



SAFE
CREDIT UNION

**CONVENTION
CENTER**



FACILITIES USER GUIDE



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Welcome On behalf of our entire team, welcome to the SAFE Credit Union Convention and Performing Arts District. 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.

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.

Sincerely,

Matthew Voreyer
GENERAL MANAGER
SAFE Credit Union Convention Center
SAFE Credit Union Performing Arts Center
Memorial Auditorium





Get in Touch.

Administrative Offices:

1401 K Street
Sacramento, CA 95814
Tel: 916-808-5291

encore—Preferred Audio Visual / Exclusive Rigging

1401 K Street
Sacramento, CA 95814
Tel: 916-808-5778

Sodexo Live! - Exclusive Food and Beverage

1401 K Street
Sacramento, CA 95814
Tel: 916-808-5750

Smart City—Exclusive Telecommunications

1401 K Street
Sacramento, CA 95814
Tel: 916-217-5992



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 Center staff are chargeable costs.

ADVERTISING, PUBLICITY, PROMOTIONS

Interior Advertising

Advertising is permitted in the common areas of the SAFE Credit Union Convention Center within your contracted space provided that the Licensee submits a floor plan identifying all advertising locations, and Operator approves all such advertising in advance in writing. Your General Service Contractor can provide you with a list and description of banner and signage locations that have been approved by the building as well as a list of approved materials for each application.

A \$4.00 per sq. ft. commission fee per location is payable to the SAFE Credit Union Convention Center for commercial advertising promoting an exhibitor's product or service if it is displayed in public lobby areas.

Exterior Advertising

The SAFE Credit Union Convention Center does not allow for any signs or banners on any of the glass windows, doors or on the exterior of the SAFE Credit Union Convention Center.

The Licensee is responsible for obtaining approvals. Check with your Event Manager and General Service Contractor for details regarding size, location, methods of attachment, and costs.

Licenses accept sole responsibility and liability for damage to any facility surface or component caused by application or removal of graphic materials.

Submission of two copies of full color rendering with all final copy and/or graphics and a production plan for installation, OR for digital submission, a PDF file containing all final graphics and copy.

Brand Placement Guide is available through your Event Manager.

AIR WALLS

The moveable air walls in the Meeting Rooms, Ballroom, and Exhibit Halls are to be opened and closed by SAFE Credit Union 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.

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 nonpermanent accessibility requirements, such as, but not limited to, hearing-assisted or visually assisted devices, and temporary seating accessibility and/or interpreters.

ANIMALS

Except for service animals and animals participating in contracted events such as dog and cat shows, animals are not allowed in the SAFE Credit Union 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 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.

ARMED GUARDS

In the interest of public safety, the SAFE Credit Union Convention Center may, at its sole discretion, require the presence of Sacramento Police Officers during certain events. Officers are scheduled at Client's expense. Armed security services must be provided from the City of Sacramento registered private patrol list / security list. Requests for Sacramento Police should be placed at least thirty (30) days prior to the first date of move-in. For assistance, please contact your Event Manager.

ART PROGRAM

The SAFE Credit Union Convention & Performing Arts District is a proud participant in the City's comprehensive Public Art Program. There are numerous pieces of art located throughout the Convention Center District. 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

ATMS

Automated Teller Machines (ATM) are located inside the SAFE Credit Union Convention Center, SAFE Credit Union Performing Arts Center, Memorial Auditorium, and an exterior location at 14th & J Street.

AUDIO VISUAL SERVICES

Encore is the preferred in-house audio-visual provider and exclusive contractor for the house sound system at the SAFE Credit Union Sacramento Convention Center. 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. Encore 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 Encore 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. Encore will quote charges for sound system use and labor upon request, please call (916) 448-5697 for more information and a price quote.

AUTHORITY AND EVENT MANAGEMENT

The 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 Convention Center, 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 Convention Center Events Team at (916) 808-5291.

BALLOONS

Due to the complexity and costliness of retrieving balloons from various areas within the Convention Center, we will assess a fee for the retrieval and removal of wayward inflatables. Balloons are not permitted inside the Memorial Auditorium or SAFE Credit Union Performing Arts Center

BANNERS

City Ordinance prohibits any signage or posters to be hung outside of the SAFE Credit Union Convention Center, 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.

BOOKING

First time users/promoters are required to fill out an "application for use" form prior to holding space at the SAFE Credit Union Performing Arts Center and Memorial Auditorium. This allows us to familiarize ourselves 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 our 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 we receive 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 we can resell previously contracted rooms.

BOX OFFICE

Tickets sold for events at the SAFE Credit Union Convention & Performing Arts District are controlled through the Box Office. For your convenience and pro-

tection, the 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 your Event Manager

CANDLES

With the exception to our in-house caterer, candles are not permitted. 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. Sodexo Live! is the exclusive provider of all food and beverage in the SAFE Credit Union Convention Center, SAFE Credit Union Performing Arts Center and Memorial Auditorium, offering quality food and beverage at competitive prices. Arrangements for food and beverage are made directly with Sodexo Live! at (916) 808-5750.

ALCOHOL POLICY

Essentially, the SAFE Credit Union Convention Center, SAFE Credit Union Performing Arts Center and Memorial Auditorium operates under the same policies as restaurants regarding 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.
- Sodexo Live! has the exclusive rights to the sale and service of alcoholic beverages.
- 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 Sodexo Live! and the General Manager of the SAFE Credit Union Convention and Performing Arts District..
- 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

- Sodexo Live! 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 is provided in the morning & one set up in the afternoon.
- Additional water services for event attendees are contracted through Sodexo Live!
- Please contact Sodexo Live! for cost estimates at (916) 808-5750.

SAMPLING

Food and beverage sampling is permitted with the approval of Sodexo Live! and the SAFE Credit Union Convention and Performing Arts District.

- Items dispensed are limited to products manufactured, processed, or distributed by the exhibiting firm in the trade show.
- Items may be sampled only and cannot be sold.
- Beverages are limited to a 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 Centerplate, the exclusive in-house food and beverage partner

If approved by Sodexo Live! 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 SAFE Credit Union Convention Center, SAFE Credit Union Performing Arts Center and Memorial Auditorium Staff clean 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 our staff, 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 over-

night room refresh.

- 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, 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 SAFE Credit Union Convention Center, SAFE Credit Union Performing Arts Center and Memorial Auditorium assume 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 cardboard must be broken down and placed in green cardboard bins or removed from property if bins are full.
- It is not acceptable to sweep trash from the docks to the ground.
- Failure to follow the above policies 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.

COMMUNICATIONS

CABLE TELEVISION

The Center can provide cable television programming signal in Exhibit Halls and Meeting Rooms. Licensees

need to arrange for audio-visual equipment associated with transmitting the signal.

VIDEO DISPLAY SCREEN The video system has video monitors strategically placed in various locations throughout the facility.

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 Center satellite dish signal can be routed to Exhibit Halls and Meeting Room Levels.

TELEPHONES

Temporary telephone installation and rental is available through the exclusive provider in the facility, Smart City at (916) 217-5992 or visit their web site www.smartcity.com.

DAMAGES

Any alteration or activity that could leave lasting effects or damage in the SAFE Credit Union Convention Center, SAFE Credit Union Performing Arts Center and Memorial Auditorium 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 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 SAFE Credit Union Convention Center, SAFE Credit Union Performing Arts Center and Memorial Auditorium staff will make all repairs and it is the Licensee's responsibility to pay for the repair of damages.

DECORATORS

Event Managers can provide a list of decorator firms who have the appropriate credentials on file to work in The SAFE Credit Union Convention Center, SAFE Credit Union Performing Arts Center and Memorial Auditorium

- Decorator companies are required to set up and tear down within the dates and times specified on the License Agreement.
- Decorator equipment, large boxes or crates cannot be stored in or around the building without prior approval.
- 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 SAFE Credit Union Convention Center 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 Center.)
- 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.
- (Forklifts, man lifts, hand trucks, flat bed carts, etc. are not available for use.)
- 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.

DELIVERIES

COMMERCIAL - We 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 We accept shipment two days prior to contracted move-in, shipments arriving prior to that may be refused and requested to be returned during the agreed upon move in time.

- We are 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 SAFE Credit Union Convention Center 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

ELECTRICAL – UTILITIES

EXHIBIT HALLS A & B – FLOOR UTILITY SERVICES

- Electrical Power at 30 ft. centers
 - (1) 100-amp receptacle
 - (1) 30-amp twist lock receptacle
 - (1) 30 amp 3-pole circuit breaker
 - (2) 20-amp duplex receptacles
 - (2) 20 amp 1-pole circuit breaker
- Plumbing at 30 ft. centers
 - (1) 3” plumbing drain
 - (1) 2” aux drain
- Plumbing at 60 ft. centers
 - (1) Water supply
 - (1) Compressed air
- Audio Visual connectivity at 60 ft. centers
- Technology fiber and data outlets at 30 ft. centers
- 6” bailout at 30 ft. centers

EXHIBIT HALLS A & B – WALL UTILITY SERVICES

Electrical Power

- (1) 30-amp twist lock receptacle
- (2) 20-amp receptacles
- 100-amp pin & sleeve receptacle (2 locations in Hall A)
- Data Outlets
- Audio Visual connectivity

Production Power

208V, 3PH, 200 Amp & 400 Amp Company Switches (1 location each Hall)

EXHIBIT HALLS A & B - CEILING UTILITY SERVICES

Electrical Power

- (1) 100 amp / 208 V / 3 Phase receptacle
- (1) 100 amp / 480 V / 3 Phase receptacle

EXHIBIT HALLS C & D – FLOOR UTILITY SERVICES

- Electrical Power at 30’ Centers
- 100 Amps total per floor box
 - (1) 100-amp, 3-pole, single throw circuit breaker 1 – 100 amp, 3 phase receptacle
 - (1) 30-amp, 3-pole, single throw circuit breaker 1 – 30 amp, 3 phase receptacle
 - (1) 20-amp, 3-pole, single throw circuit breaker 1 – 20 amp, 3 phase receptacle
 - (1) 20-amp, single pole, single throw GFI circuit breaker
 - (1) 20-amp, duplex outlet

AV connections 60 ft. centers alternating floor boxes each row

- 1 – 2” plumbing drain

Plumbing at 60 ft. centers alternating floor boxes each row

Non-potable water connection

Compressed air connection

(1) – 3" plumbing drain

- Telephone and data on 30 ft. centers

EXHIBIT HALLS C & D – WALL UTILITY SERVICES

60-amp 3 phase outlet

30-amp 3 phase outlet

20-amp duplex outlet

EXHIBIT HALLS C & D – CEILING UTILITY SERVICES

- Electrical Power at 90 ft. centers

HALL C

3 – 100 amp, 3 phase, 110/208-volt outlets 6 – 100 amp, 3 phase, 220/480-volt outlets

HALL D

16 – 100 amp, 3 phase, 110/208-volt outlets 6 – 100 amp, 3 phase, 220/480-volt outlets

Production Power - Can be used in Hall C or D but not both at the same time

(1) 400 amp, 3 phase, female camlock

(2) 200 amp, 3 phase, female camlock

(1) 100 amp, 3 phase, female camlock

BALLROOM A – FLOOR UTILITY SERVICES

(1) 30-amp twist lock receptacle (NEMA L21 – 30)

(2) 20-amp receptacles (NEMA L21 – 30)

Technology fiber and data outlets

Audio Visual connectivity

Bailout Access

BALLROOM A - WALL UTILITY SERVICES

(1) 30-amp twist lock receptacle (NEMA L21 – 30)

(2) 20-amp receptacles (NEMA L21 – 30)

Data Outlets

Audio Visual connectivity

Production Power

208V, 3PH

(3) 200 Amp CAM-LOK

(3) 400 Amp CAM-LOK

Ballroom B – Floor Utility Services

(20) 30 amp 120/208v (NEMA L21 – 30)

Ballroom B – Wall Utility Services

(8) 100-amp 120/208v 3 phase (Crouse-Hinds RPC-100)

(9) 60-amp 120/208v 3 phase (Hubbell Power-Lock 60 amp)

(18) 20-amp 120v Duplex outlets (NEMA 5 – 20)

Data Outlets

Audio Visual connectivity

ELEVATORS

FREIGHT ELEVATORS

The Center 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 first loading dock freight elevator is located in the middle of the "K" Street loading dock. This freight elevator services the Ballroom B meeting room level.

Capacity: 15,000 pounds

- Cab Size: 7'5"W x 9'11"H x 16'9"D

The second loading dock freight elevator is located near the West end of the loading dock. This freight elevator services the Ballroom A meeting room level.

- Capacity: 6,000 pounds

- Cab Size: 10'4"W x 8'0"H x 10'0"D

PUBLIC PASSENGER ELEVATOR

Meeting rooms A1 – A11 and meeting rooms 1 – 4 have (1) passenger elevators located in the West Lobby at 13th & K Street.

Meeting rooms B1 – B10 and Meeting Rooms 5 -16 have two (2) passenger elevators. One is located in the North Lobby on J Street and the other is located in the East Lobby on 15th & K Street.

Performing Arts Center 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 SAFE Credit Union Convention Center 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 Center 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 SAFE Credit Union 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.

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

ESCALATORS

Escalators are located in all three lobbies to provide transportation to the Meeting Room 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 Center staff in the area. If possible, take staff and attendees lists and proceed as directed by Center staff.

EVENT MANAGERS

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 SAFE Credit Union Convention Center to ensure your event requirements are fully met.

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.

EVENT STAFF/USHERS

The SAFE Credit Union Convention & Performing Arts District requires event staff for specific events. 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. We can provide several types of staff to help with your event. These include crowd control, crowd directors, coat check, door guards, 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 be-

low 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

- Sodexo Live! Tel 916.446.1215

RIGGING SERVICES

- For current rates or to schedule rigging services, contact an encore representative at <https://www.encoreglobal.com/rigging-request/>

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: Smart City Tel 916-217-5992 website: www.smartcity.co

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.
- 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. Fire Watch personnel are required and paid for by the Licensee.

- No open flames are allowed anywhere in the SAFE Credit Union Convention Center. The only exception is Centerplate, 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. First aid personnel are required for events with attendance over 1,000. First aid personnel are recommended for move in and move out. Please see your Event Manager for more information.

FLOOR LOADS

- Exhibit Halls - 350 pounds per square foot or HL-93 vehicular loading.
- Meeting Room 1 – 4 and 10 – 11 = 150 pounds per square foot
- Meeting Room 9 = 100 pounds per square foot
- Ballroom = 150 pounds per square foot. Can accommodate fork, boom, and scissor lift equipment.

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

FLOOR AND RIGGING PLANS To ensure maximum safety, floor and rigging plans require advance approval. 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.
- Dimensions of booths, displays, staging and other special items.
- FLOOR TYPES
- Exhibit Hall Level - Concrete
- Meeting Room Level - Carpet

HELIUM

All helium tanks brought into the SAFE Credit Union Convention Center 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

INSURANCE

All Licensees and their sub-contractors are required to provide a Certificate of Insurance 21 days prior for event.

INTERNET

Complimentary wireless internet for light tasks that are not bandwidth intensive, such as reading email and browsing the web are offered in lobbies and common areas at the SAFE Credit Union Convention Center. Please contact Smart City at 916-217-5992 for dedicated Internet and telephone services in rentable spaces.

KEYS-ROOM SECURITY

The Convention Center has the capability to provide secure access to designated meeting rooms.

Request for keys should be made through the Event Manager and all keys must be returned on the last day of the event.

In compliance with NFPA Life Safety Code, doors cannot be blocked, chained, or altered in any way. SAFE Credit Union 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.

LABOR

SAFE Credit Union Convention Center provides information as to the types of labor required within the facility. When we provide the labor, the cost is charged directly to the Licensee. Your Event Manager can supply you with a cost estimate for Center 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 movein/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 once all exterior doors have been secured. The default temperature set point for events is 70 - 74 degrees F for cooling and 68 - 72 degrees F for heating. Any temperature set outside of these set points incurs an energy surcharge. Please note, changes to the temperature, once it has been set, may take up to 1 – 2 hours for a noticeable difference.
- Air conditioning is not provided during movein 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.
- We reserve the right for access to at least one dock space 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 dock space during move-in or move-out.
- The use of streets adjacent to the SAFE Credit Union Convention Center is prohibited. 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 accessloading ramps.
- Thirty-amp power is available in three bays with an L21-30 connector. Additional power up to 100A

threephase 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 SAFE Credit Union Convention & Performing Arts District 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 SAFE Credit Union 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 your Event Manager. All lost and found articles are catalogued and stored for 7 days. After that period, all articles are disposed of at the sole discretion of SAFE Credit Union Convention & Performing Arts District

MEETING ROOMS/BALLROOMS

The SAFE Credit Union Convention Center 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, head table, and riser. 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 SAFE Credit Union Convention Center 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 move-ment if required. We 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, prefunction or meeting rooms without prior approval of the Convention Center. If a man lift 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 the City of Sacramento are to be operated by authorized personnel.

MOTORIZED EQUIPMENT 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. Consult your Event Manager if you have any concerns or questions.

NOISE/VOLUME LEVELS

The SAFE Credit Union 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

<https://www.cityofsacramento.org/Public-Works/Parking-services>

PHOTOGRAPHY

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

PLUMBING

- For plumbing services contact your decorator. Coldwater 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

PRODUCTION POWER

The SAFE Credit Union 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 Center 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 Center will charge the licensee directly for any production power usage over and above the existing 20-amp wall outlets available in their contracted space.

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 audiovisual 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 Center 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 Licensee 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.

SECURITY

The Convention Center's public safety staff maintains twenty-four (24) hour security coverage for the SAFE Credit Union Convention Center, SAFE Credit Union Performing Arts Center and Memorial Auditorium 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

SAFE Credit Union Convention Center 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 16).

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 SAFE Credit Union Convention Center. 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 Center.

SUB-CONTRACTORS/SUBCONTRACTOR 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 SAFE Credit Union Convention Center, 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 or that is determined to be offensive or otherwise violates the terms and regulations of the License Agreement.

TAPING FEE

Audio/visual taping of event held in the SAFE Credit Union Convention Center is subject to the following policy guidelines:

- Events 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 Encore at (916) 808-0139.

TICKET SALES & HANDLING

(SEE BOX OFFICE FOR MORE INFORMATION SEE PAGE 9).

Information pertaining to ticket sales and handling are outlined in detail in your License Agreement. Should you have any questions or concerns, please contact your Event Manager.

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