based on necessity only and must be arranged in advance with your Event Manager as there is often more than one event in progress at any given time.

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. **There is no loading or off-loading at the front circle of building. All exhibit or event equipment or materials will need to come in through the respective loading dock or designated area. Consult with your event manager for more details.**

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. The Center cannot accept freight shipments for exhibitions. Freight must be consigned through the show management or their designated subcontractor. All shipments (including overnight or urgent shipments) will be rejected if delivered before the first move-in day on your Agreement. If a package or other shipment is left at the Center, **there WILL be a fee to the client** whose exhibitor has shipped the materials. The cost of the fee will be based on the size and weight of the item that was shipped. It will be the responsibility of the client to obtain reimbursement from the exhibitor directly. **There is no space to store material in the Center and the "Center" is not responsible for any delivery or damage that may come in this fashion.**

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 which might arise. A summary plan is included as part of this Manual and back of Guide.

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 or consult with your event manager.

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 IBEW electrician at your expense.

MEDICAL SERVICES

We do not require that a nurse or other qualified medical person be on site during your event **unless it is of sport related where the need is crucial to the athletes, where injury can occur as part of the event activity, at your expense.** The Center personnel cannot provide first aid in the event of an accident. It is always best to have this service for very large event and sports related programs. Please consult with or Event Manager for more details.

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 our Security persons are First Aid and CPR qualified. A City Fire Station is nearby. City Fire crews are qualified paramedics. Response time is generally within 5 minutes. The nearest hospitals are about 15 minutes away.

DRONES/Unmanned Aircraft Systems (UAS)

The SCCC prohibits the use of unmanned aircraft systems (UAS) including but not limited to hot air balloons, drones, model aircrafts, blimps, and parachutes on and/or in the airspace over the SCCC as well as inside the venue without the written permission of the General Manager. If the Lessee would like to use a drone a written request outlining the following needs to be submitted to the General Manager for review and approval:

- Name of the pilot operating the drone
- Pilot's experience level and a list of other events he/she has flown the drone
- Type of aircraft (Quad Copter, Helicopter, Airplane, etc.) make and model
- Proposed payload and payload weight
- Time(s) the drone will be in operation
- Location(s) the drone will be operated

If the Lessee plans to operate a drone in the airspace surrounding the venue, they must provide the venue with the approval from the FAA as well as receive approval from the General Manager.

Lessee is liable for any and all damages to persons, property, and any litigation arising from the use of drones or UAVs operating at the SCCC.

OTHER PERMITS & FEES

CITY OF SANTA CLARA BUSINESS LICENSE

In order to conduct business at the Santa Clara Convention Center every client is required to obtain and hold a current City of Santa Clara Business License. You may apply online for a business license by following the attached link: <https://www.santaclaraca.gov/business-development/business-services/business-tax-license>

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

All distribution of food & beverage must be coordinated through Levy, the exclusive provider of food & beverage at the Center. Levy, in its sole discretion, will determine if food & beverage distribution will be allowed and whether or not a fee for this distribution is required. If you or your exhibitors will prepare, sell, or give away samples of 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.

If allowed and permitted, samples of food cannot exceed 2 oz. in size, samples of alcoholic beverages cannot exceed 1.5 oz. and samples of non-alcoholic beverages cannot exceed 2 oz. Liquor in any form can only be distributed by the exclusive Food & Beverage provider, Levy Food & Beverage. Please consult your Event Manager or Catering Sales Manager for additional information.

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.

OUTDOOR ACTIVITIES

The common areas of the complex, including the parking garage and lots, are managed by the City of Santa Clara 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. (Margaret Hardy, Orchard Commercial, Property Manager 408-922-0402). 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. Consult with your event manager about these types of activities.

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 or 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 Assistant City Manager has been designated as the City's contact person.

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

CITY OF SANTA CLARA FIRE MARSHAL PLAN – BUILDING DEPARTMENT REQUIREMENTS

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.

Below you will find the **Santa Clara Fire Marshal Plan and Building Division Requirements for permits for events.** Submittal should be done directly with the respective entities of the City. If you should need assistance with this process, please consult with your Event Manager as early as possible. We require that you reach out to them at least 30 business days prior to the events first day of move in if your event falls under these criteria.



Santa Clara Fire Department Fire Prevention & Hazardous Materials Division

EXHIBITS, TRADE SHOWS and SPECIAL EVENTS

GENERAL:

Exhibits, trade shows, concerts, and other events with an anticipated attendance of more than 1,000 or vehicle displays, flame effects, hot work, smoke or haze effects, pyrotechnics or covered booths exceeding 1000 square feet (regardless of attendance) shall obtain a permit.

Note:

1. Events that occur within venues with fixed seating or that conform to an approved master plan are not required to obtain a Fire Department permit, unless such events include vehicle displays, flame effects, hot work, smoke or haze effects, pyrotechnics or covered booths exceeding 1000 square feet.
2. If a generator or other additional power source is proposed, contact the Building Division prior to installation (408-615-2420). Submittal of three (3) sets of plans and a minimum of four weeks for review may be required. For information on Building Division applications please contact the Building Division at 408-615-2420.

AUTHORITY:

California Fire Code, §§ 105.6, 403.12.2, and 19 CCR § 3.06

DEFINITIONS:

Booths, single and multi-level: Assembled display structures for displaying sales literature and product demonstrations. Multi-level booths are characterized as having human occupancy above the floor or ground.

Class K Fire Extinguisher: Fire extinguisher that has been subjected to special tests on cooking appliances using combustible cooking media.

Cooking: Heat food products to over 200 degrees by baking, boiling, deep fat frying, sautéing, etc.

Exit: That portion of a means of egress system which is separated from other interior spaces of a building or structure by fire-resistance rated construction and opening protection as required to provide a protected path of egress travel between the exit access and exit discharge. Exits include exterior exit doors at ground level, exit enclosures, exit passageways, exterior stairs, exterior exit ramps and horizontal exits.

Hot Work: Working metal, glass, jewelry, or other materials by brazing, soldering, flames, grinding, producing sparks or welding.

PERMIT FEES:

Permit fees shall be assessed in accordance with the Permit Fee Schedule as adopted in the City of Santa Clara Municipal Fire & Environmental Code unless the venue has an Annual permit.

SUBMITTAL REQUIREMENT

1. The application must be submitted a minimum of (6-8) weeks prior to the start of the event in order to avoid additional fees. In order to ensure a streamlined process, it is strongly recommended that all application be coordinated and submitted by your General Service Contractor or Promoter. Convention Center Staff can aid with and questions or the process for submittal. Here is the portal link for permit submissions. <https://aca-prod.accela.com/santaclara/login.aspx>
2. Application without payment cannot be accepted.
3. A minimum of three sets of scaled plans shall be submitted at time of application:
 - a. Electronic submittals are acceptable;
 - b. Minimum 11-inch x 17-inch paper (a larger paper size may be required depending on scale);
 - c. All drawings shall be drawn to a measurable scale. i.e., 1/8 inch = 1 foot, 1 inch = 10 feet;
 - d. Description and name of the event shall be denoted;
 - e. Information regarding the contact person, his/her cell phone number, email, the move-in and move-out date;
 - f. Plans shall depict the location of all rooms, adjoining rooms, and corridors in relation to event to the exterior exit locations;
 - g. Name of all room(s), or area(s) on the plans shall be clearly denoted;
 - h. Length, and width of room(s);
 - i. Location and dimensions of all available exits;
 - j. Location of exit signs and emergency lighting;
 - k. Widths of all aisles and cross aisles;
 - l. Maximum occupant load permitted in the usable area shall be calculated and provided.
 - m. A line legend shall be provided to show the difference between walls, curtains and other items within the room or space;
 - n. Types of exhibition or trade show items on display. Display items: Stages, platforms, equipment, materials, booths, vehicles, cameras, sound booths and food service areas);

- o. Tables, chairs, and booths along with their sizes and seating arrangement;
- p. Routing of temporary electrical distribution and protection of electrical equipment and cables;
- q. Location of fire appliances, such as fire alarm audio/visual devices, manual pull stations, fire extinguishers, fire hose cabinets, etc.

INSPECTION SCHEDULING:

After the plans are approved, an inspection will need to be schedule by the event applicant prior to commencement of any permitted event. Additional inspections may be conducted during the event to ensure continued compliance. Convention Center Management shall be responsible for correction for all violation identified.

FIRE WATCH REQUIRED:

A Fire Watch is required whenever the fire alarm system is placed in event mode. When required a minimum of two (2) fire inspectors are required for the event, and additional fees will be applicable. Additional fire watch personnel may be required based on the complexity of the event.

GENERAL REQUIREMENTS:

1. Means of Egress:

- a. Exits and their capacity shall be in accordance California Fire/Building Code, or master egress plans approved by Fire Prevention & Hazardous Materials, and Building Divisions;
- b. The available exit capacity must be greater than or equal to the approved occupant load.
 - i. Occupant Loads are to be controlled by the exhibition or trade show operator and reported accurately in the plan. Exhibit, trade show, or special event permits shall be revoked when the actual occupant load exceeds the approved/reported occupant load.
 - ii. Maximum occupant load shall be calculated versus the total or usable square footage of the room. Maximum occupant load shall be calculated by dividing the square footage of room or space by the applicable occupant load factor below:

FUNCTION OF SPACE	OCCUPANT LOAD FACTOR
General Session (Chairs Only/Standing)	7 net*
Registration	15 net
Tables and Chairs (Unconcentrated)	15 net *
Stages and Platforms	15 net*
Exhibition Floors	30 net *
Business Centers	100 gross**
Back Stage	200 gross**
Kitchens	200 gross**

*Net = remaining area excluding non-usable circulation space (e.g., space taken by décor, displays, props, etc.);

** Gross = all area including non-usable circulation space (e.g., equipment, pillars, stock items, e t c .)

2. Means of Egress:

- a. Exit capacity of grade exits and doors shall be calculated at 0.2 inches per occupant;
- b. Exit capacity of stairs shall be calculated at 0.3 inch per occupant;
- c. The exit access ways shall not be less than the combined required capacity of the converging aisles. Width of access ways need not be greater than the required width of the exit doors to which they lead;
- d. Exiting shall be provided on at least 2 sides of the room being occupied. If 2 or more exits are required, they must be separated by a minimum distance equal to or greater than one third (1/3) the diagonal distance of the room being used to achieve the adequate exiting separation distance;
- e. The available exit capacity must be great than or equal to the approved occupant load;
- f. Booths, tables, displays and the like shall not restrict the required exit capacity.

3. Loose Chair Set-Up

- a. Loose seats, folding chairs, or similar seating facilities that are not fixed to the floor shall be bonded together in groups of not less than 3.

Exceptions:

- 1) When not more than 200 such seats, chairs, or facilities are provided, bonding thereof may be deleted.
- 2) The bonding of chairs shall not be required when tables are provided as when the occupancy is used for dining or similar purposes.

4. Aisles

- a. When seating rows have 14 or fewer seats, the minimum clear width between rows shall not be less than 12 inches.
- b. For rows of seating served by aisles or doorways at both ends, there shall be no more than 100 seats per row, and the minimum clear width of 12 inches between rows shall be increased by 0.3 inch for every additional seat beyond 14, but the minimum clear width need not exceed 22 inches. Therefore, if you wish to have between 54 and 100 seats in a row, there must be at least 22 inches between rows.
- c. For rows of seating served by an aisle or doorway at one end only, the minimum clear width of 12 inches between rows shall be increased by 0.6 inch for every additional seat beyond seven, but the minimum clear width need not exceed 22 inches. In addition, the distance to the point where the occupant has a choice of two directions of travel to an exit shall not exceed 30 feet from the point where the occupant is seated. Therefore, if a row of seats is set up against a wall, the row cannot be greater than 30 feet long, and the row must end in an aisle that has two choices for exiting.
- d. All aisles must be at least 48 inches wide and lead to an exit and 36 inches for aisles having seating on only one side.
- e. Aisles must be maintained between tables and the aisles are required to end in a cross aisle that provides a choice of two or more paths of egress to separate exits. In general tables must be set up with a minimum of 54 inches apart.
- f. Aisles shall not exceed 30 feet in length and must terminate in a cross aisle that contains at

least two choices to separate exits. The 30 feet is measured from the furthest chair to the cross aisle. If a cross aisle is placed at each end of the aisle, the aisle can be a maximum of 60 feet long.

- g. All cross aisles must end at an exit. The minimum width of cross aisles is 54 inches. When the occupant load of the room exceeds 360 attendees the cross aisles are required to be larger than 54 inches. The width is determined on a "per occupant" basis. In a building that is fire sprinklered 0.15 inches must be provided for each occupant. For a building that is not fire sprinklered the factor of 0.2 inches must be used.

5. Booth Construction:

- a. Booth construction is to be made of materials complying with California Fire Code as follows:
 - 1) Noncombustible materials;
 - 2) Wood exceeding ¼ inch nominal thickness;
 - 3) Wood that is pressure-treated, fire-retardant wood meeting the requirements of NFPA 703, Standard for Fire-Retardant Coatings for Building Materials;
 - 4) Flame-retardant material complying with NFPA 701, Standard Methods of Fire Tests for Flame Propagation of Textiles and Films;
 - 5) Textile wall coverings, such as carpeting and similar products used in wall or ceiling finishes complying with Chapter 8 of the California Fire Code;
 - 6) Plastics limited to a Class A flame spread index;
 - 7) Foamed plastics and materials containing foamed plastics complying with Chapter 8 of the California Fire Code;
 - 8) Cardboard, honeycombed paper, and other combustible materials having a heat release rate for any single fuel package that does not exceed 150 kW where tested in accordance with UL 1975, Standard for the fire Tests for Foamed plastics Used of Decorative Purposes;
 - 9) Covered booths exceeding 1,000 square feet shall be provided with interior automatic sprinkler protection.
 - 10) **Large signs hung above booths must be hollow so there is no obstruction for fire sprinkler water to reach the floor below.**

6. Fire Protection & Life Safety:

- a. Fire protection and life safety features or components (e.g., EXIT signs, emergency lighting, fire alarm devices, fire extinguisher cabinets, hose cabinets, strobes, and horns) shall be obstructed by decorations or setup materials.
- b. Ceiling suspended curtains, drapes and textiles in exhibition spaces are to have a minimum of 18 inches of clear space between the top of material and the sprinkler deflector.

Exception: Materials hung within six inches of a wall.

- c. Additional fire extinguishers may be required for placement in an exhibition hall assembly to provide;
- d. Special hazards, i.e., hot works and cooking shall be provided with a fire extinguisher suitable

for the hazard. A Class K fire extinguisher shall be provided for demonstration cooking

7. Electrical Safety:

- a. All electrical controls, breakers, fuses, and switches must be enclosed in approved enclosures and provide adequate working space and clearance;
- b. All electrical systems must be properly grounded;
- c. Extension cords shall be of a grounded type, and of an appropriate rating;
- d. Extension cords and power strips shall not be "daisy chained" (connecting multiple devices);
- e. Relocatable power taps shall be of the polarized or grounded type, equipped with overcurrent protection, and shall be listed in accordance with UL 1363;
- f. Relocatable power taps shall be directly connected to a permanently installed receptacle;
- g. Extension cords and relocatable power tap cords shall not extend through walls, ceilings, floors, under doors or floor coverings, or be subject to environmental or physical damage;
- h. Extension cords shall be plugged directly into an approved receptacle, power tap or multi-plug adapter and, except for approved multi-plug extension cords, shall serve only one portable appliance;
- i. Extension cords shall be maintained in good condition without splices, deterioration, or damage;
- j. Extension cords shall be grounded where serving grounded portable appliances.
- k. Open junction boxes and open-wiring splices shall be prohibited. Approved covers shall be provided for all switch and electrical outlet boxes;
- l. Electrical appliances and fixtures shall be tested and listed in published reports of inspected electrical equipment by an approved agency and installed and maintained in accordance with all instructions included as part of such listing;
- m. Temporary wiring attached to a structure shall be attached in an approved manner;
- n. Extension cords on the ground or in areas traveled by the public must be protected by approved covers (i.e., electrical bridges);

8. Decorative Materials:

- a. All decorative materials including (draperies, artificial plants, etc.) used for construction or decoration shall be flame retardant and flame certificates shall be provided;
- b. Artificial vegetation is regulated according with Chapter 8 of the California Fire Code and National Fire Protection Association (NFPA) 701 standard;
- c. Flame resistance compliance is preferred to be indicated by tag affixed to each curtain, drape, or textile. Flame resistance certifications shall be available to the Fire Department Inspectors. Decorative textiles, drapes, curtains, and the like shall be flame retardant as tested by NFPA 701;
- d. Foam plastics, other than poster boards, shall not be permitted. SCSFD will consider foam plastics complying with the currently adopted Building Code. A separate Fire Protection Report demonstrating compliance with the Building Code is required for foam plastics;
- e. Fire resistant foam board signage, not than 1/2-inch in thickness, is acceptable.

9. Crowd Managers:

Where facilities or events involve a gathering of more than 1,000 people, crowd managers shall be provided when determined necessary by the fire code official. The minimum number of crowd managers shall be established at a ratio of one crowd manager for every 500 persons.

Exception: Where approved by the fire code official, the number of crowd managers shall be permitted to be reduced based upon the nature of the event.

Crowd managers are required to be adequately trained, and their duties as crowd managers shall include, but not be limited to:

- a. Conduct an inspection of the area of responsibility and identify and address any egress barriers;
- b. Conduct an inspection of the area of responsibility to identify and mitigate hazards;
- c. Direct and assist the event attendees in evacuation during an emergency;
- d. Assist emergency response personnel where requested;
- e. Other duties required by the fire code official;
- f. Other duties as specified in the fire safety plan.

10. **Public Safety Plan:**

When required, the Public Safety Plan shall include all the following items:

- a. Emergency vehicle ingress and egress;
- b. Fire protection;
- c. Emergency egress or escape routes;
- d. Emergency medical services;
- e. Evacuation assembly areas;
- f. The directing of both attendees and vehicles, including the parking of vehicles;
- g. Vendor and food concession distribution;
- h. The need for the presence of law enforcement;
- i. The need for fire and emergency medical services personnel.

PLAN REVISIONS & RESUBMITTALS:

1. Revisions to approved plans are required to be submitted and approved prior to the start of the event. Changes to plans shall be "Clouded" and assigned a delta number referencing the date of modification.
2. Re-submittals shall include a written response to each of the previous plan review comments. Changes to the plans shall be "Clouded" and assigned a delta number referencing the date of the modification.

REQUIREMENTS FOR STRUCTURES, STAGES AND ELECTRICAL WORK ASSOCIATED WITH SPECIAL EVENTS

City of Santa Clara Building Division

Many stages, tents, platforms, bleacher seating and other structures, as well as any electrical modification or addition to the existing electrical infrastructure constructed or installed for a temporary event require submittal to City of Santa Clara Building Division for approval and permit issuance.

PERMITS ARE REQUIRED FOR:

- Tents more than 2,000 square feet in area installed in an outdoor environment
- **Stages over 30" in height from floor**
- Bleacher seating – temporary seating systems
- Sound and lighting and/or audio/video equipment support trusses over 8 'in height Sign support structures – overhead signage – over 8 'in height

ELECTRICAL:

- Temporary power source additions to existing electrical sources
- Temporary or permanent changes to or relocation of existing electrical devices and/or power sources

PLUMBING:

- Temporary or permanent extension of existing water piping
- NOTE: Building, Plumbing and Electrical permits may be issued under one permit

SUBMITTAL REQUIREMENTS:

It is highly recommended that applications be submitted through the Online Permit application found at: <https://aca-prod.accela.com/santaclara/login.aspx>

NOTE: PRE-APPROVED plans of structures which are used for more than one event may be arranged through the Building Division Plan Review Manager. If your submittal is for use of a pre-approved plan, provide the original permit case number of that plan at submittal.

Applications should be submitted a minimum of **four weeks** prior to the event.

1. A permit application must be completed for each submittal with the contact person's phone number and email, a description of the event and set-up and dismantle date;
2. A minimum of three sets of scaled plans shall be submitted at time of application, minimum 11-inch x 17- inch paper – all drawings shall be drawn to a measurable scale. i.e., 1/8 inch = 1 foot;
3. Plans shall depict the location and name of the rooms in which the equipment is to be installed, adjoining rooms and corridors in relation to the exterior exit locations;
4. Construction details of all stages, platforms, and support structures or other equipment, and structural and/or load calculations as required by plans examiner;
5. For tents more than 2,000 square feet in area, engineered plans, structural and wind calculations shall be stamped and signed by licensed engineer;
6. Routing of temporary electrical distribution and protection of electrical equipment and cables.
7. Accessibility features shall be maintained and accessible arrangements to meet 2016 CBC 11B-201.3. http://www.documents.dgs.ca.gov/dsa/pubs/2016CBC_Advisory_Manual.pdf AND <https://adata.org/publication/temporary-events-guide>

PERMIT FEES:

Permit fees shall be assessed in accordance with the Permit Fee Schedule as adopted in the City of Santa Clara Municipal Code. <http://santaclaraca.gov/government/departments/community-development/building-division/permits/permits-fees/building-permit-fees>

ISSUANCE OF PERMIT:

A permit may be issued to the property owner (or authorized agent thereof) or a licensed contractor. To act as authorized agent for owner, a letter of authorization from the owner must be received. In the case of the Grand Ballroom, the Hyatt Hotels management may provide the letter to an agent to pull the permit. In the case of the Convention Center, the Convention Center Management may provide a letter of authorization if the event is taking place within the Convention Center walls, or City of Santa Clara Manager's Office must sign on the permit application as secondary signer if the event will take place outside-on the grounds of the Center.

INSPECTION SCHEDULING:

After the permit is approved and issued, inspection must take place before the commencement of the event. Scheduling inspection is the responsibility of the permit applicant. Any corrections noted by the inspector must be corrected and re-inspected prior to commencement of the event. Inspection that is required outside regular business hours requires overtime inspection to be paid for and scheduled in advance. Overtime inspection is subject to the availability of inspection staff; the best options for overtime inspection are Monday – Friday, early morning, between 6:00 and 8:00 am or after hours, between 5:00 pm and 7:00 pm. Saturday and Sunday inspection is also possible subject to availability.

For permit related inquiries, please call the permit center at 408.615.242

CONTRACTORS

The Center requires that all major contractors and subcontractors be properly qualified and licensed. It is the responsibility of you, the Licensee to confirm that your contractor or subcontractor is properly insured. The Center may require that the contractor or subcontractor 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 have the proper insurance, again this is the responsibility of you, the Licensee. Commercial General Liability and Worker's Compensation and are required to 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 issues by the state license board. Electrical contractors are to provide events service forms prior to first day of move in for events. Furthermore, a summary report is required as listed below.

1. **SERVICE FORMS & REPORTING:** On or before seven (7) calendar days prior to the first move-in day of each event for which CONTRACTOR is providing services, and as a prerequisite to providing those services, CONTRACTOR agrees to provide the CENTER a copy of the Electrical and/or Plumbing Order Forms applicable to that event, as well as an order summary report and floor plan layout with services ordered noted. CONTRACTOR also agrees that it will provide the CENTER an updated order form and summary report on the first move-in day of the event. These forms should be delivered to the administrative office of the CENTER or emailed to augie.reyes@oakviewgroup.com.
2. **POST EVENT REPORTING:** On the final day of the event for which the CONTRACTOR is providing services, CONTRACTOR will present to the CENTER the final order summary report. This report will include any additions and/or enhancements made to service(s) during the event. This form should be delivered to the administrative office of the CENTER or emailed to augie.reyes@OVGxp.com. CONTRACTOR shall provide an additional copy of the final summary report of all exhibitors and show organizer electrical and plumbing requirements and charges.

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

FLOOR PLAN APPROVAL

Refer to Fire Marshal Plan for more details above

SEND FLOOR PLANS DIRECTLY TO THE SANTA CLARA FIRE DEPARTMENT. YOUR EVENT MANAGER CAN ALSO ASSIST WITH ANY QUESTIONS.

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 Names
- 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 aisles must be approved by the Fire Marshal 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.

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 (7) 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
- 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 to Fire Marshal's office for approval. (See Fire Marshal plan)

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

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.

Again, refer to Fire Marshal Plans and Permits section for all requirements from the SCFD Fire Prevention Division on pages 20-26 of the Facilities Guide.

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 12:00 AM and 7:00 AM may be permitted and are subject to an added fee approved by the General Manager.**

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.

Other than those groups who have made arrangements, 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.

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 client.

All fire lanes including the roadway behind the Center must always be kept clear and unobstructed. 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 dumpsters/compactors) provided by the Decorator/client.
- 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 (\$85.00 per hour, straight time and \$115.00 for overtime hours).**

Trash Removal and Debris

Larger shows with exhibitions will be required to order a trash container(s) from the local trash and recycling distributor (**Mission Trails Waste Systems – 408.727.5365**) in Santa Clara. These trash containers/receptacles must be provided by either the Service Contractor (i.e., cleaning company, etc.) Decorator or Client unless otherwise negotiated and/or agreed to in writing by OVG or the Santa Clara Convention Center. If a container(s) is not ordered and/or in place prior to the event move-in OVG/Center will order the dumpster for your event and the Service Contractor/Decorator/Client will be charged for the rental of the container(s) and an additional convenience fee of 15% for this service.

Service Contractors/Decorators/Clients will need to make arrangements for trash removal and debris for their events held at the Santa Clara Convention Center. If OVG or the Center decides that your container(s) needs to be emptied OVG/Center will notify you to have the container(s) emptied. If it is not done within a 24-hour period or sooner OVG/Center will make the arrangements on your behalf and the client, service contractor or decorator will be charged an additional 15% convenience fee for all costs to remove the full container(s).

The container(s) will need to be in place by the first day of move in, unless otherwise negotiated and/or agreed to in writing by OVG or the Santa Clara Convention Center. Talk to your Event Manager if you have questions about specific charges or type of container(s) needed. An estimate of your costs can be prepared based on the information you provide to OVG in advance.

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

The Convention Center uses our own 20 cubic yard trash compactor for normal trash and debris that is generated by the client's attendees while using restrooms or consuming Food & Beverage that comes from the event for the facility to use for these events. Larger shows with exhibitions that exceed 25,000 square feet of exhibit or ballroom space will be required to order a large trash container from the local trash and recycling distributor in Santa Clara. If this is determined while on site, that cost for the service could increase due to emergency delivery of debris box.

The Client, Service Contractor and/or Decorator will be invoiced by the Convention Center for any excess cleaning costs.

DISPLAY VEHICLE RULES

Please refer to Fire Marshal Plan for requirements and permits. In general, 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 before being allowed on the show floor for move in:

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) 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 pans under engine and transmission for older type vehicles

Auto Insurance is also required for all vehicles being brought into the facility.

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 as described in the electrical agreement 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 Encore 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
- Blasting agents
- Explosives
- Compressed flammable gases including LGP
- 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 Marshal)
- 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. **Again, Refer to the Fire Marshal Plan**

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. Again, Refer to Fire Marshal Plan.

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 without obstructing any exit paths.

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, 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

They are allowed inside and outside of the facility with limitations. Please consult with your Event Manager for allowable areas and affects inside or outside of the facility.

If, at the conclusion of your event, balloons used during your function are drifting in the ceilings of the Santa Clara Convention Center, you will 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 be approved by the Facility.

1. 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.
2. Guy lines must be used to prevent the balloon from blowing into the building or other stationary object.
3. If a balloon should break its tether, SJ Airport Operations must be notified immediately (408) 277-4759.

SUSPENDED LOADS

Encore has **exclusive rigging for the entire facility**. 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 and cleared with Encore AV, the exclusive rigger for the facility.

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, stages, or soffits.

THEATER/TICKETED EVENTS

The Center's is equipped with multiple areas for ticketed events, including Exhibit Halls, Ballrooms, and a Theater. In order to maintain quality in all our facilities, we have established these rules and guidelines for their use.

A CLEANING DEPOSIT of \$400.00 may be required.

CAPACITY/TICKETED EVENTS

For all ticketed events, the Center will make the final determination on capacity based on input from the Fire Marshal. **In addition, the Licensee must provide the building with tickets and a certified ticket manifest at least 48-hours prior to the start of the event. The manifest may not show more than the provided capacity for the contracted space.**

In the **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).

Again, 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.

We recommend no in/out privileges, but you may, at your discretion allow individuals to leave the facility and return, but they must have a ticket to return.

PROHIBITED ACTIVITIES

Food & beverage is allowed in the theater when provided by the center's caterer.

Food and beverages are 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.**

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.

Modification to any stage or Convention Center equipment will be subject to another Fire Marshal charge and may not be permitted if not submitted with ample time for the Fire Marshal to review and approve.

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 Encore 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 without Encore approval.

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, an Encore 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. Consult with your Encore Salesperson for options and exceptions.

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 Stations are located nearby and 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 every day for events and one always carry a cell phone and can be reached by dialing 7100 (408-748-7100 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 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 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 far 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.

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