



San Jose Convention & Cultural Facilities
Facility User's Guide

Facility User's Guide Acknowledgement

I have received the Facility User's Guide for the San José Convention & Cultural Facilities. This acknowledgment notes that I have read and understand the information described for all venues included in the San José Convention & Cultural Facilities. I understand that all information contained in this Guide is subject to change. I look forward to experiencing great customer care and efficiency during my scheduled event.

Today's Date

Name

Title

Organization

Event Name

Event Date

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welcome

Dear Client,

Team San José would like welcome you to San José! I am personally committed to ensuring that you have a productive and enjoyable event experience in our Convention & Cultural Facilities.

The mission of Team San José is to provide excellent professional services and exceptional customer service, setting the stage for the success of your event. Our highly experienced staff includes experts in sales, marketing, event services, food and beverage, facilities, technology services, and security management. We have partnered with local labor unions, the San José hotel community, and the San José Arts Council to build an environment that will allow you and your guests to conduct business effectively and enjoy our city.

Enclosed is the most up-to-date information we offer about our facilities, although changes may occur after we publish this Guide. The most current information can be found in your Facilities Use Agreement and at www.sanjose.org. Also, please feel free to contact your Event Services Manager, the San José Fire Department, and other appropriate government agencies.

Your Event Services Manager is your key link to our organization. Like me, your Event Manager is empowered to assist you in every way to show our commitment to making your event a success. And if you have issues or concerns that are not being addressed, please feel free to contact me directly.

We value and appreciate your business, and are glad you chose the San José Convention & Cultural Facilities for your event. We look forward to working closely with you and encourage you to advise us of your needs and expectations.

Sincerely,



Dan Fenton, CEO
Team San José
408-792-4107
dfenton@sanjose.org



Meet Your Team

Convention Sales

Our Convention Sales Department is the first point of contact for every event held at San Jose Convention Center & Cultural Facilities. Our Convention Sales Department will work closely with each planner in selecting San Jose as a destination for your event. Convention Sales will assist you in securing hotel rooms and negotiate facility contracts and rental rates.

When it is time to rebook your event, contact our Convention Sales Department. We would like nothing more than to have your event return to San Jose. If you are interested in exploring future dates, please contact your Sales representative directly at 408-295-9600.

Events Services Team

Our Senior Event Services Managers and their teams provide every event with a principal source of information, both inside the San Jose Convention Center & Cultural Facilities and within the City of San Jose.

The Event Services Team is accountable for the success of each event. Your Event Services Manager is responsible for receiving all of the event requirements, assuring that all events are well planned and smoothly executed. The three areas of focus are pre-event planning, event day(s) and post-event coordination. Here is a list of details needed prior to the event to ensure success within one of our facilities:

- Day by day agenda of meetings and events
- Floor plans for exhibit area and registration lobbies
- Meeting room diagrams, capacities, and use schedules
- Information for required event staffing
- Information to be coordinated with other service providers and general service contractors (i.e. audio/visual, staff, etc.)
- Food and Beverage requirements

The Event Services team will also assist with logistics such as:

Convention housing

Inventory control for hotel room blocks, online booking, personalized e-mail address for reservations, weekly reports, acknowledgments confirmed via email, fax or mail, on-site housing assistance, VIP and exhibitor room blocks, and personalized hotel maps.

Registration Service

Professional and reliable registration personnel are available to assist you with on-site registration, staffing data entry/typing, cashiering and hospitality hosting. Your Event Services Manager can review rates and availability with you.

Transportation

We can assist you in obtaining busses, cars, taxis or other modes of transportation.

Parking

Special rates and validation services for the parking garage at the San Jose Convention Center can be arranged at your request.

Civic official liaison

We can assist you with the appropriate contacts in the offices of the Governor of California, the Mayor of San Jose and other City and Civic officials.

Meeting planner site visits

Accommodation arrangements, agenda for site visits, airport pick-up, and staff escort for site locations.

Unlimited Possibilities

In addition to these services, our Event Services team is ready to take on additional and special request that you may need. The possibilities are endless!

Food and Beverages Team

San Jose Convention & Cultural Facilities are renowned for our impeccable, world-class service, truly delectable cuisine and a superb selection of menus that can be customized to any event or special occasion. Whether it's a casual brunch for 100, an elegant sit-down dinner for 500 or a banquet for 1200 featuring vibrant international cuisine, our team of culinary wizards will use only the finest and freshest ingredients to create a truly extraordinary dining experience for you and your guests. From first course to last, we are totally committed to providing the very finest food and beverage experience.

Facility Operations Team

Our Facility Maintenance Department sets a high standard for a spotless and clean environment to preserve the integrity of each historical venue we manage. To maintain this standard throughout each event, we maintain restrooms, lobbies, corridors, and other public areas as well as all meeting rooms between sessions.

Our Set-Up and Conversion crews set meeting rooms according to event specifications. In working directly with your Event Services Manager, your requirements are communicated and dispatched directly to our crews.

Engineering Team

Our Engineering Department ensures that heating; ventilation, air-conditioning, lighting, and other critical building systems work correctly for the safety and comfort of staff, attendees, exhibitors, and performers.

Engineering relies directly on your Event Services Manager for event-specific details and requests provided by the Show Manager. Timely, clear, and concise information is essential to the success of any event.

Public Safety Officers

Our Public Safety team provides important services during each event. Public Safety will secure entrances, and public areas, and coordinate emergency information through our high-tech control room.

Event-specific contracted security should be provided through outside security contractors or off-duty police officers at the expense of the Show Manager or the organizer for each event within one of our facilities. All security providers must provide copies of current licenses and proof of insurance. Our Public Safety Department will coordinate with the contracted security provider to ensure familiarity of our building. A walkthrough of event specified usage areas will be conducted.

Labor Unions

Our close working relationship with union labor has been created to provide all events with exceptional and qualified industry technicians and labor. Team San Jose supports and works closely with the Sign, Display, and Allied Crafts Union, the International Brotherhood of Electrical Workers (IBEW), the Teamsters Union, and the International Alliance of Theatrical Stage Employees (IATSE).

All convention and theatrical events are required to utilize qualified San Jose Local Union technicians and labor to produce those aspects of your events that fall under the jurisdictions of the unions mentioned above. In addition, IATSE local 134 is the exclusive provider of all technical and theatrical labor working within the San Jose Convention & Cultural facilities, with their payroll being handled exclusively through Team San Jose. Teamsters Local 287 is the exclusive provider of all freight handling within our facilities with their payroll being handled exclusively through Team San Jose.

Please see your Event Services Manager to discuss your labor needs for your program and associated rates for union labor.



Our Facilities

Team San Jose manages seven unique facilities in downtown San Jose. Please use the information below regarding your contracted venue. Complete floor plans and specifications for each venue are available on our website at www.sanjose.org.

Please use the addresses shown below to publicize your events in our facilities.

San Jose Convention Center
150 West San Carlos Street
San Jose, CA 95113

The Convention Center offers 143,000 square feet of column-free, contiguous exhibit space and a maximum of 30 meeting rooms for 42 to 2,400 attendees in what is described by Allan Temko, architecture critic of the San Francisco Chronicle, as "...the best public architecture the Bay Area has seen in a generation." The Convention Center includes Exhibit Halls 1, 2, 3, a grand ballroom (Ballroom A), Meeting Rooms B through N, concourse areas, a VIP Lounge and a registration area.

The Convention Center is designed to accommodate persons with disabilities. Special features include designated parking, ramps on street levels, wide elevator and restroom doors, Braille designation in elevators, a TDD telephone, and wheelchair access to telephones and drinking fountains. The building is also equipped with AED devices.

South Hall
(located adjacent to the Convention Center)
435 South Market Street
San Jose, CA 95113

South Hall is an 80,000 square foot, 131 x 607-foot freestanding, column-free, aluminum-framed, fully-insulated exhibit hall serving as an overflow facility, extending the Convention Center's exhibit capacity from 143,000 square feet to 223,000 square feet. Convention patrons will enter South Hall from entrances located along Market Street and Viola Street. The distance from South Hall to the Marriott Hotel is approximately 350 feet.

Parkside Hall

(located across W. San Carlos Street from the Convention Center)

180 Park Avenue

San Jose, CA 95113

Connected to Civic Auditorium, Parkside Hall contains 30,000 square feet in two exhibit halls (Parkside Hall A and Parkside Hall B) and an outdoor plaza. Designated concessions areas are available.

Civic Auditorium

(located across W. San Carlos Street from the Convention Center)

135 West San Carlos Street

San Jose, CA 95113

Civic Auditorium is a Spanish Mission style building with dual-level auditorium seating for 3,060. It offers three meeting rooms (Meeting Rooms 2, 4, and 6), dressing rooms, and designated concessions areas.

Montgomery Theater

(Located across W. San Carlos Street from the Convention Center)

271 South Market Street

San Jose, CA 95113

Montgomery Theater is a full-production theater seating 536 and is in use most of the year by local performing arts groups. Montgomery Theater has seating space for wheelchairs. In addition, state-of-the-art devices for the hearing impaired are available and can be used through the in-house audio system.

Center for the Performing Arts (CPA)

255 Almaden Boulevard

San Jose, CA 95113

The Center for the Performing Arts, with fixed continental seating for 2,665, features full production capabilities and is in use most of the year by performing arts groups. There is seating space for wheelchairs and designated disabled parking spaces. In addition, state-of-the-art devices for the hearing impaired are available and can be used through the in-house audio system.

California Theatre
(located across Market Street, east of the Convention Center)
345 South First Street
San Jose, CA 95113

The newly restored California Theatre is a 1927 movie palace, beautifully renovated to its historical splendor. The refurbished and expanded stage house increased the capacity to present fuller and richer productions of Opera, Symphony, and other live performing arts. In addition, the state-of-the-art projection booth has been outfitted with equipment for screening every film media from nitrate (silent movies) to digital. The 1,146-seat auditorium provides luxury seating with unparalleled sight views and acoustics.

A full size rehearsal hall, dressing room suites, green rooms, and other meeting space have also been added to the newly created West Wing. The beautifully restored lobbies and outdoor courtyard make for a sumptuous backdrop for many kinds of events.



Facility Services

Visitor Information Center

Our Visitor Information Center is located in the Administrative Offices on the west end of the Convention Center and is open from 8am – 5pm daily, Monday through Friday. The Visitor Information Center offers visitors and attendees a wide array of services including:

- Dining and lodging information
- Visitor information and supplier referrals
- Brochures and maps of San Jose and the Greater Bay Area

Audio Video/Lighting

Visual Aids Electronics (VAE) Corporation is the preferred provider of all Audiovisual Production, Staging, and Rental services for Team San Jose and the San Jose Convention & Cultural Facilities. Their team of over 300 professionals has been providing seamless production services throughout the United States and Canada for over 40 years.

VAE is proud to call the San Jose Convention & Cultural Facilities home. They have on-site Sales and Operations Teams as well as a new state-of-the-art inventory to assist you with whatever audiovisual support you may need. VAE is your choice for a seamless production whether you need a podium microphone and flipchart or a complete package with lighting, video, sound, and staging for thousands of attendees.

They are also able to provide push-to-talk microphones, interactive voting, and simultaneous interpretation services through Conference Systems Incorporated (CSI). CSI has been part of the VAE team for over 30 years.

Team San Jose Advertising

Team San Jose is pleased to offer state-of-the-art, digital signage systems for use during your show. There are a total of seventeen 50” plasma screens located throughout the Convention Center. You and your exhibitors can provide the content or Team San Jose can assist with content creation. Display show schedules, highlight sponsors, announce speakers, educate the audience, promote products or whatever you choose. Contact your Event Services Manager for further details.

Exterior electronic reader boards located at the main entrance of the Convention Center, the Center for the Performing Arts, and the California Theatre display event publicity information. Priority is given to events that attract larger audiences. Events are not required to be displayed on either the reader board or the marquee. Please notify your Event Services Manager in advance of your preferences.

Internet & Telephone Services

In Silicon Valley, we understand the importance of cutting edge technology. At the San Jose Convention & Cultural Facilities, we offer all events the most innovative network and internet services. Streamline Communications is the exclusive provider of internet connectivity in the San Jose Convention & Cultural Facilities. They also provide connectivity to local hotels such as the Hilton San Jose & Towers, the San Jose Marriott, and the Fairmont San Jose.

Streamline customer service is second to none in the industry with proactive networking monitoring and qualified on-site personnel.

Food and Beverage

San Jose Convention & Cultural Facilities are renowned for our impeccable, world-class service, truly delectable cuisine and a superb selection of menus that can be customized to any event or special occasion. Whether it's a casual brunch for 100, an elegant sit-down dinner for 500 or a banquet for 1200 featuring vibrant international cuisine, our team of culinary wizards will use only the finest and freshest ingredients to create a truly extraordinary dining experience for you and your guests. From first course to last, we are totally committed to providing the very finest food and beverage experience.

Ushering/Badge Checking

Our in-house ushering service can provide ushers, door guards, badge checkers, and ticket takers for an additional charge. The in-house ushering service provides qualified, uniformed staff that is familiar with the facilities and with event needs. Any event in one of our Theaters, ticketed events and some public events will require the use of our exclusive in-house ushering staff. Contact your Event Services Manager for specific event requirements. He/She can provide rates and staffing levels and make arrangements for event coverage.

Coat/Bag Checking

Staffing for coat and luggage checking service can be arranged through the in-house ushering service. See your Event Services Manager for rates.

Electrical Services

Edlen Electrical Services, our preferred electrical and utility provider, has been serving the convention industry for over 30 years. Edlen can provide temporary electrical services to any event, inside or outside our facilities. Please contact your Event Services Manager for additional information.



Important Dates and Deadlines

Important Dates and Deadlines

Activity	Submit To	Due Date
Initial site inspection	Event Services Manager	9 months
Preliminary floor plan sent	Fire Marshal	6 months
Hazardous materials notification & plan	Event Services Manager	4 months
Attendee transportation arrangements	Event Services Manager	4 months
General schedule	Event Services Manager	90 days
Basic event plan & space assignments	Event Services Managers	90 days
Food & beverage sample request	Event Services Manager	90 days
Request for use of outdoor event space	Event Services Manager or Office of Cultural Affairs	90 days
Exhibitor Service Kit & List submitted	Event Services Manager	60 days
Certificate of Insurance & Remaining Rental Due	Booking Manager	60 days
Final floor plan	Fire Marshall	60 days
Attendee parking arrangements	Event Services Manager	60 days
Fire Marshall approved floor plan	Event Services Manager	45 days
Final Event Plan/all specifications due	Event Services Manager	45 days
Registration Assistance	Event Services Manager	45 days
List of all contracted vendors submitted	Event Services Manager	45 days

Important Dates and Deadlines

Activity	Submit To	Due Date
Facilities Banners & Signage approval	Event Services Manager	30 days
Welcome messages	Event Services Manager	30 days
Lock change request	Event Services Manager	30 days
Key requests	Event Services Manager	30 days
Catering event order & concession plan	Event Services Manager	30 days
Security plan	Event Services Manager	30 days
Rigging plans	Event Services Manager	30 days
Sample security badges	Event Services Manager	21 days
Food & beverage guarantee	Event Services Manager	3 business days
Pre-event meeting	Event Services Manager	On-Site
Move-in & Out Inspection Tours	Event Services Manager	On-Site
Post-event meeting	Event Services Manager	On-Site



Potential Expenses Checklist

The list of potential charges below is intended to help you plan and budget for your event. It is not meant to be an all-inclusive list of charges. Based on your event specifications additional charges not outlined below may apply. Contact your Event Services Manager for current rates. A list of outside contracted services can be provided by your Event Services Manager. Details regarding items notated with an ** are provided on the following pages. Please ask your Sales or Event Services Manager how these charges may apply to you.

Expense Item	Estimate
Advertising/Banner Space Use Fees**	
Audio/visual service/equipment	
Broadcast fees**	
Cleaning & custodial services**	
Coat/parcel checking	
Confetti/balloon removal	
Contract Event Security officers	
Damages to facility or equipment	
Electrical service	
Equipment Fees: Tables/chairs/stages/ dance floors**	
Fire Marshall Approval for floor plans	
First aid personnel**	
Food and beverage costs	
Forklift/ boomlift / scissor lift rental	
House Lighting and sound in Theaters	
Internet and/or telephone connectivity by Streamline	

** Please ask your Sales or Event Services Manager how these changes may apply to you.

Potential Expenses Checklist

Linen service for Meeting Rooms**

Loading dock security/marshalling**

Non-contracted Event Hours**

Permit approvals

Police Officer coverage**

Production rigging**

Registration services

Room refreshes**

Room set changeovers/Late info**

Security lock changes to
meeting room doors

Sound system**

Telecommunication services**

Ticket sellers

Union labor for sound/lights/
stagehands**

Union Labor for truck loading/
unloading - Teamsters

Usher services**

Utilities and Electrical services**

Validated parking

Water service for Meeting Rooms**

** Please ask your Sales or Event Services Manager how these changes may apply to you.



Potential Expense Details

Advertising/Banner Space Fees

Any banner placed outside of or affixed to any of our facilities is subject to a space rental fee. This includes banners bearing only Show Management name or logos, as well as sponsor names or logos. Any sign or banner displayed in a public area of our facilities that bears the name or logo of a sponsor or affiliate partner of Show Management is complimentary. See your Event Services Manager for a schedule of rates.

Broadcasting/Televising/Recording/Taping Fees

Videotaping your event is permitted provided that any broadcast or recording of the event for reproduction will be for your proprietary use and not for broadcast to the general public. Video that is to be released or sold to the general public is subject to broadcasting fees.

Cleaning and Custodial Service

The Team San Jose staff provides normal cleaning and general housekeeping in areas used for meetings and public areas. Meeting rooms are cleaned prior to and after each day of use. For meetings with duration of 6 hours or more rooms will be refreshed as possible during an appropriate break. Additional room refreshes can be arranged through your Event Services Manager for a fee. Charges are based on the room and amount of time allocated for the refresh. Materials left overnight are discarded unless otherwise instructed.

Cleaning or custodial service for exhibit halls (to include aisles and carpeted areas), booths or registration areas is not a complimentary service provided by the Team San Jose staff. You or your exhibitors should arrange for this service from your appointed decorator. The decorator is responsible for all cleaning services in exhibit halls and booths to include last-minute trash and debris discarded in the aisles by exhibitors prior to show opening. Decorators and other contractors are expected to dispose of all waste into the appropriately marked bins in our Recyclables Area, located in the East Warehouse.

Equipment Fees

The basic meeting room rental includes one complimentary set-up per event. The following will be included in rental:

- Theater-style or classroom-style room set-up (*up to 4 chairs per table*)
- Head table (skirted) on riser of pre-determined size
- One lectern
- One registration table (skirted) outside meeting rooms (*upon request*)
- Normal air-conditioning or heating during event hours
- Standard in-house lighting
- Complimentary water for head tables and lecterns (*upon request*)

Please note that unless negotiated otherwise, any equipment set by Team San Jose in one of our exhibit halls will be charged according to our published equipment rate sheet. In addition, complimentary meeting room set ups do not include exhibit or display tables and skirts.

A complete outline of specific equipment amounts provided complimentary with each room is provided in the next section.

First Aid Services/Personnel

The health and safety of your attendees and exhibitors are very important to the success of any event.

Since this is a mutual concern and responsibility, depending upon the nature and size of your event, Team San Jose may require first aid coverage and if so, it will be charged to your final invoice. Coverage may be required for move-in and move-out when your exhibitors and general contractors are working on site to assist in first response medical injuries of any sort. Coverage is always required for any sporting event, cheerleading or dance competition.

Based on the dynamics of your event you may also be required to provide a separate medical team exclusively for your competitors. The staffing schedule will start one-half (1/2) hour prior to attendees arrival on-site and extend one-half (1/2) hour beyond departure. Event Medical Service personnel provide basic first aid until medical assistance arrives.

Arrangements for first aid personnel coverage are made by your Event Services Manager through our approved contractor. Any exceptions to this policy must be approved by your Event Services Manager.

Public Safety should be paged by calling 3500 from a white courtesy phone when an accident occurs during your event. All accidents, injuries or illnesses in the San Jose Convention & Cultural Facilities should be reported to Public Safety immediately.

Linens in Meeting Rooms

Tables provided in all of our facilities do not include a linen covering, unless full food & beverage service (a plated or buffet meal) is being provided by San Jose Convention & Cultural Facilities. *Tables in meeting rooms are set with the Formica surface exposed.* The exception is meetings that are set at round tables which have wooden tops. *Any meeting set in rounds will be charged for the linen to cover the wooden topped rounds.* Your Event Services Manager can provide you with rates for linens if you wish to cover the tables for meeting room set ups.

Loading Dock Security/ Marshalling

The loading dock of the San Jose Convention Center is accessed directly from a major San Jose City street and is limited in capacity. It is imperative that all trade show move in and out activity must be monitored to restrict the possibility of trucks or vehicles blocking the city street. This activity must be monitored by an off-duty San Jose Police Officer that has authority to control traffic on a city street. *The cost for retaining the Police Officer is the responsibility of Show Management or the event organizer.* See your Event Services Manager for details and rates.

Non-contracted Event Hours

All aspects of your event should occur within the time frame outlined in your Facility Use Agreement. *Additional charges may be incurred if your event or set up begins before the contracted time or extends past the contracted time. This includes event tear down.*

For specific information, contact your Event Services Manager.

Police Officer Coverage/ Other Events

Team San Jose may require an off-duty San Jose Police Officer to be retained during your event. Examples of events that may require Police coverage are as follows (but not limited to): sporting events, public events where alcohol is served, theater events, concerts, group street crossing, etc. This coverage would be in addition to independently contracted security that you must arrange for your event. Your Event Services Manager will help you determine if Police Coverage is required. *If it is determined that coverage is required, the cost for retaining the officer(s) is the responsibility of Show Management or the event organizer.*

Production Rigging

All production rigging will be coordinated exclusively by VAE Corp., who will use qualified technicians from local unions to perform rigging duties. Please contact Zack Brush with VAE Corp. for rates and additional information.

Room Refreshes

Meeting rooms are cleaned prior to and after each day of use. For meetings with duration of 6 hours or more rooms will be refreshed as possible during an appropriate break. *Additional room refreshes can be arranged through your Event Services Manager for a fee.* Charges are based on the room and amount of time allocated for the refresh. Materials left overnight are discarded unless otherwise instructed.

Room Set Changeovers/ Late Information Charges

We will provide the initial set-up in each meeting room at no charge, provided we receive your finalized set-up requirements at least twenty-one (21) days prior to your first move in day. This includes non-exhibit areas only. You will incur charges to any changes to the initial set-up if we do not receive your finalized set-up requirements, within the twenty-one (21) day time frame, or if changes are requested after we have scheduled labor or set the space. You will be charged for the labor to set and or change the rooms. *Team San Jose reserves the right to charge for excessive, unplanned changes or numerous changes per day.*

Sound System / Audio Visual Services

VAE Corp. is the preferred full service provider for all audio/visual needs in the San Jose Convention & Cultural Facilities. They are a full-service company, capable of supplying professional sound reinforcement, data and video projection, drapery, and lighting services. VAE Corp. also has exclusive control over all house sound and lighting systems and production rigging.

Telecommunications / Network Services

Streamline Communications is the exclusive full services provider of internet connectivity in our facilities. For installation of a high-speed internet connection to networking, Streamline Communications can provide services for the exhibitor and show management. Services include:

- Wired service
- Copper (primarily) or fiber uplink cable
- PC connection(s) options
- 10/100 Ethernet connections
- IP programming information provided
- Wireless service
- Streamline wireless access system + internet service
- Client-supplied equipment on internet connection

Union Labor

Our close working relationship with union labor has been created to provide all events with exceptional and qualified industry technicians and labor. Team San Jose works closely with the Sign, Display, and Allied Crafts Union, the International Brotherhood of Electrical Workers (IBEW), the Teamsters Union, and the International Alliance of Theatrical Stage Employees (IATSE). *All convention and theatrical events are required to utilize qualified San Jose Local Union technicians and labor to produce those aspects of your events that fall under the jurisdictions of the unions mentioned above. In addition, IATSE local 134 is the exclusive provider of all technical and theatrical labor working within the San Jose Convention & Cultural facilities, with their payroll being handled exclusively through Team San Jose. Teamsters Local 287 is the exclusive provider of all freight handling within our facilities with their payroll being handled exclusively through Team San Jose.* Please see your Event Services Manager to discuss your labor needs for your program and associated rates for union labor.

Ushering Service

Our in-house ushering service can provide ushers, door guards, badge checkers, and ticket takers for an additional charge. The in-house ushering service provides qualified, uniformed staff that is familiar with the facilities and with event needs. *Any event in one of our Theaters, ticketed events and some public events will require the use of our exclusive in-house ushering staff.* Contact your Event Services Manager for specific event requirements. He/she can provide rates and staffing levels and make arrangements for event coverage.

Listed below are the positions and job responsibilities of the in-house ushering staff. Your Event Services Manager can furnish additional ushering positions.

Aisle Captain	Directs guests to the correct areas of the Facilities and/or seating section.
Badge Checkers	Checks the credentials of attendees during an event.
Door Guard	Limits access from specific door locations.
Head Usher	Supervises the ushering staff, oversees event needs (as defined by you) and serves as your contact person.
Ticket Taker	Receives tickets from guests at entry doors.
Usher	Aids in seating guests, provides assistance to persons with disabilities, and guards interior doors.

Complimentary Services and Equipment

Location	Description	Quantity	Comments
Exhibit Hall 1	Airwall Set-Up*	1	Airwall set-up to Client specifications per event
	Door Lock Schedule	Daily	Control of lock/unlock schedule for doors to contracted space
	HVAC		Standard temperature control (71°-74°) during event hours
	Loading Dock Bays	2	Dock-high truck spaces
	Non-Show Hours Lighting		Non-show hours will receive one third house lighting, if requested
	Show-Hours Lighting		Show-hours full house lighting and house lighting presets (<i>up to 60 foot candles</i>)
	Paging microphone	1	Includes 1 house sound patch for paging microphone
Restroom Services	1	Cleaning and supply services	

Complimentary Services and Equipment

	Set-Up**,**	1	Banquet style set-up for a food and beverage function
	Show Office	1	Show office overlooking the exhibit hall floor
	Trash Services	1	Access to a 40-cubic yard trash compactor
Exhibit Hall 2	Airwall Set-Up*	1	Airwall set-up to Client specifications per event
	Door Lock Schedule	Daily	Control of lock/unlock schedule for doors to contracted space
	HVAC		Standard temperature control (71°-74°) during event hours
	Loading Dock Bays	2	Dock-high truck spaces
	Non-Show Hours Lighting		Non-show hours will receive one third house
	Show-Hours Lighting		Show-hours full house lighting and house lighting presets (up to 60 candles)

Complimentary Services and Equipment

	Paging microphone	1	Includes 1 house sound patch for paging microphone
	Restroom Services		Cleaning and supply services
	Set-Up*,**	1	Banquet style set-up for a food and beverage function
	Show Office	1	Show office overlooking the exhibit hall floor
	Trash Services	1	Access to a 40-cubic yard trash compactor
Exhibit Hall 3	Airwall Set-Up*	1	Airwall set-up to Client specifications per event
	Door Lock Schedule	Daily	Control of lock/unlock schedule for doors to contracted space
	HVAC		Standard temperature control (71°-74°) during event hours
	Loading Dock Bays	2	Dock-high truck spaces
	Non-show Hours Lighting		Non-show hours will receive one third house lighting, if requested

Complimentary Services and Equipment

Show-Hours Lighting			Show-hours full house lighting and house lighting presets (up to 60 foot candles)
Paging microphone	1		Includes 1 house sound patch for paging microphone
Restroom Services			Cleaning and supply services
Set-Up*,**	1		Banquet style set-up for a food and beverage function
Show Office	1		Show office overlooking the exhibit hall floor
Trash Services	1		Access to a 40-cubic yard trash compactor

Complimentary Services and Equipment

Ballroom A	Airwall Set-Up*	1	Airwall setup to Client specifications per event
	Ancillary Tables	4	Skirted tables
	Dance Floor***	49	3'x3' dance floor sections for food and beverage-only events (21' x 21' dance area)
	HVAC		Standard temperature control (71°-74°) during event hours
	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or classroom set-up per event
	Set-Up**,**	1	Banquet style set-up for a food and beverage function
	Staging	8	6'x8' sections of staging, height based on availability

Complimentary Services and Equipment

Meeting Room B	Airwall Set-Up*	1	Airwall set-up to Client specifications per event
	Ancillary Tables	2	Skirted tables
	HVAC		Standard temperature control (71°-74°) during event hours
	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or classroom set-up per event
	Set-Up**,**	1	Banquet style set-up for a food and beverage function
Meeting Room C	Airwall Set-Up*	1	Airwall set-up to Client specifications per event
	Ancillary Tables	2	Skirted tables
	HVAC		Standard temperature control (71°-74°) during event hours

Complimentary Services and Equipment

	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or classroom set-up per event
	Set-Up**,**	1	Banquet style set-up for a food and beverage function
Meeting Room D	Ancillary Tables	1	Skirted table
	HVAC		Standard temperature control (71°-74°) during event hours
	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or classroom set-up per event
Meeting Room E	Ancillary Tables	1	Skirted table

Complimentary Services and Equipment

	HVAC		Standard temperature control (71°-74°) during event hours
	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or classroom set-up per event
	Set-Up**,**	1	Banquet style set-up for a food and beverage function
Meeting Room F	Airwall Set-Up*	1	Airwall set-up to Client specifications per event
	Set-Up**,**	1	Banquet style set-up for a food and beverage function
	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Ancillary Tables	2	Skirted tables

Complimentary Services and Equipment

	HVAC		Standard temperature control (71°-74°) during event hours
	Set-Up*	1	Theater or classroom set-up per event
Meeting Room G	Ancillary Tables	1	Skirted table
	HVAC		Standard temperature control (71°-74°) during event hours
	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or classroom set-up per show day
	Set-Up*,**	1	Banquet style set-up for a food and beverage function
Meeting Room H	Ancillary Tables	1	Skirted table
	HVAC		Standard temperature control (71°-74°) during event hours

Complimentary Services and Equipment

	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or classroom set-up per event
	Set-Up**,**	1	Banquet style set-up for a food and beverage function
Meeting Room J	Airwall Set-Up*	1	Airwall set-up to Client specifications per event
	Ancillary Tables	4	Skirted tables
	Dance Floor***	49	3'x3' dance floor sections for food and beverage-only events (21' x 21' dance area)
	HVAC		Standard temperature control (71°-74°) during event hours
	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)

Complimentary Services and Equipment

	Set-Up*	1	Theater or class-room set-up per event
	Set-Up**,**	1	Banquet style set-up for a food and beverage function
	Staging	6	6'x8' sections of staging, height based on availability
Meeting Room K	Ancillary Tables	2	Skirted tables
	HVAC		Standard temperature control (71°-74°) during event hours
	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or class-room set-up per event
	Set-Up**,**	1	Banquet style set-up for a food and beverage function
Meeting Room L	Ancillary Tables	1	Skirted table

Complimentary Services and Equipment

	HVAC		Standard temperature control (71°-74°) during event hours
	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or classroom set-up per event
	Set-Up**,**	1	Banquet style set-up for a food and beverage function
Meeting Room M	Ancillary Tables	1	Skirted table
	HVAC		Standard temperature control (71°-74°) during event hours
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or classroom set-up per event
	Set-Up**,**	1	Banquet style set-up for a food and beverage function

Complimentary Services and Equipment

Meeting Room N	Ancillary Tables	2	Skirted table
	HVAC		Standard temperature control (71°-74°) during event hours
	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or classroom set-up per event
	Set-Up**,**	1	Banquet style set-up for a food and beverage function
VIP Lounge	HVAC		Standard temperature control (71°-74°) during event hours
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Hollow square set-up for 30 people with skirted and lined tables

Complimentary Services and Equipment

South Hall	Door Lock Schedule	Daily	Control of lock/unlock schedule for doors to contracted space
	Heating		Standard heating services during show hours
	Non-Show Hours Lighting		Non-show hours will receive one third house lighting, if requested
	Show-Hours Lighting		Show-hours full house lighting and house lighting pre-sets (up to 50 foot candles)
	Ground Level Truck Parking	2	Ground-level truck spaces
	Restroom Services		Cleaning and supply services
Parkside Hall A	Set-Up ^{*,**}	1	Banquet style set-up for a food and beverage function
	Trash Services	1	Access to a 40-cubic yard trash compactor
	Ancillary Tables	3	Skirted tables
	Dance Floor ^{***}	49	3'x3' dance floor sections for food and beverage-only events (21'x21' dance area)

Complimentary Services and Equipment

	Door Lock Schedule	1	Control of lock/unlock schedule for doors to contracted space
	HVAC		Standard temperature control (71°-74°) during event hours
	Non-Show Hours Lighting		Non-show hours will receive one third house lighting, if requested
	Show-Hours Lighting		Show-hours full house lighting and house lighting pre-sets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or classroom set-up per event
	Set-Up**,**	1	Banquet style set-up for a food and beverage function
	Staging	8	6'x8' sections of staging, height based on availability
Parkside Hall B	Ancillary Tables	2	Skirted tables

Complimentary Services and Equipment

Dance Floor***	49	3'x3' dance floor sections for food and beverage-only events (21'x21' dance area)
Door Lock Schedule	1	Control of lock/unlock schedule for doors to contracted space
HVAC		Standard temperature control (71°-74°) during event hours
Non-Show Hours Lighting		Non-show hours will receive one third house lighting, if requested
Show-Hours Lighting		Show-hours full house lighting and house lighting pre-sets
Refresh	1	Mid-day room refresh (Does not include a room reset)
Set-Up*	1	Theater or classroom set-up per event
Set-Up*,**	1	Banquet style set-up for a food and beverage function
Staging	6	6'x8' sections of staging, height based on availability

Complimentary Services and Equipment

	HVAC		Standard temperature control (71°-74°) during event hours
	Lighting		Event-hours standard house lighting and house lighting presets
	Refresh	1	Mid-day room refresh (Does not include a room reset)
	Set-Up*	1	Theater or classroom set-up per event
	Set-Up*,**	1	Banquet style set-up for a food and beverage function
	Ancillary Tables	2	Skirted tables
Civic Auditorium	Door Lock Schedule	1	Control of lock/unlock schedule for doors to contracted space
	HVAC		Standard temperature control (71°-74°) during event hours
	Non-Show Hours Lighting		Non-show hours will receive one third house lighting, if requested

Complimentary Services and Equipment

Show-Hours Lighting		Show-hours full house lighting and house lighting pre-sets
Paging microphone	1	Includes 1 house sound patch for paging microphone if used as an Exhibit Hall
Refresh	1	Mid-day room refresh (Does not include a room reset)
Restroom Services		Cleaning and supply services
Set-Up*	1	Theater or classroom set-up per event
Set-Up**,**	1	Banquet style set-up for a food and beverage function

*All Set-Ups are subject to fire marshal approval and any charges.

**1 clear room banquet set-up is complimentary per event when a plated or buffet meal is served. 1 room turn per day from theater or classroom to banquet is complimentary based upon the time allowed for the turn. Please see your Event Services Manager for the minimum

***Initial 21'x21' dance area are complimentary. time required to be eligible for the complimentary turn.



General Facility Information

Please also refer to the General Rules & Regulations section of this guide for more information regarding producing an event in our facilities.

Administrative Offices
408 South Almaden Boulevard
San Jose, CA 95110
408-295-9600

Our Administration Office is not set up to receive packages or boxes. We can receive letters or small envelopes addressed to you at the Administration Office. Any mail received prior to your first event day will be delivered by your Event Services Manager upon your arrival at our facilities.

To avoid any confusion, please include:

Event Name
Person to receive letter
Attn: Your Event Services Manager's Name

Freight deliveries or parcel post packages may only be received on the first day of your event at our loading dock and must be accepted by you, a staff member or your decorator. For specific information, refer to "Deliveries & Storage" in the General Rules & Regulations section of this guide. The loading dock address is 410 Almaden Blvd., San Jose CA, 95110.

Facilities Security

SJCVB maintains twenty-four (24) hour security for monitoring the building perimeters, parking areas, and pedestrian traffic in interior public space. Additionally, security staff serves as a central radio control unit for all our Facilities staff. A copy of the emergency procedures plan is available upon request from your Event Services Manager.

You are responsible for providing independently contracted event security for all of your authorized space. For specific security information, refer to "Event Security" in the General Rules & Regulations section of this guide.

Hours of Operation

Staff is available to assist each event based on your requirements. Normal business hours are Monday through Friday, 8:00am to 5:00pm Pacific Standard Time.

Lighting

The Convention Center has dimmable fluorescent lighting in all Meeting Rooms with the exception of Meeting Room J. Meeting Room J and Exhibit Halls 1, 2

and 3 have non-dimmable metal halide lighting systems. The lighting in all public access areas is non-dimmable.

Ballroom A has the following special lighting features:

- Indirect Fluorescent non-dimmable lighting
- Metal halide non-dimmable lighting
- Dimmable incandescent lighting
- Fixed theatrical lighting system with 24 lighting instruments and 12 dimmable circuits. See your Event Services Manager regarding rates for use of this system.
- Meeting Room J has fixed theatrical lighting system with 12 lighting instruments and 6 dimmable circuits.

Parkside Hall has a dimmable incandescent and a metal halide non-dimmable system.

The Civic Auditorium stage has overhead lighting with three-color wash. Two followspots are located at the back of the house. See your Event Services Manager regarding rates for use of this system.

The Montgomery Theater, The Center for the Performing Arts, and California Theatre have full theatrical lighting systems with a front-of-house position, various overhead lighting positions, and followspots. See your Event Services manager regarding rates for use of this system.

Message Screens/Reader Board

The interior of the Convention Center is equipped with seventeen plasma screens, managed by Team San Jose. Clients may display event title, date, and location on these screens. Exhibitor advertising, special event announcements and more may be displayed. Contact your Event Services Manager for details.

Exterior electronic reader boards located at the main entrance of the Convention Center, the Center for the Performing Arts, and the California Theatre may display event publicity information. Priority is given to events that attract larger audiences. See your Event Services Manager for additional details.

Events are not required to be displayed on either the reader board or the marquee. Please notify your Event Services Manager in advance of your preferences.

Operable Wall Panels (Air Walls)

The configurations of the acoustical, operable wall panels at the Convention Center are complex. Any proposed changes should be planned in advance with your Event Services Manager. Your Event Services Manager will assist you in determining if changes, planned or unplanned, are possible, and of the cost involved in changing the wall panels. Any changes to any wall configurations after the initial event set-up diagram will be subject to additional costs

Parking Garage

Managed By: Team San Jose

Space Availability

The Convention Center Garage has 500 spaces for general event use.

Current rates are available from your Event Services Manager. Rates are in effect seven days a week and are subject to change without notification.

Hours of Operation

The standard operating hours of the Convention Center Garage are:

Monday-Friday: 6:00 a.m. to 1 hour after the last event hour in our facilities

Saturday-Sunday: 7:00 a.m. to 1 hour after the last event hour in our facilities.

Operating hours may be changed for specific event needs. The garage may be accessed 24 hours through the entrance off Market Street.

Entrances/Exits

The entrances to the Garage are located on Almaden and on Market Street. Both are generally open during all operating hours.

Clearances

The Almaden garage entrance clearance is 6,8" and the Market Street entrance clearance is 6'8".

Passes

Daily passes with unlimited in/out privileges are available to anyone at anytime. In/out passes are sold on a space available basis only and fees are due upon entry each day.

Special Arrangements:

The Convention Center Garage allows you to pre-purchase attendee parking passes for your events. Authorization for the use and distribution of parking passes must be approved at least sixty (60) days in advance by your Event Services Manager. Unauthorized passes will not be honored. For complete details or any special parking needs, contact your Event Services Manager.

Public Areas (Interior and Exterior)

The rights and requirements of guests in the Facilities are a major consideration of our staff. In order to assure that there are no conflicts for simultaneous use, your Event Services Manager must approve all planned events in public areas (Arcade level, Concourse, Balconies, Lobbies, Garage, and Entrances/Exits). No banners or event signage may be placed in public areas without the approval of your Event Services Manager. For specific approved hanging methods for signage or banners, refer to “Signs and Banners in the “General Rules and Regulations” section of this guide.

Radio Communications

Key Convention Center staff members are equipped with radio communication to facilitate service requests. An Event Services Team member is assigned to your event during all hours of activity to supervise the event and coordinate last-minute requests. You can contact any in-house personnel by dialing 3500 from a white courtesy phone or 408-277-3500 from your cell phone to have the Security Control Office page appropriate personnel. White courtesy phones are located throughout the San Jose Convention Center.

While Facilities radios are only available to in-house staff, your Event Services Manager can supply a list of radio rental vendors. To facilitate event communication, we request that you provide one of your rented show radios to your Event Services Manager during your event.

Radio transmittal limitations may occur in some areas of the San Jose Convention & Cultural Facilities.

Recycling Program

Team San Jose is currently applying for LEED Green Building Certification. We also have a Department Recycling Program that encourages recycling of all paper, excess brochures, cardboard, cans, bottles, wood pallets, plastic sheeting and metals. In conjunction with the City of San Jose’s Green Initiatives and State mandates to reduce the amount of trash landfilled by 50%.

Decorators and other contractors are expected to dispose of all recyclable waste, including wooden pallets, into the appropriately marked bins in our Recyclables Area, located in the East Warehouse.

Trash

Unfortunately, even with recycling, trash removal is an inescapable cost item. Each Event at the Convention Center has access to our 40 cubic yard trash compactor for normal trash and debris. However, if trash generated from your Event exceeds the 40 cubic yard capacity of the compactor, extra debris boxes

will need to be brought in at an additional cost. Talk to your Event Manager if you have questions or about specific charges you are likely to incur. An estimate of your costs can be prepared based on the information you provide to them.

Please see our Environmental Policies section for additional information on environmental initiatives in process at the San Jose Convention Center.

Smoking

Smoking is prohibited in all meeting rooms, restrooms, exhibit halls, and public areas within the San Jose Convention & Cultural Facilities. Smoking is allowed only on exterior terraces adjacent to the facilities

South Hall Operations

The facility operating hours are from 7:00 a.m. to 10:00 p.m. All entertainment shall cease by 9:30 p.m. daily. The sound level generated on this site shall not exceed 65 dBA DNL at any property line used for residential or commercial purposes. Parking at South Hall is by permit only. A limited number of permits will be issued per event and are to be approved and signed by the Director of Operations. If permits are issued, parking is to be on the Viola Street side of the building and at the west end of the building. Parking citations will be issued to vehicles that do not display a permit.

White Courtesy Phones

The San Jose Convention & Cultural Facilities has white courtesy phones located throughout the Facilities. By dialing 3500 from a white courtesy phone, you can contact any in-house personnel needed to support your event, through our Public Safety Department. These phones are for internal communication only. White courtesy phones are not equipped to provide outside telephone service.



Theater and Concert Policies

Box Office Requirements and Policies

Commercial events will pay space rental charges and/or a percentage of gross ticket sales. Non-profit events pay only space rental charges. Monies due based on a percentage of ticket sales will require special measures, such as a certified ticket manifest from a box office or ticketing agency. Ticket accountability must be discussed with your Event Services Manager prior to publicizing your event or the selling of tickets. Box office settlements with your Event Services Manager will be held daily or on the last day of the event as specified by your Event Services Manager.

Food and Beverage/ Merchandising/ Novelty Fees

San Jose Convention & Cultural Facilities is the exclusive catering and merchandising vendor for all of the San Jose Convention & Cultural Facilities. Please see Food and Beverage Services under the General Rules & Regulations section of this Guide.

Any novelties sold by clients in the normal course of their business, excluding any food and beverage items, are permitted for sale during the client's event. All sales are subject to a 30% commission on net revenues, payable to San Jose Convention & Cultural Facilities, when San Jose Convention & Cultural Facilities provides the cashiers for sales. If you provide your own cashiers for sales, the commission would be 20%.

Any food and beverage events (with the exception of concession sales) taking place at the California Theatre are subject to a \$5,000.00 food and beverage minimum, excluding alcohol, tax and gratuity.

House Staffing (Ushers, ticket takers, etc.)

Any event in one of our Theaters will require the use of our exclusive in-house ushering staff.

Please see your Event Services Manager to discuss the specific details of your event. He/she will determine the actual number of staff required to service your event and inform you of the rates.

Theater Sound and Lighting Systems

All house sound and lighting systems in our theaters must be operated by an IATSE engineer. Please see the attached rate sheets for the cost to use the system and required labor.

Stage Hand Requirements (IATSE)

Any event in one of our Theaters will require the use of IATSE Local 134 Stagehand labor.

Theater Preservation Fee

In consideration for the use of a Theater Venue for a Ticket Event, Client will pay to TSJ a fee equal to the product of One Dollar (\$1.00) multiplied by the number of tickets issued with respect to the event (the “Theater Preservation Fee”). The Theater Preservation Fee is in addition to any and all other charges due under this Agreement. Client shall provide TSJ with an accounting of the ticket sales, tickets issued, and attendance for each event at a Theater Venue, and shall pay the Theater Preservation Fee to TSJ within five business days after the event date for which the tickets were issued. For purposes of this Section, tickets “issued” shall include full price, discounted, and/or complimentary tickets and passes issued for each Show Day. Notwithstanding the foregoing, complimentary tickets issued by Client will not be subject to the Theater Preservation Fee to the extent that the number of complimentary tickets issued does not exceed 10% of the total seating capacity of the particular Theater Venue at which the Ticketed Event is being held (the “Complimentary Maximum Number”). If the number of complimentary tickets issued exceeds the Complimentary Maximum Number, then the Theater Preservation Fee will be applicable to all complimentary tickets issued in excess of such number.



Food and Beverage Services

Exclusive Caterer

Team San Jose has the exclusive right to provide all food and beverage, novelty, and concession services in the San Jose Convention & Cultural Facilities. Team San Jose offers a complete range of services to meet your food and beverage needs. No outside food or beverages may be brought into the Facilities. Please contact your Event Services Team regarding menu planning information.

A signed Banquet Event Order with the appropriate deposit must be on file in the Team San Jose office ten (10) days prior to the function date; otherwise, items cannot be guaranteed.

Due to our insurance regulations, no leftover food or beverages may be taken from the premises. At the conclusion of the function, such food becomes the property of Team San Jose and is donated to local shelters.

Alcoholic Beverages

Alcoholic beverages will not be served to minors or to persons who appear intoxicated. No alcoholic beverages are allowed in the exhibit halls during decorator or exhibitor move-in and move-out for an event.

Team San Jose reserves the right to terminate the service of alcoholic beverages if your event is in violation of federal, State, County or City laws relating to the service of alcoholic beverages or if deemed to be necessary for public safety reasons. All serving times must be in accordance with state law.

Banquets

Standard banquet set-ups at the Convention Center are based on round tables with ten (10) chairs per table.

Concession Stands

Ten (10) complimentary tables are provided at each open Concession Stand for attendee seating during an event, presuming space is available. Additional tables will be charged at the prevailing rate.

Hospitality Catering

All events and their participants are prohibited from bringing food, beverage, and/or alcoholic beverages into the Facilities for hospitality purposes.

Novelty Concessionaires

Novelty sales must be arranged in advance with Team San Jose. Appropriate licenses and insurance forms may be required. Arrangements for novelty concessions must be made three (3) weeks in advance.

Sampling Guidelines

Exhibitors may only exhibit merchandise that they normally serve or produce in the ordinary course of their business and may only distribute such quantities that are reasonable with regard to the purpose of promoting the event.

Food service exhibitors may distribute food samples in your authorized space only and must not be in competition with products or services offered by Team San Jose. Free samples are limited to two (2) ounces of non-alcoholic beverages and one (1) ounce of food. Exact descriptions of sample and portion size must be submitted to Team San Jose for written approval fourteen (14) days prior to the opening of the event. No alcoholic samples may be distributed. Any exhibitor giving away and/or selling food in their booth must have a permit and all fees current on file with the Santa Clara Health Department. Any exceptions to the above require a minimum of two (2) months prior written approval.



Health Department of Santa Clara County

[Click Here for Health Department Regulations.](#)



General Rules and Regulations

Access to Concession Stands

Access and visibility to the Exhibit Hall Concession Stands must be maintained throughout the event. When possible, the San Jose Convention & Cultural Facilities will provide a limited number of tables and chairs in front of each Concession Stand for attendee seating.

Adhesives

Show Management, service contractors, or exhibitors are responsible for removing tape and other adhesives used to secure carpets, tiles, or other covering and for restoring the floor to its original condition. Team San Jose requires the use of a specific type of tape be used on the carpet and floors of our facilities. The tape to be used is Bron BT279, which is available in 2" and 3" widths.

A specialized, approved tape for securing signs and/or logos to Team San Jose lecterns can be obtained from an Event Services Manager for a fee. Show Management is responsible for the removal of any logos and/or signs attached to Team San Jose lecterns and for any damages incurred to the lecterns if inappropriate adhesives are used.

Exhibitors should not distribute self-adhesive stickers to attendees as removal could result in additional charges.

Americans with Disabilities Act

Show Management will be responsible for complying with the ADA by:

- Setting up and running the event, including, setting up exhibits, seating and access ways in an accessible manner and otherwise removing physical barriers created in connection with the event.
- Providing auxiliary aides and services where necessary to ensure effective communications to individuals with disabilities who participate or desire to participate in the event.
- Ensuring that exhibitors at the event and any other event representative, including employees, contractors, and subcontractors all comply with the ADA.
- Modifying policies, practices, and procedures as necessary to enable individuals with disabilities to participate equally in the event.

Team San Jose approval of any aspect of Show Management's activities is not an endorsement of ADA compliance.

Amplified Sound/Noise Level

Other functions may be scheduled in different portions of the San Jose Convention & Cultural Facilities at the same time as your event. Each Show Manager or Event Organizer must ensure that amplified sound used in connection with your event shall not disrupt or interfere with other events or persons using the Facilities. Furthermore, each Show Manager or Event Organizer shall immediately comply with a Team San Jose Event Services Manager's request to reduce the noise generated by the Event.

Animals

Animals may not be brought into the San Jose Convention & Cultural Facilities, without the prior written consent of an Event Services Manager, except guide dogs used by a visually impaired person. If any animal is brought into the Facilities in connection with the event, you are responsible for ensuring that the animal is adequately controlled and supervised and that all other appropriate safety measures are in place to protect persons in and out of the Facilities. Furthermore, you are responsible for ensuring that any animal brought to the Facilities in conjunction with your event is treated in a humane manner and in compliance with all laws regarding transportation and handling of animals. Show Management or the Event Organizer must obtain any additional insurance coverage required to Team San Jose's Risk Manager prior to allowing an animal to enter the Facilities.

Also, Team San Jose is responsible for adhering to local health code regulations. Use of live animals for exhibits or displays may affect the scope of food and beverage services permissible under law. An Event Services Manager can assist you with live animal display locations for your event.

ASCAP, BMI and SESAC Agreements

Team San Jose does not have a licensing agreement with ASCAP, BMI or SESAC. Therefore, it is important that you or your exhibitors obtain your own licensing agreements prior to the use of music during your event.

Without appropriate licenses, we will be unable to provide the audio systems for playback of ASCAP, BMI or SESAC material.

See also "Copyright Laws".

Audiovisual Service Vendors

All outside Audiovisual service vendors that are contracted to work within the San Jose Convention & Cultural Facilities are subject to the Audiovisual Service Standards outlined in the attachment to this Facility Users Guide titled Attachment A: Audiovisual Service Standards for Outside Audiovisual Service Providers.

Bicycles and Carts

Motorized vehicles, other than those used for health reasons, are discouraged in Ballroom A, on the concourses, and any other carpeted area in the San Jose Convention & Cultural Facilities. A plan for protecting the carpeted areas must be submitted to your Event Services Manager for approval to use motorized vehicles in these areas.

Child Care Services

If you are providing childcare in the Facilities, you are required to adhere to specific guidelines set by the City of San Jose Child-Care Coordinator.

Ceiling Tile Replacement

If ceiling tiles in the Convention Center are removed, they must be replaced. Failure to replace all ceiling tiles by the end of the last move-out day will result in labor charges incurred for in-house tile replacement.

Condition of San Jose Convention & Cultural Facilities

Team San Jose will conduct a walkthrough with each client prior to the end of the last move-out day to determine the condition of the San Jose Convention & Cultural Facilities used. The Facilities and any equipment used shall each be in at least as good condition and repair as before your event move-in, except for ordinary wear and tear. Show Management will be charged a fee for failure to leave the Facilities and equipment in such condition as described herein, in addition to any other right and remedy Team San Jose may have.

Control of San Jose Convention & Cultural Facilities

The San Jose Convention & Cultural Facilities, including all facility keys, shall be at all times under control of the Public Safety Officers who have the right to enter the Facilities, and all portions of it, at all times during the period covered by your Facility Use Agreement. The entrances and exits of the Facilities shall be locked and unlocked by the Public Safety Officers as required for your use of the Facilities. Show Management, at its own expense, must at all times place proper security personnel at appropriate entrances and exits when they are locked, including, without limitation, a minimum of one off-duty San Jose Police Officer at the loading dock entrance on move-in and move-out days. Show Management must file with the Event Services Manager, at least fourteen (14) days prior to the first move-in day, a full and detailed security plan. Your security plan is subject to approval of the Event Services Manager.

Copyright Law

No copyrighted musical composition shall be played or sung, whether amplified, televised, in the form of a mechanical recording or personal rendition, or otherwise, in connection with any use of the San Jose Convention & Cultural Facilities, unless Show Management shall have first obtained all approvals and paid any license fee or other fee required by the copyright owner. Show Management shall indemnify Team San Jose, its officers, and employees and save them free and harmless from

and against any and all liability and responsibility whatsoever for any infringement of and/or other violation of the right of any such copyright owner under any copyright law.

Crate Storage

The San Jose Convention & Cultural Facilities do not have storage capabilities. Your service contractor can assist you and individual exhibitors with bulk crate storage. Costs for movement of crates to storage and return are the responsibility of the trade show, convention, exhibitors, or service contractor.

Damages to the San Jose Convention & Cultural Facilities

Team San Jose will repair or replace, as the case may be, any defects or damage to the San Jose Convention & Cultural Facilities that are identified in a pre-event walkthrough by Show Management and Team San Jose if agreed to by Team San Jose as likely to materially interfere with the client's use and occupancy of the Facilities. After the event, Team San Jose and Show Management agree to confer on all damage or other problems alleged by Team San Jose to be the responsibility of Show Management. Show Management agrees to pay costs of repair or replacement arising from damages caused to the Facilities by any agents for any and all damages to agents, employees, contractors (including independent contractors), exhibitors, registrants, or other persons attending the Event with the express or implied permission or invitation of the client. Such responsibility shall not cover damage caused by the negligence or willful misconduct of Team San Jose, its officers, agents, contractors, or employees.

Decorations

Prior written approval by your Event Services Manager is required before placing decorations on ceilings, painted surfaces, fabric or decorative walls. Exhibitors and other event participants must have the approval of Show Management. All decorative materials must be flame-retardant in accordance with the City of San Jose Fire Codes. For more information regarding flame-retardant requirements, refer to the Fire Regulations section of this Guide.

Glitter, gum, confetti, stickers and door or window decals may not be used, distributed, or affixed inside the Facilities without prior approval from your Event Services Manager. For more specific guidelines on the use of decorations, contact your Event Services Manager.

Helium-filled latex balloons are permitted in our facilities, with the exception of The Center for Performing Arts, Montgomery Theater and California Theatre. Use by exhibitor and event participants is subject to Show Management and Team San Jose approval. Show Management is responsible for the retrieval of all balloons, including, without limitation, those escaping in the ceiling areas. All balloons must be retrieved by the end of the last move-out day. Charges will be incurred for removal if balloons must be retrieved by SJCC staff.

Mylar air-filled balloons are permitted in the San Jose Convention & Cultural Facilities. Mylar streamers or Mylar Helium filled balloons are not permitted in any of our facilities. Outside balloon releases are not permitted.

Deliveries and Storage

The San Jose Convention & Cultural Facilities have no secure storage areas. Show Management is responsible for arranging off-site storage of items related to the event prior to the move-in days. Delivery items will be received at the Facilities no earlier than the first move-in day listed on your Facility Use Agreement. Show Management or the service contractor must be present to accept freight deliveries.

If Team San Jose determines, in its sole discretion, that arrangements should be made for storage, receipt, handling, care, or custody of anything shipped or otherwise delivered to the Facilities, whether prior to, during, or subsequent to Show Managements use of the Facilities and Show Management fails to make such arrangements, Team San Jose and its officers, agents, and employees may make arrangements for storage at the sole cost of Show Management, acting solely for the accommodation of the client, and shall not be liable for any loss, damage, or injury to your property. Team San Jose is not a bailee, and is therefore not responsible for any damage to Show Managements property or the property of Show Managements agents, contractors, employees, directors, or representatives.

We cannot accept freight shipments for exhibitors or show management. Freight should be consigned directly through the service contractor or the exhibitors' shipping company. Your Event Services Manager can also give you information on local companies that will receive advance shipments and deliver them to the Facilities on the date requested.

Exhibits and property cannot be delivered until a Certificate of Insurance has been received and approved by Team San Jose and the insurance coverage required by Team San Jose is in effect.

Team San Jose (or its officers, agents, or employees) are not liable for any loss, damage or injury to properties of any kind that are shipped or otherwise delivered to the San Jose Convention & Cultural Facilities.

Event freight deliveries for Exhibit Halls 1, 2, or 3 in the Convention Center should be consigned to your show Service Contractor and addressed as follows:

Name of Exhibiting Company
Name of Show/Booth#
c/o (contractor's name)
San Jose Convention Center
410 South Almaden Boulevard
San Jose, CA 95110-2715

Freight deliveries for Parkside Hall should be consigned to your Show Services contractor and addressed as follows:

Name of Exhibiting Company
Name of Show/Booth #
c/o (contractor's name)
Parkside Hall
180 Park Avenue at Market Street
San Jose, CA 95113-2008

Distribution of Materials

Show Management may only distribute or circulate, or permit to be distributed or circulated, reasonable advertising matter or programs pertaining to the San Jose Convention & Cultural Facilities, the event, the client, or exhibitors within the space outlined in the Facility Use Agreement. Any handouts or leaflets distributed inside of the San Jose Convention Center or the outside grounds that do not pertain to the Center or the Client shall be subject to additional cleanup costs. The Event Services Manager may deny distribution of any materials not in compliance with this Section.

Energy / Water Conservation

During move-in, move-out, and non-event periods, minimal (but comfortable) levels for house lighting and ventilation will be maintained. Requests for service beyond minimal levels on non-event days may be accommodated for an additional charge. Generally, full house lighting, ventilation, heating, and air-conditioning are maintained from one hour prior to show hours until the close of the event.

Water used to cool or operate equipment such as lasers, spas, etc. is considered extra and may incur a charge or require alternative water sources other than the water available at the San Jose convention & Cultural Facilities. Should you require hot water for any aspect of your event, you must make arrangements to rent and bring in hot water heaters.

Entrances and Exits

All persons, articles, exhibits, fixtures, displays, and other equipment shall be brought into and out of the San Jose Convention & Cultural Facilities only at designated loading doors. Only hand-carried items may be brought through entrance doors of the Facilities.

The West San Carlos Street entrance of the Convention Center is an undesirable location for move-in or move-out. However, if materials must be brought on street level for the Registration Area or Arcade, limited move-in and move-out periods may be allowed. Specific guidelines must be followed to protect the integrity of the Facilities.

Vehicular traffic or parking on the West San Carlos Street entrance turnout requires prior approval of your Event Services Manager. Signage, displays, and exhibits are permitted if approved by your Event Services Manager and the Fire Marshall, in the turnout and in front of the Convention Center.

Equipment

Team San Jose has sufficient equipment (i.e. tables, chairs, staging, etc.) to support the usual needs for events and room capacities in our facilities. Should equipment requirements exceed or differ from our inventory, outside vendor rental will be required. Your Event Services Manager can provide a list of local outside vendors for additional equipment needs.

A pre-determined quantity of standard equipment will be provided complimentary with each function room rented. Any equipment requirements over and above the pre-determined amount will be charged to your final invoice. Your Event Services Manager can provide you with a list of equipment provided and the rates for additional equipment needed.

Chairs – When a service contractor is being used, all chairs in the exhibit areas and/or registration area are to be supplied by the service contractor.

Forklift/Boomlift Rental – Team San Jose forklifts and boomlifts are not available for rental. Your Event Services Manager can provide you a list of rental companies to distribute to your service contractors. Team San Jose is not responsible for rental equipment left on the premises from outside rental companies. Upon delivery/pick-up of rental equipment; either Show Management or the service contractor must be on-site and available for service personnel.

Furniture – The SJC&CF provides standard furniture for Show Management offices. When a service contractor is being used, all furniture for exhibitors and additional furniture for Show Management should be supplied by the service contractor. Team San Jose provides standard tables and chairs for lounges, exhibits, or exhibit offices on the exhibit floor at an additional charge.

Portable Staging (Risers) – Limited skirting is available for portable stages. Limited carpeted staging is available in the Convention Center in 6'x8' sections with elevations of 16, 24, and 32 inches. Limited uncarpeted staging is available in the Convention Center in 6'x8' sections with elevations of 48, 56, and 72 inches.

Limited carpeted staging is available in Civic Auditorium and Parkside Hall in 6'x8' sections with elevations of 16, 24, and 32 inches.

Limited uncarpeted staging is available in Civic Auditorium and Parkside Hall in 6'x8' sections with elevations of 48 inches. Your Event Services Manager can provide you with a list of rates for staging.

Tables – See your Event Services manager for available equipment inventories. Tables available in the Convention Center have a light grey Formica top in the following dimensions:

- Classroom 8’x18’
- Rectangular 8’x30”
- Round 66” diameter

Tables available in Parkside Hall and civic Auditorium have the following dimensions:

- Classroom 8’x18” (brown Formica tops)
- Rectangular 8”x30” (brown Formica tops)
- Oval 59”x72” (light grey Formica tops)

Tables provided in all of our facilities do not include a linen covering, unless full food & beverage service is being provided by San Jose Convention & Cultural Facilities. Your Event Services Manager can provide you with rates for linens.

Table Skirting – your service contractor is responsible for providing tables and table skirting in main registration areas. If you do not have a service contractor, Team San Jose can provide tables with clip-on table skirting as available for your registration area at the prevailing rate.

For meeting rooms, clip-on skirting is provided for a registration table (one per meeting room) and head tables at no charge. Classroom-style set-ups do not include table skirting. A limited number of black clip on skirts are available. A service contractor can supply tables and assorted colors for stapled skirting.

Tablecloths – For catered functions, white tablecloths are provided at no charge by Centerplate. Tablecloth arrangements for non-catered functions can be made for a charge.

Event Plan

A basic Event Plan outlining event related information and requirements for use of the facilities are required 90 days prior to event move-in. A comprehensive Event Plan must be submitted to your Event Services Manager no later than 21 days prior to the first move-in date and should include the following information:

- Registration or admission information
- Publicity information
- A timeline of all activities
- Room set-up requirements
- Room set-up changes
- Sound & lighting requirements
- Telephone and internet installation requirements
- A/V equipment requirements

- Food & beverage requirements
- Staffing plans and requirements
- Parking and transportation plans
- Signage plans
- Contact names & phone numbers for key event staff members
- Contact names & phone numbers for all contractors providing services

Labor charges will be incurred for event plans submitted within 20 days of the first move-in date, and for substantial changes to event plans submitted.

Event Security/Badges

A critical part of event security is controlling the entrance/exit from your exhibit or event area. It is important that each individual, including exhibitors, service contractor personnel, technical crews, ushers, etc. contracted for the event be issued a dated badge for building access. Please provide your Event Services Manager with samples of event badges before the first move-in day.

All Team San Jose personnel will have picture ID cards and/or will be uniformed. When necessary, please provide Team San Jose personnel with additional event badges. If, for any reason, you do not wish to allow Team San Jose personnel access in your authorized space during your show, your Event Services Manager must be notified in advance.

Event Security/Staff

The responsibility for complete event security and related costs in your authorized space belongs to Show Management and/or the exhibitors.

An approved list of bonded security companies may be obtained from your Event Services Manager. These are the only agencies that can provide security services in the Facilities. Show management may coordinate requirements with any of these approved agencies.

Team San Jose reserves the right to require that an appropriate number of off-duty San Jose Police Officers be retained at Show Management expense for all public events, event move-in and move-out, and certain food or beverage functions.

Event Set Up and Personnel Levels

The Event Services Manager and Show Management shall consult upon the number of personnel, set up, and optional equipment needed for your event. A basic and preliminary Event Plan to include agenda and Facility Space Use assignments is required 90 days prior to event move in. At least twenty-one (21) days prior to the first move-in day, Show Management is to provide to the Event Services Manager a full and detailed description of:

- The San Jose Convention & Cultural Facilities set-up, all equipment, services, and stage requirements required by the client;
- The number of personnel to be utilized by Show Management during the event which may include, without limitation, contractors, security personnel, emergency medical personnel, event security personnel, San Jose Police Officers, stagehands, projectionists, ticket sellers, ticket takers, necessary labor for move-in and move-out, management for the event, audio/visual services, ushers, and door guards; and any other information that may be reasonably required by the Event Services Manager regarding the event.
- While Show Management is responsible for hiring all personnel required for the event, event staffing plans and qualifications of required personnel are subject to the approval of the Event Services Manager. Show Management shall only select and use contractors, decorating companies, and service contractors for the event which demonstrate to the Event Services Manager that they possess the necessary experience, qualifications and Union affiliations for such tasks.
- Team San Jose will not make any Team San Jose employee available for the use of Show Management unless the requested services of the employee coincide, in the Event Services Managers judgment, with his or her regularly assigned duties. Show Management shall pay for all personnel, without cost to or reimbursement from Team San Jose, at the established rates for such personnel, on the date of the event. If requested, Team San Jose will assist Show Management in obtaining information on the established rates for any required personnel.
- Additional equipment, services, and/or changes to stage requirements requested less than twenty-one (21) days prior to the event are only available at the discretion of the Event Services Manager and are subject to additional charges. If Show Management requests changes in personnel levels for the event less than twenty-one (21) days prior to the event, Show Management will be responsible for reimbursing Team San Jose for the time expended by Team San Jose employees to revise work plans for the event to accommodate the change.
- If the information required above is not provided to the Event Services Manager in a timely manner, the Event Services Manager will determine the necessary staffing set-up, optional equipment, and stage requirements based upon the information readily available to him/her. Team San Jose shall not be obligated to make available set-up, optional equipment, or stage requirements in excess of those determined by the Event Services Manager.

Furthermore, Show Management will be responsible for reimbursing

Team San Jose for the time spent and/or costs incurred by any Team San Jose employee in determining necessary staffing, set-up, optional equipment, and stage requirements and in making available such items to the client.

Exhibits in the Ballroom, Meeting Rooms, and Parkside Hall

When it is necessary to use the Ballroom, Meeting Rooms B or C or Parkside Hall for exhibit space, special guidelines have to be followed. Because these areas are carpeted, forklifts are not allowed unless equipped with white tires or tires are wrapped with plastic. Plastic sheeting or run-off carpeting laid over existing carpeting, provided by the client or a service contractor and approved by your Event Services Manager is necessary to protect the carpet during move-in and move-out. Any cleaning or damage to the carpet affected by this usage will be included in the client's invoice. At Parkside Hall, a dual forklift system will be required, with one forklift operating outside and one operating inside that does not go outside.

Electrical power is limited for exhibits in Ballroom A and the Meeting Rooms. Access to these areas is also limited. Your Event Services Manager will assist you with details regarding your move-in/move-out and provide additional electrical information and potential charges for electrical services. Electrical services and equipment can be provided by the SJC&CF preferred electrical vendor or by an approved outside vendor.

Exhibits in South Hall

Due to the special flooring surface in South Hall, the same requirements for forklifts apply as outlined above in guidelines for the Ballroom.

Exhibit Floor Plans

A preliminary floor plan of the exhibit and registration areas drawn to scale indicating dimensions of all seating areas, stages, exhibit booths, and aisles, is to be submitted to the Event Services Manager no less than six (6) months prior to the event. The Event Services Manager will notify you if the plans are suitable to be submitted to the Fire Marshall or if modifications may be necessary. Show Management or their Service Contractor must submit to the Fire Marshall eight (8) originals of a complete floor plan of the event for approval no less than sixty (60) days prior to the first contracted move-in day for the event. Any changes or alterations required by the Fire Marshall must be incorporated into the floor plan approved and signed by the Fire Marshall. An original copy of the complete and final floor plan, signed by the Fire Marshall, shall be submitted by Show Management to the Event Services Manager no less than forty-five (45) days prior to the first contracted move-in day for the event. The Fire Marshall shall have final approval on all submitted plans. Show Management will not be permitted to occupy any portion of the San Jose Convention & Cultural Facilities or move any property into the Facilities, until the Event Services Manager has received and reviewed a complete and final floor plan signed by the San Jose Fire Marshall.

Federal, State, and Local Laws

Show Management or the Event Organizer must comply and ensure that its officers, employees, agents, contractors (including independent contractors). Exhibitors, registrants, and events comply with all federal, state, and local laws, ordinances and regulations now or hereinafter in effect, and obtain all permits and licenses, bonds and insurance required for conducting any Event. Show Management or the Event Organizer shall take all steps reasonably achievable to ensure that its officers, agents, employees, contractors (including independent contractors). Subcontractors, exhibitors, registrants, and other persons attending the events, comply with any rules and regulations regarding use of the San Jose Convention & Cultural Facilities established by the Event Services Manager, as amended from time to time, and with the instructions of Event Services Manager or authorized Team San Jose employees.

Floor Load Capacity

The maximum load-bearing capacity of the floors in the San Jose Convention & Cultural Facilities is as follows:

- Exhibit Halls 1, 2, and 3 of the Convention Center each have floor loads of three hundred fifty (350) pounds per square foot.
- Ballroom A has a floor load of one hundred fifty (150) pounds per square foot.
- Parkside Hall has an unlimited load capacity. Floor protection measures are required to protect the carpeted flooring in all venues.

Illegal Activity

No performance, exhibition, or entertainment, which is illegal, shall be given or held at the San Jose Convention & Cultural Facilities. Show Management or the Event Organizer agrees that Show Management, its officers, agents contractors (including independent contractors), subcontractors, employees, and exhibitors shall not engage in any illegal activity, or permit any of the foregoing persons to engage in any illegal activity, in connection with any performance, exhibit, or entertainment at an event.

Intermission

All continuous programs lasting ninety (90) minutes or more, except religious services or other engagements specifically excluded by the Event Services Manager, must contain an intermission of not less than twenty (20) minutes, unless the Event Services Manager explicitly consents to a modification of this requirement.

Keys

A limited number of keys to interior doors and convention support spaces are available for your use. Key requests should be made thirty (30) days in advance with your Event Services Manager. Your Event Services Manager will issue requested keys on the first move-in day of your event.

Any keys issued must be returned to your Event Services Manager before leaving the San Jose Convention & Cultural Facilities on the last event day. There will be a \$100.00 per key charge for any keys that are not returned. Lost key charges will be added to your final invoice

Liens

Show Management or the Event Organizer must keep the San Jose Convention & Cultural Facilities free of any liens arising out of any activity at the Facilities or materials furnished or obligations incurred by Show Management in connection with any such activities. Show Management must notify Team San Jose at least ten (10) business days prior to the commencement of any work to be performed or materials to be furnished at the Facilities, which could give rise to any such lien, and shall post any bonds as required by Team San Jose. Team San Jose shall have the right to post and keep on the Facilities any notices that may be required by law or which Team San Jose may deem proper for the protection of Team San Jose and/or the Facilities from such liens.

Lighting

The Convention Center has dimmable fluorescent lighting in all Meeting Rooms with the exception of Meeting Room J. Meeting Room J and Exhibit Halls 1, 2 and 3 have non-dimmable metal halide lighting systems. The lighting in all public access areas is non-dimmable.

Ballroom A has the following special lighting features:

- Indirect fluorescent non-dimmable lighting
- Metal halide non-dimmable lighting
- Dimmable incandescent lighting
- Fixed theatrical lighting system with 24 lighting instruments and 12 dimmable circuits. See your Event Services Manager regarding rates for use of this system.

Meeting Room J has a fixed theatrical lighting system with 12 lighting instruments and 6 dimmable circuits. See your Event Services Manager regarding rates for use of this system.

Parkside Hall has a dimmable incandescent and metal halide non-dimmable system.

The Civic Auditorium stage has overhead lighting with three-color wash. Two followspots are located at the back of the house. See your Event Services Manager regarding rates for use of this system,

The Montgomery Theater, the Center for the Performing Arts, and California Theatre have full theatrical lighting systems with a front-of-house position, various overhead lighting positions, and followspots. See your Event Services Manager regarding rates for use of this system.

Loading Access

All exhibits, fixtures, materials, displays, and other property necessary for an event shall be brought into and out of the San Jose Convention & Cultural Facilities only at entrances designated by the Event Services Manager.

Loading Dock and Ramp

Your Event Services Manager will meet with event personnel to determine appropriate dock locations for vehicles to unload or load during move-in and move-out periods. Vehicles left unattended at the loading dock for an excessive period of time or are not part of the actual process of loading or unloading, are subject to being ticketed or towed. Parking is not allowed unless a permit is issued by the Event Services Manager. Limited dock parking is available for you and your service contractor. Arrangements must be made in advance with your Event Services Manager.

Show Management or its service contractor is responsible for cleaning loading dock areas of all excessive trash, debris, skids, and equipment related to your event and depositing them in the appropriate recycling container in our East Warehouse. Failure to do so will result in additional charges to the event for the costs of cleaning the dock area. Team San Jose reserves the right to require an off-duty San Jose Police Officer on the loading dock during the event move-in and move-out at Show Managements expense.

Lost and Found

It is recommended that you have a lost and found area during your event. At the conclusion of the event, you may leave unclaimed articles with your Event Services Manager. All lost and found articles are logged and placed in the Administration Office located at the San Jose Convention & Cultural Facilities for approximately two months, after which time they will be donated to a charitable organization. For lost and found information, call the Administration Office. During large, public events (especially where children may be attending), you are encouraged to have a lost and found station available for paging during an event.

Marshalling Yards

The San Jose Convention & Cultural Facilities has leased a marshalling yard located under Interstate 280, two blocks from the Convention Center. For availability and rates, please contact Team San Jose's Booking Manager.

Media Parking

Media vehicles may park within the Convention Center Garage or in designated parking areas on Almaden Boulevard or Market Street. Media vehicles may not park in Facilities turn-outs at the San Jose Convention Center or Parkside Hall.

Motorized Vehicles in Exhibit Halls

Authorization must be obtained from your Event Services Manager to drive vehicles onto the Exhibit Hall floors during move-in and move-out. Unless vehicles are an integral part of display, they must be removed after unloading or loading. Diapers or drip pans must be placed under any vehicle being displayed. Exhibitors or Show Management are responsible for any floor damage caused by spillage of fuels, Oils, or similar substances. All vehicles must conform to Fire Marshall Regulations. See the Fire Regulations section of this Guide.

Motorized Vehicles on Carpet Areas

Approval must be obtained from your Event Services Manager (and the Fire Marshall) before motorized vehicles may be exhibited within the San Jose Convention & Cultural Facilities. Specific measures to protect carpeted areas must be addressed before approval may be granted. Access is limited on the concourse areas, and access to the concourse and arcade levels is limited by door opening widths. Diapers or Drip pans must be placed beneath any vehicle being displayed.

Nondiscrimination

Show Management or the Event Organizer may not discriminate in any way, against any person on the basis of age, sex, race, color, creed, disability, or national origin or in any other manner in connection with or related to the Event or with the use of the San Jose Convention & Cultural Facilities

Obstructions and Fire Hazards

Show Management or the Event Organizer shall not engage in any activity, or permit any of its officers, agents, contractors (including independent contractors), subcontractors, exhibitors, registrants, and other persons attending the event, to engage in any activity, which will obstruct or interfere with the rights of any other user of the San Jose Convention & Cultural Facilities, or otherwise interfere with free access to and from the Facilities or any other portions of the Facilities, or will cause damage to the Facilities, or is prohibited by a standard form of fire insurance policy, or will in any way increase or affect the then existing rate of any fire or other insurance at the Facilities. No open flames including candles shall be permitted in the Facilities, without express written consent of the Event Services Manager

Show Management or the Show Organizer must pay for any charges imposed by the Fire Department for responding to a fire alarm at the San Jose Convention & Cultural Facilities during the event or otherwise as a result of the event, unless such fire alarm was caused by Team San Jose's negligence or willful misconduct.

Opening House

Show Management must open the doors of its event as advertised unless otherwise agreed to by the Event Services Manager.

Additional charges may be incurred if the event begins before the contracted time or extends past the contracted time of your Facility Use Agreement. Your Event Services Manager can provide additional information for cost.

Post Event Function Room Condition

When utilizing any space in the San Jose Convention & Cultural Facilities, Client is responsible for returning the facility in the same condition as received (except normal wear and tear), free and clear of all debris. Unmarked materials that are left behind are subject to disposal. Disposal fees, if applicable, will be charged to Show Management. Team San Jose and the facility are not responsible for any equipment or materials left behind by you or any of your vendors at the conclusion of your event.

Painting

No painting is allowed in the San Jose Convention & Cultural Facilities, other than minor touch-up painting.

Promotional Materials

It is necessary that we review any materials that you may wish to use or print regarding San Jose or the San Jose Convention & Cultural Facilities in order to ensure their accuracy.

In addition, Team San Jose and the Bureau have many promotional photographs and materials available for your use. If desired, your Sales Representative or Event Services Manager can provide you with this promotional information.

Registration Space

As available, and with consideration to other users, lobby registration space will be provided. Registration equipment must be provided by outside suppliers. Staffing for registration can be arranged through the San Jose Convention & Visitors Bureau.

Preliminary floor plans for registration in the lobby or the Exhibit Halls must be submitted six (6) months in advance for approval by the Fire Marshall. The copy of the floor plan with the Fire Marshall approval is to be submitted to your Event Services Manager forty five (45) days prior to your event move-in by you or your service contractor.

Rigging

All production rigging will be coordinated exclusively by VAE Corp. who will use qualified technicians from local unions to perform these duties. Rigging plans and/or drawings should be submitted to VAE Corp. at least fourteen (14) days in advance of the event. Rigging plans and/or drawings should include:

- Load capacities
- Dimensions
- Locations
- Installation methods

Please contact Zack Brush with VAE Corp. for rates and additional information.

Seating Capacity, San Jose Convention & Cultural Facilities Capacity

Show Management or the Event Organizer may not sell, or permit to be sold or distributed, tickets or passes in excess of the capacity of the San Jose Convention & Cultural Facilities, or admit to the Facilities a larger number of persons than can legally, safely, and freely move about within the facility. The maximum capacities for the Facilities are on file with the Event Services Manager.

Security Deposit

Show Management or the Event Organizer may be required to deliver to Team San Jose a reasonable security deposit if a prior event you organized resulted in damage to the San Jose Convention & Cultural Facilities or, if the Event Services Manager determines in his or her reasonable judgment, that there is a risk of damage to the Facilities. The Event Services Manager shall give Show Management notice that a security deposit will be required at least five (5) business days prior to the due date. Any or all of the security deposit that is not needed to satisfy such costs will be refunded without interest to the client upon the expiration or termination of the Facility Use Agreement.

Security Locks

Upon request, security locks can be installed in designated rooms for an additional charge. One key for each secured lock is kept for emergency purposes in the Team San Jose Security Control Office located at the Convention Center. Advance arrangements can be made with your Event Services Manager to secure specific rooms. There is a \$25.00 charge to re-key each designated door lock. There is a \$100.00 per key charge for security keys not returned prior to departure on the last event day.

Service Desk

Space for service desks should be included on all floor plans. Space is limited to accommodate service desks outside of contracted exhibit and/or meeting space. Contact your Event Services Manager for information. Please make requests sixty (60) days in advance of first contract date.

Services Provided

Team San Jose will provide appropriate heating/air conditioning and overhead lighting for ordinary use in the areas occupied by your event, during normal event hours, as described on the Summary Pages of the Facility Use Agreement. Team San Jose will provide without extra charge:

- Cleaning consisting of washing, mopping, sweeping, vacuuming, trash removal, and maintaining supplies as needed in the areas accessible to the general public and event attendees, but not including exhibit space and carpeted aisle space.
- One mid-day cleanup in session rooms where more than one session is scheduled per day.
- The initial set-up for each meeting room (excluding exhibit halls) to be utilized by the client under the Facility Use Agreement (including, subject to availability, tables, chairs, lecterns, trash receptacles, and one paging microphone in an exhibit hall).
- An Event Services Team to oversee and support the event.
- If available, dressing rooms, box offices, and show manager offices.

Set-up Changes

Your final event plan, which includes meeting room set-ups, is to be provided to your Event Services Manager forty five (45) days before your first move-in day. Set-up changes made one to twenty-one (21) days prior to the first date of your event may be assessed additional late charges for staff time. Requests for adjustments after set-up will be handled as expeditiously as possible and you will be advised, when possible, of the approximate cost of those changes. Team San Jose reserves the right to charge for excessive, unplanned changes or numerous changes per day.

Signs and Banners

Signs, banners, posters, placards, displays, or other materials may not be attached or affixed to walls, doors, panels, columns or other portions of the San Jose Convention & Cultural Facilities by any method, unless first approved by your Event Services Manager. All signs and banners must be hung by labor contracted through the Sign and Display Union, Local 510. For approved hanging methods, specific locations, and weight limits, contact your Event Services Manager. All

banners and advertising located at the Facilities are subject to advertising fees. Installation and removal of banners and advertising must be provided by Show Management or the Event Organizer, at their expense. Any damage to the Facilities caused by prohibited affixation or attachment is the responsibility of Show Management or the Event Organizer, and you will be fully liable to Team San Jose for any damage. No advertisement of the event may be placed in the public right of way, except as permitted in Chapter 23 of the San Jose Municipal Code, and Show Management or the Event Organizer is liable for payment of charges imposed by Team San Jose for removal of any illegal signs advertising the event or any portion of it.

Following are general banner and signage guidelines:

- Plastic-coated cables or other similar coated materials may be utilized.
- Interior banners may be suspended from the slotted aluminum ceiling slats on the Concourse level and from the suspended cable on the back wall of the Registration Area. Banners are not to be suspended from ventilation panels or sprinkler heads.
- Signage may be displayed in glass sign cases, on portable sign holders, bulletin boards, easels or other fixed method with approval from your Event Services Manager. Show Management or the Event Organizer is responsible for the provision, installation and removal of such materials.
- Signs are not allowed to be taped, tacked, stapled, nailed or otherwise affixed to any wall or surface in the San Jose Convention & Cultural Facilities.
- The Arcade is considered public space for all events in the San Jose Convention Center. Any signage in this area must be approved by your Event Services Manager.
- Your Event Services Manager can provide you with a specialized tape to attach signage to the meeting room lecterns for your event. Adhesive tape is to be avoided.
- You may not place signage inside the Convention Center Parking Garage.

The San Jose Convention & Cultural Facilities does not provide directional signage for your event. It is your responsibility to create and provide adequate signage to inform your guests of the room name of your event to direct them to the appropriate section of the Facility. See your Event Services Manager for further information.

Ticketed Events

Ticket Sales, Controls and Accounting

The Facility Use Agreement must be in effect and any deposit or other security required by the Event Services Manager paid in full before any ticket sales to an event can begin. Whenever the Event Organizers fee schedule is based on a percentage of gross ticket sales, the Event Services Manager will prescribe the form of tickets, accounts, fidelity insurance, records, and reports that shall be used by the client in staging the event and accounting for the gross receipts. The Event Services Manager may, at any and all times, investigate or inspect any or all of the Event Organizers tickets, accounts, records, and reports as may be necessary for the purpose of verifying the amount of gross receipts. The Event Organizer is to secure all tickets from a bonded ticket printing company meeting with the approval of the Event Services Manager and is to direct the ticket company to transmit the ticket manifest directly to the Event Services Manager. Tickets are to show the price, show time, name of event, and venue and be in sequential, numerical order. When utilizing the services of a computerized ticket agency, the Event Organizer is to direct the ticket agency to provide the Event Services Manager with access codes and up-to-date ticket sales information.

The event Services Manager is acting for the accommodation of the client in the handling, control, custody, and keeping of funds, whether received through the box office or otherwise. The City and its agents and employees are not liable to the client or to any other person for any loss, theft, or embezzlement of these funds.

Ticket Prices, Complimentary Tickets, Passes

The Event Organizer is required to sell tickets at the prices that have been advertised. The Event Organizer must provide documentation of discounted tickets with sufficient information for Team San Jose to determine that discounts were granted only in accordance with the Facility Use Agreement. Complimentary tickets and passes are limited to no more than 10% of the number of tickets sold. The form of complimentary tickets and passes and the number which may be issued must be approved by the Event Services Manager. If more complimentary tickets and passes are issued than the number authorized by the Event Services Manager, the Event Organizer must pay to Team San Jose the applicable percentage for the unpaid admissions in excess of the approved number of complimentary tickets and passes, as though the highest admission charge had been collected. The Event Organizer must deliver to the Event Services Manager any tickets that remain unsold no later than one hour after the start of each performance or one hour prior to the end of each show day, as determined by the Event Services Manager.

The Event Organizer will be subject to additional charges as established by City Council if unsold tickets, accounts, records, and reports are not made available to the Event Services Manager in a timely manner or upon request of the Event Services Manager. The Event Organizers ticket manifest for the event shall be delivered to Team San Jose no later than fourteen (14) days prior to the first move-in day.

Ticket Office Lien

Team San Jose will have the first lien against ticket office receipts and all property of the Event Organizer upon the San Jose Convention & Cultural Facilities for all unpaid fees, reimbursable expenses, and appropriate Team San Jose taxes due for the event. If requested by the Event Services Manager, the Event Organizer must execute UCC-1 Financing Statement(s) for filing with the Secretary of State and/or the County Recorder and/or other security instruments reasonably required by Team San Jose to evidence its security interest in such receipts. Team San Jose is empowered to withhold from ticket office receipts all money and apply receipts to any amounts owed to Team San Jose. If funds are not available at the conclusion of the event, Team San Jose is empowered to impound the Event Organizers property. If unpaid charges remain ten (10) days after the end of the event or the expiration or termination of the Facility Use Agreement, whichever is earlier, Team San Jose shall have the power to deduct from receipts and to sell property at a public auction and to apply cash proceeds from the auction to the retirement of unpaid charges.

Site Inspections

We strongly encourage you to conduct a site inspection at the facility you have contracted to use. We request that site inspection arrangements be made in advance to assist us with the coordination of any in-house guests during this period and to enable us to prepare for your needs. Our staff makes every attempt to arrange site inspections in advance on non-event days.

Team San Jose reserves the right to conduct public tours and site inspections of the San Jose Convention & Cultural Facilities during your period of occupancy in such a manner as to not interfere with your event.

Trash Removal

Unfortunately, even with recycling, trash removal is an inescapable cost item. Each event at the Convention Center has access to our 40 cubic yard trash compactor for normal trash and debris. However, if trash generated from your event exceeds the 40 cubic yard capacity of the compactor, extra debris boxes will need to be brought in at an additional cost. Talk to your Event Manager if you have questions or about specific charges you are likely to incur. An estimate of your costs can be prepared based on the information you provide to them.

Utility Connections

The installation, maintenance, and removal of gas and plumbing connections may be made by Show Management or your contractors but only if approved in writing no less than twenty-one (21) days prior to the event by your Event Services Manager. The work to be performed will be at the sole expense of Show Management. Show Management may not do, or permit to be done, anything that may interfere with the effectiveness or accessibility of utility, heating, ventilating,

or air conditioning systems, or any portion of them, in the San Jose Convention & Cultural Facilities.

Electrical installations are to be completed only by electricians approved by and registered with Team San Jose. Show Management is responsible for contracting with a qualified service contractor for temporary hookups in the San Jose Convention & Cultural Facilities. All events are responsible for providing electrical equipment for staged productions and should ensure that all exposed electrical cables within rented space are covered. All electrical equipment and connections are subject to the approval of the in-house electricians.

Utility charges will be incurred by the event or service contractor for event electrical use in the San Jose Convention & Cultural Facilities.

Electrical, water, drainage, and air utility diagrams are available. Please contact your Event Services Manager for copies.

Fire Regulations

General Safety Requirements

These guidelines are provided to assist a successful and safe event. The fire and safety regulations pertinent to an event may include, but are not limited to, the following information.

- Literature on display shall be limited to a one day supply. Reserve supplies shall be kept in closed containers and stored in a neat and orderly manner in an approved location. Empty cardboard boxes shall not be in or behind the booth area.
- Fire codes prevent any item or device from being hung from or affixed to any sprinkler head or piping.
- Posted occupancy loads in the San Jose Convention & Cultural Facilities shall not be exceeded.
- Electrical installations shall be in conformance with the Uniform Building Code and the National Electric code. All extension cords must have grounded plugs. Equipment considered unfit for use, including extension cords, will be prohibited.

The following fees for services provided by the San Jose Fire Department may occur:

- Inspection Fee
- Fire Watch
- After hours Inspection of Fire Watch
- Permit Fees
- Variance Fees
- Plan review (if necessary)

Permits may be required for various operations involving, but not limited to, flammable, combustible liquids or materials. An on-site inspection will be required prior to issuance of a permit to determine location and safety of operations.

To obtain more specific information about the fire code requirements relevant to our facilities, please contact the Fire Marshall at:

**San Jose Fire Department
Bureau of Fire Prevention
Attention: Special Occupancy Section
170 West San Carlos Street
San Jose, CA 95113-2005
408-277-5323**

Because the fire codes may change with time, we encourage Show Management to reconfirm the fire code requirements prior to the event.

Display of Motorized Vehicles

Your Event Services Manager and the Fire Marshall must be notified in advance if motorized vehicles are to be displayed during an event. Displayed motorized vehicles shall comply with the following rules and may also have to comply with any additional rules and regulations required by the Fire Marshall:

- No vehicle may be started or operated within any assembly building during show hours.
- All fuel tank openings shall be locked or sealed in an approved manner to prevent escape of vapors.
- Batteries shall be disconnected. Connections shall be taped to prevent arcing.
- Adding or removing fuel, on site, is prohibited.
- Liquid petroleum fuel tanks shall be removed.
- A diaper or drip pan shall be placed under each vehicle.
- Vehicles shall not be moved during show hours.
- A vehicle key may be left in the Security Control Office for emergencies.
- Vehicle should have fuel level at 5 gallons or less.

Exhibit Booths

Exhibit booths and other structures, constructed within an area equipped with an automatic sprinkler system, shall not be constructed with any roof, ceiling, or other enclosure that would prevent the sprinkler system from protecting the booth area. For approved canopy structures, contact the Fire Marshall.

Exhibit booth stands and other like construction shall be substantial and fixed in position in specified areas (according to approved plans) for the duration of the show and/or exhibit.

Flame Retardant Treatment

All decorative materials or other combustible materials shall be made from a nonflammable material or shall be treated and maintained in a flame-retardant condition by means of a flame-retarding process approved by the San Jose Fire Marshall.

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. Exceptions are:

- Plywood or factory flame-proofed cardboard
- Tables covered with ordinary paper products if the material is attached flat against the table with no overhang
- Objects on display, such as arts and crafts

All flame-retardant materials are subject to a Fire Marshall test. Oilcloth, tarpaper, nylon, plastic cloth, and certain other plastic materials that cannot be made flame-retardant are prohibited in the facilities

Floor Plans

The client shall submit to the Event Services Manager a preliminary floor plan of the exhibit and registration areas drawn to scale indicating dimensions of all seating areas, stages, exhibit booths and aisles, no less than six (6) months prior to the event. Your Event Services Manager will notify you if your plan is suitable for submission to the Fire Marshall or if it may need modification before going to the Fire Marshall.

The client shall submit to the Fire Marshall eight (8) originals of a complete floor plan for the event for approval no less than sixty (60) days prior to the first contracted move-in day for the event. Plans submitted will be reviewed and if they meet the San Jose Fire & Building Codes, they will be stamped "Fire Clearance Granted Pending Site Inspection". Any changes or alterations required by the Fire Marshall must be incorporated into the floor plan approved and signed by the Fire Marshall. An original copy of the complete and final floor plan, signed by the Fire Marshall, shall be submitted by the client to the Event Services Manager no less than forty-five (45) days prior to the first contracted move-in day of the event. The Fire Marshall shall have final approval on all submitted plans. The client shall not commence occupancy of any portion of the San Jose Convention & Cultural Facilities or move any property into the Facilities, until the Event Services Manager has received and reviewed a complete and final floor plan signed by San Jose's

Fire Marshall. If upon final inspection, the Fire Marshall discovers any changes to the approved plans that create an unsafe environment, block exits, cause overcrowding of space or risk life safety to attendees, the Fire Marshall will delay or cancel the show opening until compliance is met and maintained.

Hazardous Materials

Hazardous materials, flammable/combustible liquids, and compressed flammable gases are prohibited inside the building. Hazardous materials are any substances or materials that have been determined by any federal, state, or local government authority to be capable of posing risk or injury to health, safety, or property. Hazardous materials include, but are not limited to, pesticides, acids, alkalis, poisons, corrosives, toxins, pool chemicals, and aerosols. Only empty containers shall be used for display.

When hazardous materials are to be brought into the San Jose Convention & Cultural Facilities by Show Management, its contractors, or exhibitors, you must notify your Event Services Manager in writing four (4) months in advance of the event. Storage or disposal of any hazardous materials in the facilities is prohibited.

Each Event is responsible for compliance with all federal, state, local laws, ordinances, and regulations concerning environmental laws and hazardous materials. A hazardous materials removal plan must be submitted to your Event Services Manager thirty (30) days in advance of the event.

Unless expressly permitted by the San Jose Fire Department, no open flames are allowed. Any special effects, decorative displays, operating equipment, or any exhibits of questionable fire safety must first be approved by the San Jose Fire Department before being installed.

For a current listing of regulated hazardous materials, containment standards, responsibility, permit applications, enforcement, etc. contact the City of San Jose Fire Department's Hazardous Materials Division at 408-277-4659.

Lasers

Lasers are permitted in the San Jose Convention & Cultural Facilities. All events must comply with all fire regulations, safety codes, and Facilities policies regarding the use of lasers. Arrangements for electrical power, water sources, water drainage, water pressure, water recycling processes, and the use of smoke or fog machines should be discussed in advance with your Event Services Manager. Additional charges for water connections and water use fees apply. Alternative water resources may be required by Team San Jose.

The presence of an on-site Fire Marshall may be required at your expense if, by using lasers, the ventilation and fire alarm systems have to be turned off during the laser performance.

Obstructions/Fire Extinguishers

Aisles and exits, as shown on the approved floor plan, must be kept clean, clear, and free of obstructions. A minimum aisle width of ten (10) feet shall be maintained at all times. All exit signs shall be unobstructed and visible at all times. Easels, signs, etc. cannot be placed beyond the booth area.

Fire extinguishers, hose cabinets, fire hose connections, fire alarm pull stations, and other fire alarm devices shall remain clear, visible, and unobstructed at all times. Additional extinguishers may be required where special hazards are created.

Prohibited Materials

Unless expressly permitted by the San Jose Fire Department, the use of the following materials is prohibited in the San Jose Convention & Cultural Facilities:

- Fireworks or pyrotechnics
- Blasting agents
- Explosives
- Compressed flammable gases (including liquid petroleum gas)
- Flammable gases
- 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
- Flammable liquids
- Flaming swords, fire batons, etc., and use of open flame devices

Pyrotechnic Permit and Insurance Required

Clients must obtain a permit from the San Jose Fire Department and deliver to the Event Services Manager a copy of such permit no less than seven (7) days prior to any use of fireworks, flashpots, explosives, or similar items (referred to as "pyrotechnics"). Fire liability insurance, approved by Team San Jose's Risk Management, must be in place prior to any pyrotechnics being allowed at the San Jose Convention & Cultural Facilities.

Show/ Exhibit Inspections

Compliance inspections may be conducted by the San Jose Fire Department during an event. These inspections may include:

- Walk-through inspections with Show Management or its authorized representative prior to the move-in/set-up period. This would be advisable for shows or exhibits, which have questionable problems or situations.
- Inspection of the show or exhibits during the move-in/set-up period.
- Once the show or exhibit has opened, periodic inspections may be made to ensure compliance with all fire regulations.

During the inspections and/or walk-through tours noted above, any problems or violations found are required to be corrected immediately.



Liability Insurance Requirements

All events held at the San Jose Convention & Cultural Facilities are required to have liability insurance coverage. The primary purpose of this insurance is to cover the people who will be attending your event. This type of insurance does not cover such items as theft, malicious damage, worker's compensation, or automobile insurance. California state law requires you to have worker's compensation insurance whenever anyone is working for you and/or automobile insurance whenever you or any of your employees are using a motor vehicle.

General Liability Coverage and Endorsements Required

- \$1,000,000 combined single limit
- Comprehensive form
- Premises operations
- Broad form property damage
- Personal injury
- Fire legal liability
- Additional Insured: Team San Jose and The City of San Jose, its officers, agents, and employees
- Additional Insured (if using the California Theatre): Team San Jose, The City of San Jose, and the Redevelopment Agency of San Jose, its officers, agents, and employees
- Policy is deemed primary insurance
- Policy will act for each insured and additional insured as if a separate policy had been written for each and will not act to increase the limits of liability under the policy
- A minimum of sixty (60) days notice of cancellation or changes of coverage

A standard form "Certificate of Insurance" is required and must include the name and date(s) of your event, including move-in and move-out dates, and additional insured. Your Certificate of Insurance is due in our office sixty (60) days prior to move-in of your event.

Your Certificate of Insurance can be sent to:
San Jose Convention & Cultural Facilities
Attention: Sales Department
408 Almaden Boulevard
San Jose, CA 95110
Fax: 408-271-0799

Failure to show proof of insurance by submitting a valid Certificate of Insurance will result in the cancellation of your event.



Environmental Policies

Solid Waste Reduction and Recycling

Monitor solid waste disposal

- Identify volume and percentage of recycled solid waste.
- Assess and audit waste composition regularly.

Reduce paper

- Set black-and-white copier default to duplex printing.
- Purge mailing lists quarterly to eliminate duplication.
- Maintain forms on electronic media and print only as needed
- Remove company and employees from junk mail lists.
Visit www.junkmail.org.
- Order supplies electronically.
- Use continuous-circulation envelopes for intra-office and City mail.

Reduce other waste

- Use bulk-dispensed soap in rest rooms.
- Centralize purchasing to eliminate duplication and attention to waste reduction policies.
- Select products with minimal and/or recyclable packaging.
- Purchase reusable (rather than disposable) office supplies – e.g. refillable pens, pencils and calendars.
- Purchase in bulk to minimize packaging. Make sure we need everything we are purchasing.

Recycle and reuse materials

- Recycle:
 - Office paper – computer, copy, letterhead
 - Mixed paper – color, glossy, junk mail, magazines, directories
 - Newspaper
 - Food and beverage plastics – Numbers 1 to 7 inside chasing recycling arrows (except #6 polystyrene – Styrofoam)
 - Beverage bottles and cans
 - Corrugated cardboard
 - Plastics
 - Glass
 - Carpeting
 - Pallets
 - Food waste
 - Green waste

- Reuse unwanted but usable items – e.g. furniture, supplies, scrap material – by donating them to schools, churches, hospitals, libraries, non-profit organizations, teacher resource organizations, etc.
- Purchase recycled-content and environmentally-conscious products
- Copy, computer and fax paper – 30 percent recycled content
- Folders and other office products – 30 percent recycled content
- Soaps, detergents and cleaners
- Carpet
- Toilet paper, tissues and paper towels

Energy Conservation

Optimize the use of the cogeneration system

Increase the efficiency of the HVAC system

- Perform regular maintenance on HVAC system
- Apply window film to reduce solar heat gain
- Shade sun-exposed windows and walls during the cooling season with awnings, sunscreens, shade trees, or shrubbery
- Maintain thermostat settings of 68 degrees for heating and 78 degrees for cooling

Implement equipment/facility changes

- Select computer and office equipment with the Energy Star logo
- Increase the efficiency of incandescent fixtures
 - Replace incandescent bulbs with halogen, compact fluorescent or low-voltage track lighting
 - Install occupancy sensors, bypass/delay timers, photocells, or time clocks
- Increase the efficiency of fluorescent fixtures
 - Replace magnetic ballasts with electronic ballasts
 - Install T-8 or T-5 lamps
 - Replace warehouse fixtures with high-pressure sodium or metal halide
 - Disconnect unused ballasts in delamped fixtures
 - Replace burned-out lamps quickly to avoid ballast damage
- Increase the efficiency of signage
 - Install LED marquees and signage
 - Install electroluminescent exit signs
 - Use compact fluorescents in existing exit signs

- Improve employee practices
 - Turn off lights when leaving an area
 - Set refrigerator temperature to 38 to 42 degrees, freezer temperature to 0 to 5 degrees
 - Close blinds to reduce air conditioner load during cooling season

Water Conservation

Improve facility maintenance practices

- Regularly check for and repair all leaks
- Install low-flow aerators (1.5 GPM) in all kitchen faucets
- Use dry sweeping, water-efficient “spray brooms,” or low-flow spray nozzles to wash down concrete or asphalt surfaces
- Improve landscaping water practices
 - Test irrigation sprinklers every quarter and adjust them for each season
 - Select drought-resistant plants
 - Hydrozone: Group plants with similar water requirements on the same irrigation line
- Install more efficient restroom fixtures
- Replace pre-1992 toilets with 1.6 GPF units.
- Replace the flush mechanism in urinals with 1.0 GPF diaphragms or install waterless urinals
- Install self-closing faucets in rest room

Pollution Prevention

Improve construction, maintenance and janitorial practices

- Select Green Seal cleaning products
- Label all storm water drains with “No dumping, flows to bay” message
- Wash equipment, flooring materials, and other items where wash water can be directed to a sewer drain
- Clean parking lots with sweepers and equipment that collects dirty water
- Keep dumpsters covered when not in use
- Routinely check company vehicles for leaks and establish a “ground staining” inspection routine
- Select low-emission building materials, carpets, fixtures, and furniture for remodeling projects.

Implement environmentally-conscious pest management practices

- Specify and use “least toxic” pest control methods and products
- Use traps, baits, barriers, and biological controls

- Select less toxic pesticides such as soaps, oils and microbials, and apply as needed rather than on a set schedule
- Landscape with pest-resistant plant varieties

Implement environmentally-conscious employee practices

- Purchase unbleached or chlorine-free paper products – e.g. paper towels and coffee filters
- Select rechargeable batteries and appliances
- Dispose of used batteries properly
- Do business with “green” vendors

Audiovisual service standards for outside audiovisual service vendors

Visual Aids Electronics (hereinafter called “VAE”) maintains full service, on-site audiovisual rental, staging and production services at the San Jose Convention Center and Cultural Facilities (hereinafter called “SJC&CF”). VAE and the SJC&CF recognize that certain groups may elect to bring in an outside vendor (hereinafter called “outside vendor(s)”). These guidelines have been developed to ensure the utmost safety and care for all guests of the SJC&CF and the SJC&CF premises, and to uphold a level of service and quality that is necessary to ensure a successful event.

- All outside vendors planning to do audiovisual work within the SJCCF must contact VAE and the SJC&CF no less than 45 days prior to load in. VAE and the SJC&CF will advise vendors of the provisions that must be met and will assist in assuring that your function runs smoothly.
- The SJC&CF is a full union facility. A contract with the IATSE Local 134 is in place between Team San Jose and the IATSE Local 134 and all labor for the audiovisual production portion of your event must be supplied by the Local 134 through VAE. Team San Jose serves as the exclusive payroll agent for all Local 134 Labor utilized in the SJC&CF. Please contact VAE for specific Labor quote for your event.
- All outside vendors planning to do audiovisual work within the SJC&CF must place on file with VAE and Team San Jose 30 days prior to load-in, a certificate of insurance evidencing commercial general liability (CGL) and commercial auto insurance (including but not limited to personal injuries, bodily injuries, premises/operations, completed operations/products, contractual liability, independent contractors (if any part of the work is to be subcontracted), broad form property damage and cross-liability coverage) with a minimum of \$2,000,000.00 per occurrence. The CGL policy must be endorsed to name VAE and Team

San José, the Redevelopment Agency of San Jose, their officers, agents, contractors, employees, and volunteers as additional insured under an ISO CG 20 10 11 85 or equivalent, indicate that such insurance shall be primary and not contributory with VAE or City of San Jose insurance or self-insurance and provide for a waiver of any subrogation rights against the City via an ISO CG 24 01 10 93 or its equivalent.

- Outside vendors must place on file with VAE 30 days prior to load-in a certificate of insurance evidencing workers' compensation coverage in accordance with California Labor Code section 3700 with a minimum of \$500,000 per occurrence for employer's liability and a waiver of subrogation policy endorsement in favor of the City of San Jose for all work performed by the outside vendor, its employees, agents and subcontractors.
- All outside vendors planning to do audiovisual work within the SJC&CF must sign the attached Hold Harmless Agreement 30 days prior to the event in order to protect VAE and Team San Jose the Redevelopment Agency of San Jose, their officers, agents, contractors, employees, and volunteers against claims or damages caused or occasioned as a result of their work performed and/or equipment utilized within the SJC&CF.
- All outside vendors planning to do audiovisual work within the SJC&CF must assume complete responsibility for equipment malfunction, loss, damage or theft. VAE and Team San Jose accept no responsibility for the outside vendors' lost, damaged, malfunctioning or stolen property.
- All outside vendors planning to do audiovisual work within the SJC&CF must dress (drape) all screens, carts and stands in accordance with VAE's standards.
- Cable ramps must be used on any and all cabling that crosses any public or service doorways and hallways.
- Gaff tape must be used to secure cabling that is not placed against any wall. All cable runs should be straight and/or at 90 degree angles. Tape is never to be used on walls, doors, wooden floors, trim, and ceiling surfaces.
- To maintain the integrity of the in-house audio systems, outside vendors are not permitted to patch into these systems without the assistance of a VAE technician.
- Storage space for outside vendors planning to do audiovisual work is the sole responsibility of the outside vendor. Under special

circumstances, the SJC&CF may provide space. A rental fee will apply and a cleaning fee if appropriate based on the condition of the space to be billed to the vendor. Nor outside vendor's equipment, carts, stands, or cases are to be stored in the back service hallways, freight load-in areas, service storage areas, emergency exits, and stairwells at any time.

- The outside vendor is completely responsible for leaving the SJC&CF in the condition it was given to them. This includes disposal of all trash, gaffer/duct tape, props, cardboard, plastic, etc. If a dumpster is required, advance notification and approval must be received. Cleaning fees will be assessed should floor, wall, door or ceiling marks require more than traditional cleaning.
- Electrical requirements must be presented show management's contracted & approved electrical contractor or to Edlen Electrical Exhibition Services 14 days prior to the event. If power requirements are supplied by Edlen, services will be billed by the SJC&CF to the group's master account at the prevailing rates.
- Nailing, screwing or similar actions into staging, ceilings, flooring, doors, podiums and/or walls is strictly prohibited. This is to preserve the integrity of the SJC&CF property.
- Rigging requirements must be presented to VAE 30 days prior to the event. The SJC&CF has an exclusive agreement with VAE, when rigging audiovisual and lighting equipment from ceilings or walls is permitted. It is mandatory that a certified rigger from VAE be hired and utilized by the outside vendor. For rigging fees, please review the attached VAE Rigging Policies.
- Banner hanging should be coordinated with the SJC&CF. The SJC&CF will advise of any fees and regulations.
- Scissor Lifts and/or Ladders are not available for use. These are the sole responsibility of the vendor. Any lifts to be used must be hydraulic powered and have the wheels covered. The SJC&CF does not have space for lift storage and the vendor is responsible for making necessary arrangements.
- All outside vendors planning to do audiovisual work must meet the following dress code to work in the SJC&CF: Polo shirts, slacks and polished shoes must be worn at all times. No t-shirts, jeans, shorts, muscle shirts or sneakers are permitted. Outside vendor employees must be clean shaven (neatly trimmed beards, mustaches, and goatees are acceptable) and practice good hygiene.

- All outside vendor's empty cases are to be removed from the public area and to be placed in a pre-determined and approved area. If such space is not available, the outside vendor must place all empty cases back in the vendor's truck.
- Room diagrams with exhibit, audiovisual equipment, and rigging requirements must be presented to VAE 30 days prior to the event.

Please refer to the San Jose Convention & Cultural Facilities Website for Additional Standards and Fees pertaining to Outside Vendors.