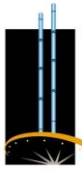


**Facilities User Guide for the Sacramento  
Convention Center Complex**





SACRAMENTO CONVENTION CENTER



CLASSIQUE CATERING



## Welcome!

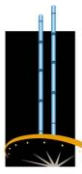
On behalf of our entire team, welcome to the Sacramento Convention Center. Our talented team stands ready to provide you with the highest level of service and professionalism. We are thrilled to have you as our guest, and look forward to creating a memorable experience for you and your attendees.

To assist with your event planning process, we have created this facility guide which will allow you to take full advantage of the excellent services and amenities we proudly provide. This document is a helpful resource regarding the specific policies and procedures at our facilities and will be an invaluable tool as we work in tandem to create a successful event.

Additionally, our committed Event Services Team is on hand to assist you in the planning and coordination of your event details. Your dedicated Event Manager will personally ensure the planning process is as streamlined and effortless as possible. Your Event Manager will work behind the scenes with our team members and service partners to make sure your event is well executed and that your guests are greeted with excellent customer service as they arrive at our beautiful facility.

Again, we thank you for selecting our facility for your event and sincerely hope that you and your guests enjoy your visit to the sunny Capital of California. Please do not hesitate to let us know if there is anything we can do to enhance your experience while in our facility or during your visit. We thank you for the opportunity to deliver our distinctive brand of superior hospitality and look forward to welcoming you back again soon.

Sincerely,  
*Matthew Voreyer*  
General Manager  
Sacramento Convention Center Complex



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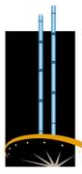
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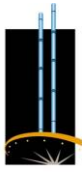
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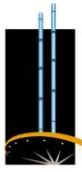
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## Sacramento Convention Center Complex Contact Information

Administrative Offices: 1401 K Street - Sacramento, CA 95814  
Phone: 916.808.5291 Fax: 916.808.7687  
Web Page: [www.sacramentoconventioncenter.com](http://www.sacramentoconventioncenter.com)

Memorial Auditorium: 1515 J Street – Sacramento, CA 95814  
Phone: 916.808.7812 (During event hours only)

Community Center Theater & Box Office: 1301 L Street – Sacramento, CA 95814  
Phone: 916.808.5181  
Advance Ticketing Box Office Hours: 10:00 AM – 6:00 PM Tuesday – Saturday  
Theater Deliveries: 1114 14<sup>th</sup> Street – Sacramento, CA 95814

Convention Center Loading Dock: 1401 K Street – Sacramento, CA 95814

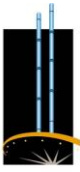
Classique Catering: 1100 14<sup>th</sup> Street – Sacramento, CA 95814  
Phone: 916.446.1215  
Website: [www.classiquecatering.com](http://www.classiquecatering.com)

WOMBO Communication: 1030 15<sup>th</sup> Street – Sacramento, CA 95814  
Phone: 916.492.9710  
Website: [www.wombo.com](http://www.wombo.com)

PSAV: 1030 15<sup>th</sup> Street, suite 100 – Sacramento, CA 95814  
Phone: 916.808.0139  
Website: [www.psav.com](http://www.psav.com)

Sacramento Convention and Visitors Bureau: 1608 I Street – Sacramento, CA 95814  
Phone: 916.808.7777  
Website: [www.visitsacramento.com](http://www.visitsacramento.com)

I.A.T.S.E. Local 50: 1400 N. 10<sup>th</sup> Street – Sacramento, CA 95811  
Local Business Agent: John Kelly  
Phone: 916.444.7654



## Adhesives

Acceptable adhesives are painter's masking tape (wall use only) or gaffer's tape (floor use only) available through hardware or specialty stores. Clear or duct tape is not allowed. "Stick-on" decals, signs or similar promotional items may not be used in or around the facility. Please note that cleaning and removal of non-approved adhesives by SCC staff are chargeable costs.

## Advertising, Publicity, Promotions

All printing and/or airing, must be approved by the Box Office Supervisor prior to all advertising for Box Office events held in the Sacramento Convention Center, Community Center Theater or Memorial Auditorium. Information sheets for ticketed events in these (3) venues are available through your Event Manager or the Box Office Manager. Copies of the SCC logo are available from your Events Manager for reproduction and inclusion in your literature. Please forward copies of proposed advertising materials to your Event Manager for review.

- Installation of any banners or advertising in the public areas is limited to associated contracted space and dates for the event.
- Facility charge of \$3.00 per square foot will apply to all Sponsorship & Advertising decals, banners etc., excluding sponsorship of those areas/items that are purchased through SCC in-house vendors. (This fee does not include any labor involved with the installation and/or dismantle of any banners, decals etc.)
- Design, rigging and installation of banners are subject to approval in writing and must be submitted to your Event Manager no later than 30 days prior to the first contracted move-in day of the event.
- For further details regarding advertising, publicity and promotion, please refer to your License Agreement or contact your Event Manager.
- The distribution of advertisements in the form of fliers, discount coupons and other written formats by you and/or your exhibitors and/or attendees is permitted in your contracted event meeting space only.
- The distribution of fliers or other materials on parked vehicles, and the distribution of stickers and other adhesive materials is strictly prohibited in all locations.

## Air Walls

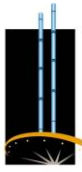
The moveable air walls in the Meeting Rooms, Ballroom, and Exhibit Halls are to be opened and closed by Convention Center personnel only. Any proposed changes should be planned with your Event Manager. Your Event Manager will assist you in determining if changes, planned or unplanned, are possible, and 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.

## Alcohol Consumption

The consumption of alcoholic beverages is restricted to the event area and during those times as designated jointly by the Event Manager and Licensee. For safety reasons, alcohol consumption is not permitted during set-up, move-in or move-out. Events serving alcoholic beverages must hire security personnel as per the regulations by the California Department of Alcoholic Beverage Control. Licensee is responsible for the costs associated with the security personnel.

## Americans with Disabilities Act (ADA) Compliance

In accordance with ADA, the Convention Center is responsible for permanent premises access accommodations, such as, but not limited to, ramp access, restroom accessibility, elevator standards, and door width standards. It is the licensee's responsibility to provide non-permanent accessibility requirements, such as, but not limited to, hearing-assisted or visually-assisted devices, and temporary seating accessibility and/or interpreters.



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## Animals

Except for service animals and animals participating in contracted events such as dog and cat shows, animals are not allowed in the Sacramento Convention Center. When any display includes pens or enclosures containing live animals, a protective coating such as plastic or visqueen must be used to protect floors and any Sacramento Convention Center equipment. Some type of absorbent [i.e. sawdust or fire-retardant wood shavings] must be placed within the pens on a frequent enough basis to minimize odors and ensure applicable health standards are maintained at all times. Curbing or bike racks must be provided to retain animals within the pens.

Animals must be supervised at all times. Exhibitor and/or show management must provide proper, timely disposal of absorbents and waste. Additionally, in accordance with California Health Department regulations, live animals or birds are prohibited in any area where food is stored, processed, offered for sale, or served; with the exception of service animals or patrol dogs accompanying police or security officers. The inclusion of any live animals in venues other than those previously stated must have prior approval from your Event Manager.

## Art Program

The Sacramento Convention Center is a proud participant in the City's comprehensive Public Art Program. There are numerous pieces of art located throughout the Convention Center Complex. These are permanent installations, which have been assigned a specific location and are part of the overall site design. They cannot be removed, covered, or tampered with in any way. For further information, please contact your Event Manager.

## ATM Machine

Automated Teller Machines (ATM) are located inside the Convention Center in the "J" Street Lobby and across from Starbucks along the 13<sup>th</sup> Street corridor. Additional ATM's are available inside the Community Center Theater Box Office Lobby and at the Memorial Auditorium.

## Audio Visual Services

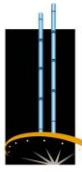
PSAV is the preferred in-house audio-visual provider and exclusive contractor for the house sound system at the Sacramento Convention Center (SCC). They are a full-service company, capable of supplying professional sound reinforcement, video projection, drapery, lighting services, digital signage, presentation management, content creation, capture-recording, audience polling, mobile conference applications and creative design.

The Convention Center has a permanently installed sound system throughout the facility. PSAV is the only authorized operator of the center's permanent sound system. If you choose to contract with another audio-visual supplier, they will be required to use PSAV for any integration into the house sound system. This guarantees that only trained staff, knowledgeable in the system's operation will be working with our technical equipment. PSAV will quote charges for sound system use and labor upon request, please call (916) 808-0139 for more information and a price quote.

## Authority and Event Management

The Sacramento Convention Center General Manager has full authority to act on behalf of the City of Sacramento in the management, administration, and control of our facilities. For the purposes of planning and presenting your event at the Sacramento Convention Center Complex, authority to act on behalf of the General Manager has been delegated to the Event Manager assigned to your event. To provide exceptional seamless service, all questions and requests for building services and equipment must flow through your assigned Event Manager who will be your primary contact and responsible for contacting the appropriate building section to service your event needs. If you have questions at any time, we encourage you to call our Sacramento Convention Center Events Team at (916) 808-5291.





## Balloons

Due to the complexity and costliness of retrieving balloons from various areas within the SCC, the Center will assess a fee for the retrieval and removal of wayward inflatables. Balloons are not permitted inside the Memorial Auditorium or Community Center Theater.

## Banners

City Ordinance prohibits any signage or posters to be hung outside of the Convention Center Complex or within the City of Sacramento. Any violation of the City Ordinance will result in a fine/penalty to the Licensee. Banners are allowed inside the Convention Center, although there are restrictions as to what, where, when and how the banners may be hung. No banner can be hung in the facility without prior written approval. No wires, ropes, etc. should be left behind. All items must be completely removed before the end of the License period. Convention Center staff may hang banners for a fee. Please contact your Event Manager for approval and specific requirements of every banner to be hung.

## Equipment / Inventory

A pre-determined quantity of standard equipment will be provided complimentary with each function room rented. Charges are applicable for equipment used that exceeds the complimentary allotment. Should your event requirements exceed our inventory, you will be responsible for the rental costs of additional equipment. Your Event Services Manager can provide a list of local outside vendors for additional equipment needs.

## Booking

First time users/promoters are required to fill out an "application for use" form prior to holding space at the SCC. This allows the SCC to familiarize itself with your company. Once your application has been approved, you will be working with the Booking Office to discuss date options and rental space appropriate for your event. Upon receiving your contract, please sign the SCC copy and return it within the designated time frame or the space you are holding may be cancelled. Clients who fail to return their signed documents and/or deposits by the due date noted on the contract may lose the use of that space. After the SCC receives the signed contract an Event Manager will be assigned to your event to answer logistical questions regarding set up, sound, equipment, etc. There are no refunds on contracted rooms unless the SCC can resell previously contracted rooms.

## Box Office

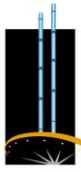
Tickets sold for events at the SCC are controlled through the SCC Box Office. For your convenience and protection, the SCC Box Office is the primary box office for ticketed events and should be listed as such in all advertising. Questions regarding box office issues should be directed to the Box Office Manager at (916) 442-4763.

## Candles

The use of candles is permitted if the flame is enclosed by glass one inch above the flame. Please check with your Event Manager and/or Catering Manager for specifics regarding candle use.

## Catering

Our knowledgeable and experienced food and beverage staff takes great pride in handling every detail, providing the utmost in quality and diversity while consistently exceeding expectations. Our unique menus and presentations are as varied as the clients we serve. Award-winning Classique Catering, a Centerplate Company is the exclusive provider of all food and beverage in the Complex, offering quality food and beverage at competitive prices. Arrangements for food and beverage are made directly with Classique Catering at (916) 446-1215.



### Alcohol Policy

Essentially, the Sacramento Convention Center operates under the same policies as restaurants in regards to food and beverage consumption.

- The consumption of alcoholic beverages is not allowed unless purchased from our food and beverage partner and consumed on premises. This includes move-in and move-out times.
- In some cases, a designated area for serving and consuming alcohol may be required.
- Classique Catering has the exclusive rights to the sale and service of alcoholic beverages in the SCC.
- Licensees are prohibited from bringing their own alcohol on site.
- The consumption of alcoholic beverages is restricted to the event area as designated in the License Agreement.
- Exceptions to these policies must be negotiated directly with Classique Catering and the SCC.
- Events serving alcoholic beverages must use security personnel as per the regulations by the California Department of Alcoholic Beverage Control, licensee is responsible for any labor fees.

### Concessions

- Classique Catering provides concessions stands for private or public events and requires notice for scheduling.

### Podium/Head Table Water

- Water is provided on a complimentary basis for head tables and podiums.
- (One set up in the morning & one set up in the afternoon.)
- Additional water services for event attendees are contracted through Classique Catering.
- Please contact Classique Catering for cost estimates at (916) 446-1215.

### Sampling

Food and beverage sampling is permitted with the approval of Classique Catering and the SCC within the following guidelines:

- Items dispensed are limited to products manufactured, processed, or distributed by exhibiting firm in the trade show.
- Items may be sampled only and cannot be sold.
- Beverages are limited to a maximum four (4) ounce container and three (3) fluid ounces of product.
- Food items are limited to 1"x1" bite-size portions.
- Food and/or beverage items used as traffic promoters [i.e. popcorn, coffee, bar service] must be purchased from Classique Catering, the exclusive in-house food and beverage partner.

If approved by Classique Catering, Alcoholic beverage sampling will be strictly monitored in accordance with the California Department of Alcoholic Beverage Control. Please contact your Catering Sales Manager or Event Manager for detailed requirements and forms. Food and beverage industry shows or events containing significant food and beverage elements may conduct sampling.

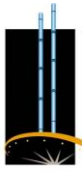
### Cleaning/Janitorial

**Public Space** - The SCC Staff cleans all public spaces, such as lobbies, restrooms, etc. We can also provide services relating to bulk trash removal, aisle carpet vacuuming and pre/post event cleaning for a fee. Please contact your Event Manager for prevailing rates. Excess pre or post event cleaning done by the Convention Center, and any additional trash hauls necessary, due to event operations, will be billed to the Licensee.

**Meeting Rooms** – Standard meeting rooms/ballroom cleaning includes sweeping of all carpet, trash receptacles and an overnight room refresh.

- The SCC provides a complimentary mid-day room refresh on event days only.
- Additional room refreshes can be arranged through your event services manager for a fee.

**Exhibit Halls** – You are responsible for returning the exhibit floor in the same condition you received it in. Cleanup of exhibit booths and aisles is the responsibility of the Exhibitors and the Exhibit Decorator from the time of move in to move out. There will be an additional charge assessed for cleaning tape residue or any other markings off the floor at the conclusion of your event.



- Included in the space rental fee is disposal of normal quantities and types of trash to the landfill.
- You will be charged all costs for removal of excessive amounts of trash (i.e. more than a 40 cubic yard dumpster) including the costs associated with obtaining and hauling trash containers.
- You are responsible for arranging and paying for removal of wooden crates, pallets, hazardous materials and equipment/materials left behind.
- The SCC assumes no responsibility for equipment or materials left behind.

**Loading Dock Area** – The General Service Contractor/Decorator must prevent trash and other materials from blowing around the grounds of the Dock area.

- The service contractor is responsible for cleaning the dock areas on a daily basis during and after the event.
- All packing materials and trash must be swept up and placed in appropriate trash receptacles.
- All card board must be broken down and placed in our recycling area
- It is not acceptable to sweep trash from the docks to the ground.
- Failure to follow the above polices will result in labor charges being posted to your final invoice.

**Miscellaneous Cleaning** - You will be invoiced for any additional cleaning beyond the aforementioned criteria. Additional charges will be assessed for removing tape residue on floors and for bulk trash [pallets, crates, carpet scraps, etc.] left after the License Agreement period expires.

### Coat Check Facilities

Coat checkrooms are located on the second floor across from Room 202 and on the north side of the Ballroom level located on the third floor. Portable coat racks are available in limited quantities and upon request. SCC does not accept responsibility for items left in coat checkrooms or on coat racks. Staffing for coat check services is available through the in-house ushering service. See your Event Manager for rates.

### Communications

**Cable Television:** The SCC can provide cable television programming signal in Exhibit Hall A & B and all rooms on the Ballroom level. Licensees need to arrange for audio-visual equipment associated with transmitting the signal.

**Courtesy Phones:** Courtesy phones are provided throughout our facility for immediate access to the Event Supervisor on site.

**Video Display Screen:** The video system has six (6) video monitors strategically placed in various locations throughout the facility. The programmable video system displays the events of the day.

**Satellite Dish Placement:** Should your event require set-up installation of satellite dishes, please notify your Event Manager. A satellite dish is available with down link capabilities only. Locations for uplink dish are limited. The SCC satellite dish signal can be routed to Exhibit Halls A & B and rooms on the ballroom level.

**Telephones:** Temporary telephone installation and rental is available through the exclusive provider in the facility, Wombo Telecommunications, Inc. at (916) 316- 8059 or visit their web site [www.womboinc.com](http://www.womboinc.com).

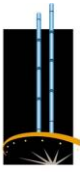
### Damages

Any alteration or activity that could leave lasting effects or damage in the Convention Center Complex are not allowed. Equipment and materials should not be leaned or placed against walls or any painted surface. Reasonable distance and care should be maintained at all times. For any display where soil, humus or other landscaping type materials are being used, a protective coating must be used on the floor such as plastic or similar strength material. Notify your Event Manager of any damage that occurs throughout the course of the show. The Convention Center staff will make all repairs and is the Licensee's responsibility to pay for the repair of damages.

### Decorators

We support the Sacramento Convention & Visitors Bureau Members and your Event Manager can provide a list of decorator firms who have the appropriate credentials on file to work in our Complex.

- Decorator companies are required to set up and tear down within the dates and times specified on the License Agreement.



- SCC must have a signed copy of the General Service Contractors and Service Providers Rules and Regulations on file with the SCC prior to move in.
- Decorator equipment, large boxes or crates cannot be stored in or around the building without prior approval of the SCC.
- Damage, rental, clean up or other costs incurred by the Decorator display or labor contractors are the responsibility of the Licensee.
- Materials should be delivered to the SCC via the “K” Street loading dock located at 1401 K Street. The Licensee/Decorator supplies labor and equipment for unloading and loading materials including, but not limited to forklifts, man lifts, hand trucks and dollies. (Forklifts, man lifts, hand trucks, flat bed carts, etc. are not available for use from the SCC.)
- The Licensee/Decorator is responsible for the exhibitor needs and requests during the event. These may include, but are not limited to extension cords, ladders, furniture and lights.
- A representative of the Decorator must be present and available at all times during an exhibitor move in and move out.
- To protect the Licensee from incurring damage charges during exhibitor move-in and move-out, only hand carried items are allowed over the carpeted areas.

### Deliveries

**Commercial** - The SCC cannot accept freight shipments on behalf of exhibitors before or during scheduled move-in times.

- Show/Event management will be responsible for consignment of all freight shipments.
- Show/Event management is responsible for the arrangements and related costs for off-site storage before, during and following the license period outlined in the License Agreement.

**Non-Commercial** - The SCC accepts shipment two days prior to contracted move-in, shipments arriving prior to that may be refused and requested to be returned to the SCC during the agreed upon move in time.

- The SCC is not responsible for loss or damage to deliveries made directly to the facility.

Should you have special requirements for deliveries, please contact your Event Manager.

### Diversity Commitment

The SCC is committed to treating all clients, guests, employees and suppliers with dignity and respect. Our goal is to help create an environment free from any form of harassment, discrimination or violence. Clients, their staff and suppliers are encouraged to support the facility in its efforts.

### Dressing Rooms

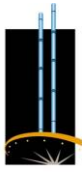
**Community Center Theater** has 12 (twelve) dressing rooms located in the backstage area. Each room contains chairs, mirrors and lighting. Shower facilities are available on the first floor.

**Memorial Auditorium** has a total of 21 (twenty-one) dressing rooms which are located on the second floor, each chorus room is equipped with a restroom and shower facilities.

### Electrical – Production Power

The Sacramento Convention Center charges our licensee for production power usage. The definition of “production power usage” is the utilization of any power requirements over and above the existing 20 amp wall outlets available in the contracted space (applies to Convention Center only).

- Production power encompasses any *production electrical services* including but not limited to lighting, audio visual or video services.
- It is incumbent upon the licensee to provide the General Contractor/Service Provider and SCC with their production power needs.
- All production power usage requests must be received at least (2) weeks prior to the move-in date outlined in the contract.



- The SCC will charge the licensee direct for any production power usage over and above the existing 20 amp wall outlets available in their contracted space.

### Elevators

**Freight Elevators:** The SCC is equipped with two (2) freight elevators. Use of freight elevators may be arranged through the Event Manager. For the safety and well-being of all individuals, freight elevators are not licensed for passenger use.

The Activity Building freight elevator is located on the first floor in the operations hallway. This freight elevator services rooms 201-205.

- Capacity: 7,500 pounds
- Cab Size: 8’W x 7’H x 7’D

The loading dock freight elevator is located in the middle of the “K” Street loading dock. This freight elevator services rooms 301-319.

- Capacity: 15,000 pounds
- Cab Size: 7’5”W x 9’11”H x 16’9”D

**Public Passenger Elevator:** Meeting rooms 100-205 has two (2) passenger elevators located off the 13<sup>th</sup> and K Street entrance. Meeting rooms 301-319 has one (1) passenger elevator located on the east side of the “J” Street Lobby. The Theater has two (2) passenger elevators, one on each side of the main lobby. In consideration of all individuals who use these elevators, furniture and equipment cannot be transported in them.

### Emergency Procedures

The SCC Emergency Plans & Procedures are updated regularly. Should there be an emergency; the facility has a trained Emergency Response team that will initiate the implementation of the plans and procedures. If you would like more detailed information on the SCC Emergency Plan and Procedures, please contact your Event Manager.

### Equipment Care

If you, a member of your crew, staff, any exhibitor, contractor, subcontractor, representative, agent, etc., or Exposition Service Contractor damage Sacramento Convention Center equipment or facilities through accident, abuse, negligence, or failure to follow the building’s operating procedures or policies, the Licensee will be charged the full, current replacement and/or repair costs.

### Escalators

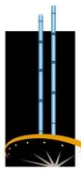
An escalator is located on the east side of the “J” Street lobby to provide transportation to the Ballroom level. Equipment and furniture cannot be transported on these escalators. Guests with wheelchairs and strollers are requested to use the public passenger elevators.

### Evacuation

If for any reason evacuation of the facility becomes necessary, please exit quickly but calmly following the directions of the SCC staff in the area. If possible, take staff and attendees lists and proceed as directed by SCC staff.

### Event Manager

Once a License Agreement has been issued and signed, an Event Manager will begin working with you. The Event Manager will assist in organizing staff and services available through SCC to ensure your event requirements are fully met. During your event, you will be able to contact either the Event Manager or Event Supervisor at the Duty Office located at the west end of the loading dock. The Duty Office can be reached from any courtesy phone or by calling (916) 808-5569 from an outside line.



## Event Planners Checklist

Our Event Planning Checklist is designed to assist you in the planning process and provide timelines as to when critical information is needed. The following items should be submitted to your Event Manager unless otherwise noted:

### 6-12 months prior to first move-in day:

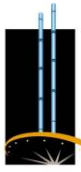
- Place your Event Manager and Catering Sales Manager on your mailing list.
- Submit an electronic .pdf file of your exhibit floor plans and exhibit hall lobby plans. If an electronic version is not available, submit three (3) preliminary printed scaled copies to secure Fire Marshal approval. This should be done prior to selling any booth space. Please allow up to fifteen (15) working days for processing.
- Review the SCC Facility Guide to become familiar with general Sacramento Convention Center policies and guidelines.
- Provide a copy of your previous meeting's event orders to your event manager.
- Review services and general in-house service partner policies [catering, audio/visual, and telecommunications].
- Provide contact information for any potential outside service suppliers, including:
  - Meeting Planning Consultants
  - Exposition Service Contractor
  - Production Company and/or Audio/Visual Company
  - Transportation Company
  - First Aid
  - Registration Company
  - Security

### 2-6 months prior to first move-in day:

- Submit revised exhibit hall floor plans for approval if applicable.
- Submit your preliminary meeting room schedule and set-up requirements for review.
- Submit preliminary security schedule for review.
- Submit any preliminary branding/sponsorship plans and renderings. Please see SCC Branding/Sponsorship information for additional details.
- Submit your transportation plan [buses, shuttles and parking].
- Submit Rigging plans to PSAV
- Submit your telecommunications request to WOMBO

### 1 month prior to first move-in day:

- Submit Final Event Requirements – Due 21 days prior to move-in:
  - Final floor plans (exhibits, registration, large productions, etc.)
  - Final Exhibit Hall Schedule (move in, carpet laying, final walk through, show hours, daily cleaning times, move-out) and any set-up requirements.
  - Final meeting/ballroom schedule and set-up requirements.
  - Any other ancillary service or equipment requests (scissor lift request, overnight lights, extra a/c for move-in, etc.).
- Certificate of insurance is due 21 days prior to move-in.
- Schedule a pre-convention and post-convention meeting with Event Manager.



**2 weeks from Event Move-in:**

- Submit any last-minute changes/additions/deletions to the final resume

**7 days prior to move-in**

- Sign off on Final Event orders

**3 Days prior to move-in / Pre-convention meeting:**

- Review Final Resume
- Discuss any last-minute modifications
- Receive Keys needed for event
- Schedule Post-Convention meeting

**Payment Terms:**

- Pay your rental balance and estimated expenses by the due date as noted on the Exhibit A of your contract.

**Any items received after the due dates are subject to additional fees based on time required to produce the event: i.e. unapproved floor plans, last minute changes, etc.**

**Please Note: All prices, inventory and terms are subject to change, but will be guaranteed one (1) year prior to your event.**

**Event Planning**

Every event is different; the policies, rules and regulations set forth in this document can not cover every scenario. Therefore, if there is something that is not covered in the Facility Guide, we reserve the right to determine necessary considerations on an as- needed basis. Our sole effort is to insure the success of your event and safeguard the safety and experience of all of our visitors.

**Event Staff/Ushers**

The SCC requires event staff for specific events including but not limited to ticketed events, social functions where alcohol is served and events open to the public. The number of event staff required will be determined with your Event Manager prior to your event date. Staff cancellations require 48 hours or a minimum charge of four (4) hours per staff member will be incurred. The SCC can provide several types of staff to help with your event. These include crowd control, crowd directors, coat check, doorguards, greeters, ticket takers, traffic management, ushers, etc.

**Exclusive Service Partners:**

To provide consistent, professional delivery of services, the Sacramento Convention Center has negotiated reasonable market value rates and contracted certain service partners on an **exclusive** basis. All contracted clients requiring any of the services listed below will be required to use the exclusive service partner.

- **Rates may not be marked up and/or re-sold.**
- Please contact your Event Manager for further information regarding these services.

**Food and Beverage / Catering Services:** All Sacramento Convention Center events are serviced by an exclusive, in-house food and beverage partner:

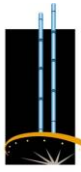
Classique Catering

Phone: 916.446.1215

Website: [www.classiquecatering.com](http://www.classiquecatering.com)

**Rigging Services:** All rigging services are managed and serviced by an exclusive rigging partner PSAV:

Rigging Form: [www.psav.com/RiggingForm](http://www.psav.com/RiggingForm)



Michael Mackey, Area Rigging Coordinator: 925.290.7492

Marcus Miller, Director of Sales, Event Technology: 916.808.0139

**Telecommunication Services:** All requests for voice, data, telephone, fax, broadband and wireless internet services, Dark Fiber Optic, and DryCat5E connectivity are serviced by an exclusive in-house event communications partner: Wombo, Inc.

Phone: 916.492.9710

Website: [www.wombo.com](http://www.wombo.com)

**Ticketing:** All ticketed events are serviced by the SCC Box Office or through our exclusive ticketing services partner: Tickets.com.

### Fire Regulations

- Aisles and exits, as designated on approved show plans, must be kept clean and free from obstruction.
- Fire lanes in and around the facility must remain clear and unobstructed.
- Adequate facility staff must be hired to guide vehicle traffic in these areas during move-in and move-out.
- Easels, signs, chairs, etc., cannot be placed beyond booth areas into aisles.
- Display literature is to be limited to reasonable quantities.
- Reserve supplies should be kept in closed containers and stored in a neat and compact manner.
- Show management is responsible for advising exhibitors that booths must be cleaned of combustible rubbish daily.
- All decorations, drapes, signs, banners, acoustical materials, moss, bamboo, plastic cloth and similar decorative materials must be flame retardant.
- Hay, straw, oilcloth, tarpaper, sisal paper, nylon, orlon and certain other plastic materials cannot be made flame retardant, therefore their use is prohibited.
- Tents & Canopies must have the Fire Marshall stamp of approval.
- Table coverings must be flame treated unless they lie flat, with an overhang of no greater than six inches.
- All flame effects require a Sacramento Fire Department permit. Additionally, use of pyrotechnics and certain flame effects require a Sacramento Fire Department licensed pyro-technician and permit. Issuance of this permit requires a minimum of three (3) weeks. An SCC Fire Watch Stage person is required and paid for by the Licensee.
- No open flames are allowed anywhere in the SCC. The only exception is Classique Catering, which has small decorative votive candles that have been approved by the Sacramento Fire Department.

### First Aid

The Licensee may hire at your own expense first aid personnel. Emergency services can be reached by picking up any courtesy house phone located throughout the facility. First aid attendants are strongly recommended for move-in, move-out and event hours. Please see your Event Manager for more information.

### Floor Loads

- Exhibit Halls - **350 pounds per square foot**
- Ballroom Level – **150 pounds per square foot**

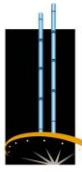
Please discuss your needs with the Event Manager if there are any concerns regarding floor load capacities.

### Floor Plans and Rigging Plans

To ensure maximum safety, floor and rigging plans require advance approval of SCC Engineering Services. To expedite the process, we would request that all plans are to scale and submitted 90 days prior to event date.

- Event name, date and location;
- Event type (trade show, consumer show, banquet, special event);
- Approximate daily attendance;
- Exits/entrances clearly marked;





- Aisles and aisle widths; and
- Dimensions of booths, displays, staging and other special items.

#### **Floor Types**

- Exhibit Halls - Concrete
- Activity Building - Carpet
- Ballroom Level - Carpet
- Theater - Carpet
- Memorial Auditorium - Wood/Concrete

#### **Helium**

All helium tanks brought into the SCC for use during events are to be stored and secured in an upright position in accordance with the Hazardous Chemicals Act. On-site storage of helium tanks requires discussion with your Event Manager.

#### **House Phones**

House phones are located on each level of the facility.

- J Street near Box Office
- Near Rooms 100 A & B
- Second Floor next to Room 201
- Each end of the Ballroom hallways

These are configured as "hot line" and only dial out (automatically) to the on-site Duty Supervisor.

#### **Indemnification**

The Licensee shall pay all costs and fees arising from the use of patented, trademarked, copyrighted or franchised materials, devices, processes, music, dramatic and other rights used in connection with the production of the Event. The Licensee shall indemnify and hold SCC harmless from any and all claims, damages, costs or expenses, including legal fees, suffered or incurred by SCC, in connection with the Event.

#### **Insurance**

All Licensees and their sub-contractors are required to provide a Certificate of Insurance for event and move in/move-out days; insurance coverage may be purchased through Center's insurance program.

#### **Internet**

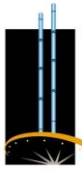
Complimentary wireless internet is offered in the 13<sup>th</sup> street and J Street lobbies. Please contact WOMBO at 916.492.9710 for dedicated internet in rentable spaces.

#### **Keys-Room Security**

The Convention Center has the capability to change/re-core door locks to designated rooms.

- The 1st room is complimentary and includes two keys, additional rooms are \$69.00.
- Request for keys should be made through the Event Manager and all keys must be returned on the last day of the event.
- There will be a \$175.00 per key fee assessed for any cyber key not returned.

In compliance with NFPA Life Safety Code, doors cannot be blocked, chained, or altered in any way. Sacramento Convention Center staff will access these rooms only in the case of emergency situations [i.e. fire alarms]. You are responsible for daily locking and unlocking of these rooms for event activity. It is also your responsibility to make arrangements with your Catering Sales Manager for delivery and removal of food and beverage services. Additionally, you should establish a daily cleaning schedule with your Event Manager of those rooms not furnished by your Exposition Service Contractor.



## Labor

SCC provides information as to the types of labor required within the facility. When SCC Staff provides labor, the cost is charged directly to the Licensee. Your Event Manager can supply you with a cost estimate for SCC employees only.

## Licenses

The Licensee is responsible for obtaining all licenses, permits and approvals from the appropriate regulatory boards and authorities that may be required for staging the Event (including business and amusement licenses.) The cost of these licenses will be the responsibility of the Licensee.

## Lighting & Air Conditioning/Heating

Energy conservation is of prime concern and minimal light and comfort levels will be maintained during show move-in/out.

- Thirty percent (30%) lighting “work lights” will be provided at no charge in all contracted spaces during move-in and move-out.
- One hundred percent (100%) lighting “show lights” will be provided one (1) hour prior to show opening.
- Lighting requests outside these parameters will be charged at the prevailing rate.
- Air conditioning/heating is provided during published event hours, one (1) hour prior to event start time.
- Air conditioning is not provided during move-in and move-out hours/days.
- Licensee requesting air conditioning during non-show periods will be charged at prevailing rates.

## Loading Docks

The loading dock areas are designed for the sole purpose of facilitating vehicles associated with the loading and unloading of event-related equipment. For that and other safety-related reasons, general parking for attendees or your staff is strictly prohibited.

- Dock space assignments will be provided by your Event Manager.
- The SCC reserves the right for access to at least one (1) dock space per building to support in-house and service partner deliveries.
- Storage of crates and empty trailers in or on the dock is permitted in certain situations [excluding combustibles], but will be closely monitored. Your Event Manager can provide additional information.
- Exposition service contractor may need to stage various delivery vehicles while awaiting Sacramento Convention Center dock space during move-in or move-out.
- The use of streets adjacent to the Sacramento Convention Center is prohibited.
- Please refer to the Marshalling Yard section of this guide or contact your Event Manager.

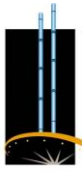
Exhibitor and freight entry to the Convention Center is via the loading dock. Located at 1401 K Street, the loading dock features 12 truck height bays, four of which feature adjustable loading plates. There are three direct access-loading ramps.

- Thirty-amp power is available in three bays with an L21-30 connector. Additional power up to 100A three-phase can be pulled into the same bays. Licensee must provide own extension cords.
- Freight may not be stacked or stored on the loading dock, in the loading bays or against fire exits, fire pull stations or fire hose cabinets.

Due to commitments to other events, not all bays and load-in areas will be available at all times. Usage requests for loading dock space should be directed to your Event Manager.

## Lost and Found

The Sacramento Convention Center assumes no responsibility for any losses suffered by you, your exhibitors, or general attendees due to theft or loss of equipment and articles or other personal property. Although we do not provide an official lost and found location, occasionally items are turned in to our administrative offices, located in the Sacramento Convention Center. Should you, your exhibitors, or any of your attendees misplace any items, you may contact the Administrative Offices at 916-808-5291 Monday through Friday, 8:00 am –12 noon and 1:00 pm-



5:00 pm or to your Event Manager. All lost and found articles are catalogued and stored for 30 days. After that period, all articles are disposed of at the sole discretion of SCC.

### Marshalling Yard

The SCC has a partnership with the City of Sacramento to use Miller Park as a marshalling yard. Miller Park is located at 2710 Ramp Way about 2.5 miles from the convention center. Please contact your Event Manager to arrange for the use of the Marshalling Yard.

### Meeting Rooms/Ballrooms

The SCC will provide one standard set-up for meeting rooms and ballroom at no charge with rental. Initial set-up will include seating (theater, classroom, hollow-square, conference or banquet style), podium, registration table and head table. Any additional equipment such as audio-visual, tablecloths for classroom tables and/or roundtables, staging, chairs, or tables can be provided at an additional charge.

- Any change/additions in the set-up during your event will result in an additional charge, unless it is used for a meal function. Please contact your Event Manager for equipment rental rates and changeover fees.

**Room Changeovers:** The SCC offers one set-up per event per day, any changes to the set-up day of event will be charged a fee plus air wall movement if required. The SCC will provide overnight changes based on scope and availability, additional labor fees may be required.

### Merchandise Fee

The sale of or distribution of novelty merchandise is prohibited without prior written approval of the Convention Center. All distributed materials, whether for sale or at no cost, must be distributed from locations approved by the Convention Center and are subject to a novelty fee.

### Motorized Equipment

Motorized vehicles and equipment (i.e. carts, forklifts, scooters, etc.) and other moveable equipment (i.e. dollies, pallet jacks, etc.) are not permitted in any lobby, pre-function or meeting rooms without prior approval of the Convention Center. If a manlift and/or dolly is necessary to complete the requirements of show management, their use must receive advance approval from the Event Manager, which will only be granted when the approved covering (i.e. plywood, polyethylene) is used to protect the carpeting in these areas. All motorized vehicles owned by SCC are to be operated by authorized SCC personnel.

### Motorized Vehicles in Exhibit Halls

Authorization must be obtained from your Event Manager to drive vehicles onto the Exhibit Hall Floors during move-in and move-out. Vehicles which are on display are subject to the following conditions: gas tanks are less than ¼ full, gas caps locked or sealed, batteries disconnected, drip pans are required under all vehicles while inside the facility and keys are to be left with the Event Manager. Consult your Event Manager if you have any concerns or questions.

### Noise/Volume Levels

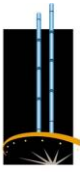
The Sacramento Convention Center retains the right to regulate the volume of any audio signals that interfere with any other Licensee's use of contracted space within the Convention Center boundaries or that is determined to be offensive or otherwise violates the terms and regulations of the License Agreement.

### Parking

[City of Sacramento Parking Information](#)

### Photography

SCC retains the right to take photographs of events for its own records and for publicity purposes. The SCC will follow the dictates of the promoter with respects of allowing cameras and video recording equipment into the complex.



## Plumbing

For plumbing services contact your decorator. Cold-water service is available in the Exhibit Halls. Due to restricted access to water sources on the exhibit floor, it is crucial that all plumbing requirements are ordered well in advance of the move-in for your show. Restrictions for the use of drains include, but are not limited to those outlined below. Please **DO NOT USE DRAINS** for the following:

- Disposal of grease of any kind
- Disposal of solids of any kind
- Disposal of solvents of any kind
- Disposal of hazardous materials of any kind

## Propane

In accordance with state and local safety codes, the use of propane is restricted to forklifts only. When not in use, propane tanks are to be removed from the interior of the facility. Please contact your Event Manager for any additional proposed uses.

## Pyrotechnics

Permits for Pyrotechnics shall be requested not less than 21 days in advance of the show. Requests are to be directed to your Event Manager in conjunction with the Sacramento Fire Department.

## Room Capacities/Set-Ups

Room capacities will vary depending upon your specific function requirements such as staging, lighting and audio/visual set-up. Please discuss your proposed function details with your Event Manager to ensure safe and appropriate allocation of space.

- Suggested capacities for meeting facilities can be found in the Facility Brochure.
- The chart reflects maximum amount of seating allowed in each room. Capacities will vary with the addition of staging, dance floors, or audio-visual requirements. Contact the Event Manager to confirm room capacities prior to preparing room specifications. If this information is not received within the required timeframe, and/or substantial changes are requested after labor has been scheduled, you will be invoiced for the labor to set and/or change these areas.

## Safe Operating Practices

The SCC has a zero tolerance policy for workplace violence, drug and alcohol abuse, unprofessional and discourteous conduct, and sexual harassment. These policies extend to any employee, vendor, and subcontractor affiliated with an event. The Company will take prompt action to investigate any situation and take corrective steps where necessary. The cooperation of everyone is appreciated so that our workplace is safe, friendly, and professional.

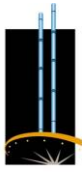
## Satellite Dish Placement

Should your event set-up require installation of satellite dishes, please notify your Event Manager. A satellite dish is available with down link capabilities only. Locations for up-link dishes are limited. The SCC satellite dish signal can be routed to Exhibit Halls A & B and rooms located on the Ballroom Level.

## Security

The Convention Center's public safety staff maintains twenty-four (24) hour security coverage for the Convention Center Complex perimeter areas and internal corridors. The public safety staff will also secure exterior access doors as well as monitor internal traffic flow.

- All incidents of injury, vandalism, fire, theft, etc. need to be reported to your Event Manager immediately.
- Following notification of any incidents, the public safety staff will initiate appropriate reports and investigations.
- Licensee is responsible for providing independently contracted event security for contracted space.



- Your Event Manager can provide you with the Sacramento Police Department approved security companies.

### Set-Up Charges

Last minute changes in set-up requirements will result in additional labor charges.

### Set-Up Instructions

SCC will request complete detailed information on the physical set-up of your Event. The sooner this information is available, the better we are able to provide for your exact needs. Your Event Manager will be able to provide general timeline as a guide for planning. Placing your Event Manager on your exhibitor and/or delegate mailing list will keep them better informed and allow us to anticipate all aspects of your Event or Show.

### Shipping & Receiving

See Deliveries for more information (Page 14).

### Signage and Decorations

Signs, decorations and related materials may not be taped, tacked, stapled, nailed or otherwise affixed to painted surfaces, columns, fabrics, windows, ceiling or decorative walls in the Convention Center. Please inform all show management staff and speakers, as well as exhibitors.

- Temporary signs may not be attached in any manner to permanent Convention Center signage.
- Adhesive backed decals and stickers may not be distributed in the Convention Center.
- Any costs incurred by the Convention Center for the removal of these items will be billed to Licensee.
- Use of glitter and confetti is not permitted in the Convention Center without the prior written approval of the facility.
- Costs associated with the cleanup of glitter, confetti and related materials are the Licensee’s responsibility. Please contact your Event Manager for fees.

### Smoking Policy

The City of Sacramento has adopted a “Smoke Free Policy.” Under this policy, smoking of any kind is prohibited in all areas of the SCC. This policy applies to all employees, clients, contractors and visitors. Licensees are responsible for informing their staff and enforcing this city policy. Your Event Manager can direct you to the various smoking area throughout the SCC.

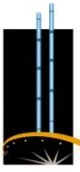
### Sound System

PSAV is the preferred supplier of in-house audio/visual services. Please see the Event Manager about a meeting with PSAV to discuss your event requirements or call them directly at 916-808-0139.

- SCC is equipped with public address sound system in the majority of its space.
- The audiovisual representative would be pleased to discuss event sound arrangements with you and provide a price quote reflective of your needs.
- The sound system in the Ballroom is designed for speech reproduction as well as background music.
- It is possible to connect the Ballroom system to provide one combined system.
- Audio inputs to the system can be made from various ports.
- Each of the meeting rooms is equipped with facilities for audio recording.
- Divided rooms may combine to form one system. Remote recording is possible for media services.
- For detailed information specific to your event needs, please contact your Event Manager or an audiovisual representative.

### Sub-Contractors/Sub-Contractor Employees (Insurance Requirements)

All sub-contractors are required to provide a Certificate of Insurance evidencing minimum one million dollar general



liability insurance as well as workers' compensation coverage.

- The certificate must name the Sacramento Convention Center (SCC), the city of Sacramento, their Officers, Agents and Employees as additional insured.
- The Certificate must also include a thirty (30) day cancellation notice.
- All sub-contractors and their employees must maintain generally accepted safe operating practices and follow all OSHA/Cal-OSHA guidelines to ensure a safe workplace.
- All sub-contractor employees must use the designated employee entrance/exits and must have proper identification badges for access to authorized areas.

### Taping Fee

Audio/visual taping of event held in the SCC is subject to the following policy guidelines:

- Ticketed commercial events providing audio/visual tapes for sale to attendees are subject to the contractual requirements of Classique Catering who is the exclusive concessionaire of the SCC.
- Events occurring at the SCC commercially rebroadcast will be subject to a fee of \$1,000.00.
- Conventions/Conferences taping general sessions, seminars or workshops and selling tapes to registered participants may be subject to fees. Contact PSAV at (916) 808-0139.
- Pre-registered events (i.e. seminars and educational shows) which sell audio-visual tapes of their events to the participants are subject to a selling fee of \$100.00 with an additional \$50.00 per item sold.

### Technology

Wombo Telecommunications, Inc. is the exclusive provider for all telecommunications and Internet services. They can be reached at (916) 492-9710.

### Ticket Sales & Handling (See Box Office for more information see Page 10).

Information pertaining to ticket sales and handling are outlined in detail in your License Agreement. Should you have any questions or concerns, please contact the Box Office Manager at 916-808-4763.

### Transportation Management Plan (TMP)

In accordance with the Supplemental Environmental Impact Report submitted by and for the SCC expansion (1992), the SCC has enacted the Transportation Management Plan (TMP). The purpose of the TMP is to mitigate potential traffic problems associated with events. This plan addresses loading, parking, and alternative methods of transportation (i.e. buses). Examples of events needing TMP include:

- Events with exhibitor participation
- Events utilizing the complete "J" Street frontage for attendee drop-off or pick-up
- Events with eight or more trucks at the loading dock
- Officers enforcing the TMP are authorized to tow vehicles in violation of the TMP or city ordinances, or any vehicles that compromise the integrity of the facility's life safe systems.
- For additional information regarding TMP, please contact your Event Manager.

### Video Display Screens

The SCC has six video monitors strategically placed in various locations throughout the facilities. The programmable system displays the events of the day. Your Event Manager can offer suggestions on how to post your event on the system.