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Dear Client,

Welcome to San Jose! Team San Jose is committed to ensuring that we facilitate all of your event needs. I have full confidence that you will receive top-notch customer service from every member of our team, setting the stage for hosting a productive and successful event.

Team San Jose’s highly experienced staff does it all. From housing and permits, to convention center and facility event services, to a fully customizable food and beverage menu – we tailor the experience to you. In-house marketing and public relations support as well as skilled special events coverage are all available to meet or exceed your event needs. We are truly a turnkey operation for event services.

The San Jose McEnery Convention Center reflects the destination’s innovative spirit and puts San Jose in the forefront as a premier meetings destination. With a recently updated state-of-the-art AV and lighting system, our equipment upgrades will bring your production to the next level in the most efficient way possible.

As the heart of Silicon Valley, San Jose is blessed with 300 days of sunshine a year and all the modern amenities you’d expect from the 10th largest city in the U.S. We offer all the sophisticated entertainment options needed to stay, play, and connect – indoor or out.

Downtown San Jose is laid out like a cultural campus, featuring historic California landmarks, engaging museums, theaters, galleries, and unique events. Enjoy the Silicon Valley life – from our global restaurant scene, vibrant nightlife and full-service hotels – all within walking distance. We offer world-class golf courses, wineries and serve as a central gateway to Northern California attractions including redwood forests, Santa Cruz beaches, Monterey and San Francisco.

We appreciate your business. Thank you for choosing San Jose!

Sincerely,

John LaFortune
Chief Operations Officer
Team San Jose
Team San Jose manages seven unique facilities in Downtown San Jose. Complete floor plans and specifications for each venue are available on our website at sanjose.org.

Please use the addresses shown below to publicize your events in our facilities. Do not use these addresses to ship items directly to our venues without the prior approval of your Event Services Manager.

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

**San Jose Civic**
135 San Carlos Street
San Jose, CA 95113
Located directly across from the San Jose Convention Center main entrance

**Center for the Performing Arts (CPA)**
255 Almaden Boulevard
San Jose, CA 95113
Located adjacent from the San Jose Convention Center, on San Carlos Street & Almaden Boulevard

**Montgomery Theater**
271 Market Street
San Jose, CA 95113
Located directly across from the San Jose Convention Center on San Carlos & Market Streets

**South Hall**
435 Market Street
San Jose, CA 95113

**California Theatre**
345 South First Street
San Jose, CA 95113
Located across Market Street, East of the San Jose Convention Center

**Convention Center Loading Dock**
410 Almaden Boulevard
San Jose, CA 95110

**Kitchen Loading Dock**
11 Viola Avenue
San Jose, CA 95110

**Grand Ballroom Loading Dock**
150 San Carlos Street
San Jose, CA 95113

See here for San Jose Facilities Overview Map
**SECTION 3**

**IMPORTANT DATES & DEADLINES**

A comprehensive event plan must be submitted to your Event Services Manager no later than 30 days prior to the first move in date.

<table>
<thead>
<tr>
<th>Period</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>60 Months</td>
<td>Preliminary floor plans submitted to Fire Marshal</td>
</tr>
<tr>
<td></td>
<td>Preliminary schedule of events submitted</td>
</tr>
<tr>
<td>4 Months</td>
<td>Hazardous materials plan submitted</td>
</tr>
<tr>
<td>90 Days</td>
<td>Schedule of events and space assignments</td>
</tr>
<tr>
<td></td>
<td>Food and Beverage Sampling Requests submitted</td>
</tr>
<tr>
<td></td>
<td>Exhibitor Service Kit and Exhibitor List submitted</td>
</tr>
<tr>
<td>60 Days</td>
<td>Certificate of Insurance due</td>
</tr>
<tr>
<td></td>
<td>Remaining rental due</td>
</tr>
<tr>
<td></td>
<td>Final floor plan due</td>
</tr>
<tr>
<td></td>
<td>Attendee Parking Request Form</td>
</tr>
<tr>
<td></td>
<td>Registration Assistance request</td>
</tr>
<tr>
<td></td>
<td>Contact Team San Jose Public Affairs Dept. for media support</td>
</tr>
<tr>
<td>45 Days</td>
<td>Final Fire Marshal approved floor plan submitted</td>
</tr>
<tr>
<td></td>
<td>List of all contracted vendors submitted</td>
</tr>
<tr>
<td></td>
<td>Badge Check, Coat Check and Usher Request Form submitted</td>
</tr>
<tr>
<td>30 Days</td>
<td>Comprehensive Event Plan due</td>
</tr>
<tr>
<td></td>
<td>Registration or admission information</td>
</tr>
<tr>
<td></td>
<td>Day by day agenda of all activities with room assignments</td>
</tr>
<tr>
<td></td>
<td>Room setup requirements</td>
</tr>
<tr>
<td></td>
<td>Room set changeover</td>
</tr>
<tr>
<td></td>
<td>Sound and lighting requirements</td>
</tr>
<tr>
<td></td>
<td>Telephone and internet installation requirements</td>
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<tr>
<td></td>
<td>A/V equipment requirements</td>
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<tr>
<td></td>
<td>Power usage plans</td>
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<tr>
<td></td>
<td>Food and Beverage requirements</td>
</tr>
<tr>
<td></td>
<td>Staffing plans and requirements</td>
</tr>
<tr>
<td></td>
<td>Signage plans</td>
</tr>
<tr>
<td></td>
<td>Contact names and phone numbers of key event staff members</td>
</tr>
<tr>
<td></td>
<td>Contact names and phone numbers for all contractors providing</td>
</tr>
<tr>
<td></td>
<td>Catering orders/concession plan/special meal requests due</td>
</tr>
<tr>
<td></td>
<td>Banners and Signage Plan approved</td>
</tr>
<tr>
<td></td>
<td>Complimentary welcome slide submitted</td>
</tr>
<tr>
<td>14 Days</td>
<td>Rigging plans due</td>
</tr>
<tr>
<td>5 Business Days</td>
<td>Food and Beverage guarantees due</td>
</tr>
<tr>
<td></td>
<td>Final Proforma Invoice Payment due</td>
</tr>
<tr>
<td>Onsite</td>
<td>Post-convention meeting scheduled/online customer survey</td>
</tr>
<tr>
<td></td>
<td>Move in and out inspection tours</td>
</tr>
<tr>
<td></td>
<td>Attendance reporting</td>
</tr>
</tbody>
</table>

If the information required is not provided to the Event Services Manager within the timelines shown, Team San Jose may need to create labor schedules for your event and order equipment or product for you. Necessary changes to schedules or orders prepared by your Event Services Managers without your specifications may require additional fees for labor, equipment or product. Team San Jose will not be liable for any financial burdens.
SECTION 4

POTENTIAL EXPENSE DETAILS

The list of potential charges below and the Expense Detail Rate Sheet is intended to help you plan and budget for your event. It is not meant to be an all-inclusive list of charges.

Rates shown represent estimates only. Based on your event specifications, additional charges not outlined below may apply. All rates are subject to change. Costs will vary based on factors to include length of program, security protocols, times needed, onsite modifications, etc.

Services noted as an Exclusive must be provided through Team San Jose.

Your Event Services Manager or Sales Manager can assist you with current service and labor costs for budgeting.

ADVERTISING AND CITY Branding
See here for a list of Event Advertising Options
See here for Own the City Branding Campaign options

AUDIO VISUAL SERVICE & EQUIPMENT
Preferred n-house provider LMG can provide an individualized quote based on specific event requirements.
Customer contracted-rates vary based on event needs and contractor.

BADGE CHECKER & DOOR GUARD
Exclusive – Union Position
Available positions include:
1. Checker or Guard: 4 hour minimum
2. Supervisor: 4 hour minimum
   Required if 2 or more staff personnel are on duty

COAT & PARCEL CHECKING
Exclusive – 4 Hour Minimum. Minimum of two staff personnel required
Available positions include:
1. Coat Check
2. Parcel Check
3. Supervisor Required if 2 or more staff personnel are on duty

CONTRACT EVENT SECURITY OFFICERS
We strongly recommend event security at all exhibit halls & registration desks. AV equipment sets require privately contracted security.
Customer contracted rates vary based on event needs and contractor.

DAMAGES TO FACILITY OR EQUIPMENT
Charges variable based on extent of damage.

DEBRIS & BALLOON REMOVAL
Please refer to the Expense Detail Rate Sheet

DOOR LOCK CHANGES
Please refer to the Expense Detail Rate Sheet

ELECTRICAL SERVICE
IBEW Labor, required
Provided by your decorator or through our electrical contractors. Current preferred electrical provider is Eden Electric. Please ask your Event Manager for up to date listing of electrical contractors.

EQUIPMENT FEES: TABLES, CHAIRS & STAGES
One standard room setup in our meeting rooms is provided complimentary with your room rental.
Equipment is available when an Exhibit Hall is used as meeting space.
1. 8’ x 30” table
2. Table Linens
3. Chair for meeting use
4. Staging 6’ x 8”

FIRE MARSHAL APPROVAL
Please refer to the Expense Detail Current Rate Sheet

FIRST AID PERSONNEL Exclusive
EMT staff is required for all events with 500 or more attendees.
Please refer to the Expense Detail Rate Sheet
EMT Staffing is charged for a 4 hour minimum.
See EMT Staffing Requirements under Emergency Staffing Services
SECTION 4

POTENTIAL EXPENSE DETAILS

FOOD AND BEVERAGE SERVICES Exclusive
See here for Catering Menus
Please refer to the Expense Detail Rate Sheet
Please see our Food and Beverage Terms and Conditions for service standards

FORKLIFT, GENIE BOOMS & SCISSOR LIFT RENTAL
Customer contracted-rates vary based on company selected. Convention Center lifts are not available for rent

INTERNET CONNECTIVITY BY TEAM SAN JOSE
Individualized quote based on specific event requirements.

LINEN SERVICE FOR MEETING ROOMS
Our classroom style tables are linenless. Head table standard set with black drape.
Please refer to the Expense Detail Rate Sheet

FURNITURE & PLANT MOVEMENT
Facility decorative furniture use is discretionary to the facility.
Please refer to the Expense Detail Rate Sheet for current costs on the removal and return of furniture and plants. Movement of furniture and plants from the Hub, West Lobby, and Concouse are charged per area.

MARSHALLING YARD
Use of the yard is nonexclusive. Security and additional lighting is the responsibility of Client. Contact your Event Services Manager for appropriate insurance requirements.
Please refer to the Expense Detail Rate Sheet

NON-CONTRACTED EVENT HOURS
Staff coverage before 7am or after 11pm at variable rates based on specific event requirements. 4 hour minimum
Please refer to the Expense Detail Rate Sheet

PARKING & CONVENTION CENTER GARAGE
Please refer to the Expense Detail Rate Sheet

POLICE OFFICER COVERAGE Exclusive
Uniformed Police Officer 4 hour minimum. After 8 hours, overtime applies.
Please refer to the Expense Detail Rate Sheet

PRODUCTION RIGGING Exclusive
Individual quote will be provided based on specific event requirements

BROADCASTING, TELEVISION, RECORDING, STREAMING & TAPE FEES
Applies to any event being recorded for broadcast purposes/streaming
I.A.T.S.E. Local 134 has full jurisdiction over the filming, streaming, video and audio taping of any event within all Team San Jose managed facilities. Effective April 1, 2020, record fees, as described in the parties, predecessor collective bargaining agreement, shall no longer be paid.

REGISTRATION SERVICES
4 hour minimum applies for all positions
If Team San Jose provides staffing, rates are for the following categories:
1. Bag Stuffing/Room Monitor/Badge and Bag Handout
2. Show Office/Press Room/Speaker Room, Line Monitor/Greeter/Lead Retrieval/Typist/Cashier/ Floater
3. Working Supervisor: 5-9 employees
4. Overall Supervisor(s): 10-25 employees
For registration services, contact Destination Services at 408-792-4515

ROOM REFRESHES
One refresh complimentary per day. Please refer to the Expense Detail Rate Sheet for additional costs.

ROOM SET CHANGEOVERS
Based on labor required for changeover. Please refer to the Expense Detail Rate Sheet for costs.
SECTION 4
POTENTIAL EXPENSE DETAILS

costs of water coolers and each 5-gallon jug of water.

**Ticket Taker** *Exclusive – Union Position*
Available positions include:
1. Ticket Taker: *4 hour minimum*
2. Supervisor: *4 hour minimum*

**Union Labor Teamster Labor** *Required*
1. Unloading/loading of AV trucks
2. For handling of exhibitor/display materials
3. Customer contributed-rates vary based on event needs

**Sign and Display** *510 Labor, required*
1. Display Installation & Removal
2. Signs & Banners
3. Exhibit Rigging *With Exception of AV*

**Stagehand Union Labor for Setup & Operational Teardown for AV Labor & Equipment** *Exclusive, TSJ handles Payroll*
Detailed labor quote provided upon request through Team San Jose

**Convention Center Usher Services** *Union Position*
Available positions include:
1. Usher: *4-hour minimum*
2. Supervisor: *4-hour minimum*

Ticketed events follow theatre usher service guidelines:

**Theater Usher Services** *Union Position*
1. Usher: *4-hour minimum*
2. Aisle Captain: *4-hour minimum*
3. Head Usher: *4-hour minimum*
4. Assistant Head Usher: *4-hour minimum*

**Water Service for Meeting Rooms**
Please refer to *Expense Detail Rate Sheet* for current
SECTION 5
VENUE INFORMATION

AIR WALLS
The Convention Center has movable walls in our meeting rooms, ballrooms and exhibit halls. The walls separate your leased spaces into various configurations. Once the walls are set per your specifications for the first day of your show, a charge will be incurred for any additional wall movement. No rigging off of air wall tracks are allowed.

A 2-man crew is required for movement of each air wall. Please refer to the Expense Detail Rate Sheet for current rates.

Please allow sufficient time for air wall movement:

1. Exhibit Halls: 1 hour per air wall
   Able to be divided up to 3 separate Exhibit Halls

2. Executive Ballroom: 1 hour per air wall
   The room can be divided into a maximum of 8 sections requiring the movement of 5 air walls

3. Grand Ballroom: 1 hour per airwall
   The room can be divided into a maximum of 3 sections requiring the movement of 2 airwalls

4. Meeting Rooms: 30 minutes
   Meeting Room 211
   Able to be divided up into 4 meeting rooms
   Meeting Room 212
   Able to be divided up into 4 meeting rooms
   Meeting Room 231
   Able to be divided up into 2 meeting rooms
   Meeting Room 230
   Able to be divided up into 3 meeting rooms
   Meeting Room LL20
   Able to be divided up into 6 meeting rooms
   Meeting Room LL21
   Able to be divided up into 4 meeting rooms

AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE

The Convention Center is ADA compliant. As State and Federal standards change, we will make any necessary improvements, subject to approval of the capital expenditures by the City Council.

1. Show Management is responsible for non-permanent accessibility requirements such as, but not limited to, seating accessibility, auxiliary aids for the visually impaired, hearing impaired and mobility impaired

2. Show Management is responsible to ensure compliance of temporary architectural event features such as registration, information booths, and any other services/programs available to exhibitors, attendees or the general public

3. Show management is responsible for ensuring that exhibitors at the event and any other event representative, including employees, contractors and subcontractors all comply with the ADA

4. Team San Jose approval of any aspect of Show Management’s activities is no an endorsement of ADA compliance

5. Team San Jose has a stage lift available with the capability to reach a height of 4’

ATM MACHINES
The Convention Center has three onsite ATM machines. Two are located on the first level and one is located on the second level.

CAPACITIES & DIMENSIONS

See here for San Jose Convention Center Capacity Specification Chart

COLUMN DESCRIPTION
The Convention Center has 180 untreated concrete and steel-clad columns on the first and second level concourses.

All exhibit halls and most meeting rooms are column-free.

Only approved materials (i.e. wraps, clings) may be attached to the columns or they may be surrounded by free standing materials. Second floor of columns have a metal column cover over them make it somewhat difficult to use clings.

DRINKING FOUNTAINS & WATER STATIONS
Water fountains are located on the Concourse and inside each exhibit hall. Water cooler rentals can be arranged through your Event Services Manager.

Please refer to the Expense Detail Rate Sheet
SECTION 5
VENUE INFORMATION

ELEVATOR DIMENSIONS
There are 5 passenger elevators in the Convention Center, providing access from the garage levels to the first and second levels. Using passenger elevators for freight load in and load out is prohibited. For load in and load out policies refer to Freight Ramps and Loading Docks section.

<table>
<thead>
<tr>
<th>ELEVATOR</th>
<th>DIMENSIONS</th>
<th>DOOR OPENING</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>4’7” x 6’8”</td>
<td>3’6” x 6’11”</td>
</tr>
<tr>
<td>2</td>
<td>5’0” x 6’5”</td>
<td>3’6” x 7’0”</td>
</tr>
<tr>
<td>3</td>
<td>4’11” x 6’5”</td>
<td>3’3” x 7’0”</td>
</tr>
<tr>
<td>4</td>
<td>5’0” x 6’5”</td>
<td>3’3” x 7’0”</td>
</tr>
<tr>
<td>5</td>
<td>Service Elevator Only</td>
<td>Service Elevator Only</td>
</tr>
<tr>
<td>6</td>
<td>5’5” x 7’0”</td>
<td>3’6” x 7’0”</td>
</tr>
</tbody>
</table>

EMERGENCY & EVACUATION PROCEDURES
See here for Team San Jose Emergency and Evacuation Procedures for the Convention Center or contact your Event Services Manager for a copy.

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, Show Management will be responsible for the rental costs of additional equipment. Your Event Service Manager can provide a list of local outside vendors for additional equipment needs.

The 6’x18’, 6’x30’, 8’x18’ and 8’x30’ tables are a combination of linen-less and linen-required. All based on availability.

Standard sets provided complimentary are as follows:
1. Skirted head table
2. Skirted registration tables (outside of Meeting Rooms)

Any other table requiring linen would be an additional cost per linen. Our classroom style tables are linen-less.
1. Tablecloths for non-catered functions can be arranged for a charge
2. Complimentary tea length white or black linen for full food service events (plated or buffet)
3. Team San Jose has a preferred pricing arrangement with a vendor that can provide linens, floral and a large variety of décor and furniture to enhance your event.
4. Please refer to the Expense Detail Rate Sheet for linen rates.
5. If you do not have a general service contractor, Team San Jose can provide tables with clip-on table skirting as available for your registration area at the prevailing rate.
6. When a general service contractor is being used, all equipment in the exhibit areas and/or registration area is to be supplied by the service contractor. If contractor is used, Team San Jose equipment will not be mixed with General Contractors equipment.

EQUIPMENT GUIDELINES
See here for Complimentary Services & Equipment List

FACILITIES FLOOR PLANS
See here for Convention Center Floorplan & Specifications
See here for South Hall Floorplans

FLOOR LOADS
1. Halls 1, 2 and 3 of the Convention Center each have floor loads of 350 lbs. per sq. ft.
2. Meeting Rooms 111-114, 211-214 and 230-233 have a floor load of 100 lbs. per sq. ft.
3. South Hall has a floor load of 350 lbs. per sq. ft.
4. Lower Level has a floor load of 100 lbs. per sq. ft.
5. Grand Ballroom has a floor load of 150 lbs. per sq. ft.
6. Executive Ballroom 210 has a floor load of 100 lbs per sq. ft.

FREIGHT RAMPS & LOADING DOCKS
1. Prior to move in, Show Management must review policies with Team San Jose Floor Manager.
2. Empty crates are not permitted on or outside docks. All empty crates must be placed back on trucks
3. Rental Lifts must be removed from property within 24 hours of conclusion of load out
4. During an event, forklifts may be on the dock when not in use. Propane forklifts may be left on the dock of the facility if the tank is removed and stored 20 ft. away from dock in customer provided cage.
5. No decorator equipment bone yards are permitted on docks
6. Gasoline or propane may not be stored inside the building or in trucks, parked adjacent to the facility. Any gasoline and propane not stored in a UL approved fire rated cabinet must be stored at a minimum of 20 ft. from the building at all times.

7. All Dock Ramps must be kept clear at all times for Emergency Vehicle access

8. Grand Ballroom loading dock has limited capacity and mobility and requires advance scheduling

9. Personal vehicles are not permitted on docks at any time. Only vehicles with approved SJCC temporary parking passes displayed in the windows will be allowed to park at the appropriate dock or designated areas. At all times, the SJCC Security Manager has final and absolute authority to decide who is permitted to park and where they may do so.

10. Care must be taken to ensure dock walls are not damaged. All damages are the responsibility of Show Management.

11. The Service Contractor/Decorator must prevent trash and other materials from blowing around the grounds of the Dock area

12. The Service Contractor is responsible for cleaning of the dock areas on a daily basis during and after the event

13. All packing materials and trash must be swept up and placed in appropriate trash receptacles

14. All card board must be broken down and placed in our recycling center

15. It is not acceptable to sweep trash from the docks to the ground

16. Failure to follow the above policies will result in labor charges being posted to your final invoice with a 4 hour minimum. See Expense Detail Rate Sheet for labor charges.

17. The entrance to the loading dock is accessed from a major city thoroughfare. Therefore, events with large amount of freight carriers/exhibitors/POV’s must utilize an off-site Marshalling Yard. The San Jose Convention Center Marshalling Yard can be contracted for a Fee (See Marshalling Yard Directions here). Event activity must be monitored to restrict the possibility of trucks and vehicles blocking the city streets. This activity must be physically monitored by either an off-duty San Jose Police Officer or by one of your General Contractors’ staff.

18. Loading docks (Almaden Blvd. access) for the Convention Center are to be assigned as follows:

   Dock Bay Assignments
   - Hall 3: Dock Bay 1, 2 and 3
   - Hall 2: Dock Bay 4, 5 and 6
   - Hall 1: Dock Bay 7, 8 and 9
   - Executive Ballroom 210: Dock Bay 10
   - SJCC Receiving: Dock Bay 11

   Grand Ballroom & Lower Level Meeting Rooms:
   - Only 2 bays available (San Carlos St. access)

19. Grand Ballroom loading dock will only accommodate two 53 ft. trailers side by side. Advance scheduling required. Note: Due to limited dock capacity, access and security, trailers must be moved after load in/out. No overnight parking allowed. Dock gate dimensions are 27’ wide x 16’ high. Roll up door dock to venue is 9’6” H x 8’ W.

20. Convention Center Docks are not equipped with dock plates. Please provide the number of plates needed to unload your trucks.

21. Grand Ballroom dock has one built in dock plate

FUNCTION SPACE DETAILS

See Ballroom Details here
See Exhibit Hall Details here
See Meeting Room Details here

HOURS OF OPERATION

Staff is available to assist each event based on your requirements. Normal daily hours of operation are 7:00am to 11:00pm PST.

If staff assistance is required before or after normal operating hours, a labor charge may be applicable.

The facility operating hours for South Hall are restricted to 7:00am to 10:00pm due to local noise ordinances. All entertainment in South Hall shall cease by 9:30pm daily.

KEYS & LOCKS

Meeting room key are available for use during your event. Any request for a secure room requires a lock change.

Most of our rooms have more than one door and some could have as many as 8 doors. Keys are typically provided to only one of your staff members who will then be responsible for their return.

Please refer to the Expense Detail Rate Sheet for lock change and unreturned key costs.

Should you require core changes, please advise your Events Services Manager 2 weeks prior to your occupation date for coordination.

LL20 rooms are non-secure rooms. Doors are not recorable.

LIGHTING

Lighting options and procedures vary throughout the Convention Center as follows:

Meeting Rooms

The Convention Center has fluorescent lighting in all
Meeting Rooms (with the exception of Meeting Room 230) with limited dimming capability.

Meeting Room 230 has a combination of non-dimmable metal halide lights and dimmable incandescent lights. LL20 and LL21 meeting rooms have dimmable fluorescent and halogen fixtures.

Learn more about our Lutron Operating Guidelines

Exhibit Halls

Work light levels will be maintained during move in and move out and during hours that the show floor is closed. Individual lights can be turned off over the booths of exhibitors who request this service. This should be scheduled with your Event Services Manager who can provide the associated fees.

Full lighting in all exhibition halls is provided from 1 hour before to 30 minutes after show floor hours. At your request, we can extend full lighting to accommodate photography needs. We appreciate your help in keeping this to a minimum in order to conserve as much energy as possible.

Four touch button preset levels are included in the exhibition halls.

Learn more about our advanced ETC Lighting System

Executive Ballroom 210

Ballroom 210 has dimmable fluorescent and halogen fixtures. Individual lighting fixtures can be breaker off as required to accommodate production needs.

Learn more about our Lutron Operating Guidelines

Public Space & Corridors

The lighting in all public access areas are non-dimmable linear, fluorescent down lights and cove luminaire.

OUTDOOR TERRACES & PLAZA

Our facility features 4 outdoor terraces and a plaza, ranging in size from 3,900 to 6,300 sq. ft. for your attendees’ enjoyment of San Jose’s beautiful weather.

1. Market Terrace
2. Almaden Terrace
3. Plaza Terrace
4. East Terrace and Plaza

The outdoor spaces are not equipped with event lighting or heating. All outdoor spaces are considered public areas. Should you desire exclusive use of any terrace or the plaza, please see your Event Services Manager.

OVERHEAD DOOR DIMENSIONS

<table>
<thead>
<tr>
<th>Room</th>
<th>Door Dimension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall 1</td>
<td>24’ W x 18’ H</td>
</tr>
<tr>
<td>Hall 2</td>
<td>24’ W x 18’ H</td>
</tr>
</tbody>
</table>

Hall 3 24’ W x 18’ H

Elephant Doors 12’ W x 17’-11” H

4 doors leading from Hall 1 into Executive Ballroom

Grand Ballroom

Sky Fold Roll Up 76’10” W x 16’ H

PAGING SYSTEMS

Complimentary wired paging microphone provided with rental of Exhibit Hall and South Hall.

Union labor fee is associated with this service. Ask your Event Manager on current rate.

PARKING

The garage attached to the Convention Center provides 500 spaces for general use. 22 spaces are available for persons with disabilities and there are 8 electric car charging stations.

Hours of Operation

The Market Street Entrance & Exit is open 24 hours.

The Almaden Boulevard Entrance & Exit is open Monday to Friday at 6:00am; Saturday & Sunday at 7:00am. Closing times vary based on event schedule.

Clearances

Both the Market and Almaden Entrance clearances are 6’8” in the garage.

Rates

Current rates are $1 per 20 minutes with a $25 daily maximum. Rates are in effect seven days a week and are subject to change without notification. Validation services for the parking garage can be arranged. Requests must be received with a minimum of 30 days prior to your event. See www.parksj.org for additional information on overflow parking.

SOUND SYSTEMS

The Convention Center has a permanently installed sound system throughout the facility. LMG is the only authorized operator for the center’s permanent sound systems, unless requested by TSJ Production. This will guarantee that only trained staff, knowledgeable in the system’s operation will be working with our technical equipment. Team San Jose Production or LMG will quote charges for sound system use and labor as requested.

If you contract with another A/V provider they will either have to supply independent sound systems or work through TSJ Production to utilize the center permanent sound system.

All music played is required to be licensed.
CITY OF SAN JOSE FIRE MANAGEMENT PLAN

This plan is to provide information necessary to maintain acceptable levels of fire and public safety within the Convention Facilities. These are the minimum fire safety requirements which shall apply to all events whether open or closed to the public. City of San Jose Fire Marshal is responsible for enforcing all fire and safety rules and regulations. The Fire Marshal is required to:

1. Provide guidance to Show Management for floor plan preparation
2. Review proposed floor plans, booth layouts and construction. Including special suppression systems if required
3. Monitor the facility for prohibited processes and equipment from setup through show hours and dismantling
4. Monitor all exhibitions to assure that interior finishes and furnishings meet code requirements
5. Review the permit requests for use of restricted materials
6. Make final inspection and approval of a show prior to opening

FLOOR PLAN APPROVAL PROCEDURES

Exhibit Space

Before exhibit space is offered for final sale to exhibitors, Show Management must submit one copy of the proposed floor plan drawn to scale to the City of San Jose Fire Marshal and one copy to your Event Services Manager. Fire Marshal will impose fees of $200.00 per hour based on event requirements.

1. Show name, dates, times and General Service Contractor (decorator)
2. Booth configurations drawn to scale; including all base and height dimensions and locations

Aisle Locations & Dimensions

1. A minimum of 10 ft. width between rows of booths is required.
2. Booths or displays are prohibited in any aisle or emergency access areas.
3. A minimum 10 ft. wide perimeter aisle is required. The front crossing aisle shall be a minimum of 10 ft.
4. Cross aisle shall be clearly marked on all floor plans and placed directly in line with exits in all facilities
5. The locations of concession areas or proposed temporary cafeterias

6. Exits, aisles, fire and life safety devices (i.e. fire extinguishers, hose cabinets) locations and clearance dimensions
7. Dimensions and locations of exhibit hall platforms, staging, sound/light mixers, stage lighting, scaffolds and speaker systems
8. Electrical extensions cords shall be 3-wire (grounded) #14 or larger AWG, copper wire
9. Connectors must not be supported by cords
10. Electrical work under carpets must be done or supervised by the decorator’s electrical contractor
11. Round cords are not authorized under carpet

Large Seated Areas (Exhibit Halls & Ballrooms)

Floor plans for general sessions or other large seated events held in any exhibit hall or ballroom must be approved through your Event Services Manager. These must include dimensions and locations of platforms, staging, sound/light, stage lighting, scaffolds, speaker systems and backstage production areas. City of San Jose Fire Marshal must approve all diagrams/floorplans.

Fire Marshal will impose fees of $200.00 per hour based on event requirements. Fire Marshal has preapproved some floor plans. Ask your Event Services Manager if these suit your requirements.

Lobby & Concourse Areas

Please inquire with your Event Manager to determine which public spaces are available for use. Lobby area plans must be provided under the conditions listed above and indicate the dimensions and location of all equipment to be placed by or through the event’s general service or registration contractor. This includes but is not limited to counters, tables, kiosks, draped or hard-walled storage and lounge areas, computer stations and any other equipment to be placed in lobbies. The center most aisle of the concourse must be left clear at all times per Fire Marshal regulation.

Exclusive use of public areas must be a contractual arrangement, otherwise the area is considered community use.

Approval Process

Notice of approval or rejection of a floor plan will be provided by the City of San Jose Fire Marshal. Preliminary floor plans must be submitted no less than 6 months prior to the first day of the event. If the plan is rejected, the areas in question will be marked in red ink. Red ink markings on plans are for exclusive SJFD approving authority. The determining factor for rejection will be outlined to Show Management by the Fire Marshal. The plan shall then be corrected and resubmitted for final approval no later than 60 days prior to the first day of the event. Copies of the approved plans along with any relevant correspondence shall
be maintained in the master event file, one copy to be retained by the Fire Marshal and a copy of the approved plan shall be displayed in a conspicuous place in the decorator service area during setup for examination /conformance by Show Management. A copy of the completed and final floor plan, signed by the Fire Marshal, must be submitted to the Event Services Manager no less than 45 days prior to the first day of the event.

Onsite Exhibition Procedures
1. Team San Jose Event Manager will contact decorator to review move in policies.
2. All vehicle movement in and out of all facilities is strictly regulated. Unloading of show material on exhibition floor is controlled.
3. A walk-through inspection of the exhibit area will be made prior to final approval and opening of a show by the Fire Marshal, Event Manager or their officially designated representatives
4. Violations to these guidelines or situations posing any undue hazard to public safety shall require immediate correction
5. All fire protection and life safety systems and devices shall be fully operational before the facility is opened to the public. While a show is in progress, it will be the responsibility of the Fire Marshal, facility staff, show management and exhibitors to maintain the approved clearances to all fire and safety equipment and to make sure that all emergency exits and required aisles are free of obstruction. Fire Marshal may require a "Fire Watch" for some event set ups and or circumstances.

Violations of the San Jose Fire Marshal mandated guidelines observed during the operation of a show will be documented and brought to the attention of both show and facility management for immediate correction. If, in the opinion of the Fire Marshal, there is an extreme hazard to safety, he has the authority to delay or terminate the show until the problems have been satisfactorily corrected.

Prohibited Materials, Processes & Procedures
Use of the following materials, processes or equipment is prohibited
1. Blasting agents or explosives
2. Toxic materials including any substance regulated under California Proposition 65
3. Flammable cryogenic gases
4. Smoking within the facilities
5. Fueling of motor vehicles
6. Wood matches with all-surface strikes
7. Cellulose nitrate motion picture film
8. Aerosol cans with flammable propellants

Prohibited Equipment & Operations During Set-Up & Dismantling
The following equipment or operations are prohibited during exhibition, booth construction or dismantling:
1. Materials-handling equipment which exceeds established emission levels
2. Electrically powered tools and equipment other than listed by Underwriters Laboratories, Inc. or approved by a nationally recognized testing laboratory
3. Portable heating equipment
4. Painting with flammable or volatile paints and finishes
5. Any equipment or operation that increases the risk to fire and life safety

Materials, Processes or Equipment Requiring Special Permit for Use
Use, display, or storage of the following materials, processes or equipment are restricted and subject to approval of the Fire Marshal and may also require a permit from the San Jose Fire Department.
1. Natural gas fired equipment.
2. Open flame devices (including candles and cooking equipment)
3. Exhibits involving hazardous processing or materials.
4. Pyrotechnic displays
5. Liquefied petroleum gas California Fire Code Section 38
6. When approved, LPG (propane) containers having a maximum water capacity of 12 lbs. (nominal 5 lbs. LP Gas capacity) may be permitted to be used temporarily inside the convention facility for public exhibitions or demonstrations. If more than one such container is located in one area, the containers shall be separated by at least 20 ft.
7. All LPG (propane) containers must be separated and inaccessible to the public. Cooking and food warming devices (See Food and Beverage Section) in exhibit booths shall be isolated from the public by not less than 48” (1220 mm) or by a barrier between devices and the public.
8. No dispensing from or refilling of LPG (propane) containers will be permitted inside of the convention facility
9. Fossil fuel powered equipment
10. Lasers
11. Hydraulically powered equipment using flammable
SECTION 6

FIRE MANAGEMENT PLAN

12. Radiation producing devices
13. Flammable liquids
14. Welding, cutting or brazing
15. Other materials or processes judged by the Fire Marshal to increase the risk to fire and life safety

Please Note: All equipment must be UL Listed. Liquid and gas-fueled vehicles and equipment used for display, competition or demonstration within the facility shall be in accordance with the California Fire Code, Section 2404.

The pertinent sub-sections are as follows:
1. The location of vehicles or equipment shall not obstruct, or block, means of egress.
2. Batteries shall be disconnected in an approved manner
3. Vehicles or equipment shall not be fueled or defueled within the building
4. Fuel in the tank shall not exceed one quarter of the capacity or 5 gallons (18.9 L), whichever is less
5. Fuel systems shall be inspected for leaks
6. Fuel-tank openings shall be locked and sealed to prevent the escape of odors.

Special Approval
To obtain approval, the exhibitor shall submit in writing:
1. The nature of the process or equipment to be used
2. The quantity of restricted materials to be used
3. Provisions that will be made to provide fire suppression or other life safety measures

This request must be submitted to Fire Marshal 60 days in advance of the first move in day of the show. It will then be given to the Fire Marshal which will approve or reject the request. If a permit is required, instruction for applying will be stated.

Booth Configurations
The following booth configurations are acceptable:
1. Open top exhibition booth
2. Platforms not exceeding 500 sq. ft. in area

The following booth configurations will require prior approval:
1. Platforms exceeding 500 sq. ft. in area
2. Single-level covered exhibition booths
3. 2 story booths
4. Plans must be certified by a licensed professional engineer before they are submitted
5. All areas under multi-level booths must be equipped with a UL approved battery-operated smoke detector attached to the ceiling or under structure
6. A 2A 10BC extinguisher is required on each level and easily available
7. If the occupancy load is nine persons or more, two means of exiting are required Section 10 of the California Fire Code

Acceptable Materials for Booth Construction
The following types of materials will be acceptable for booth construction and decoration:
1. Wood that is properly treated as per UBC Standard 8-1, and certified. See definition of UCB Sec 207 for the fire treated wood
2. Combustible materials having a flame spread rating of less than 225 and a smoke density rating of less than 450, as determined by ASTM E84 (Tunnel Test) and certified as such

Acceptable Interior Finishes & Furnishings
Use of the following materials and furnishings is controlled:
1. Drapes, hangings, curtains and props
2. Foam core board (PVC) shall be a certified flame-resistant type. No exceptions.
3. Poster paper and banners
4. Decorative fabrics
5. Christmas trees (cut trees shall be flame retardant by a State certified applicator and a current certificate posted in booth
6. Motion picture screens
7. All other decorative materials, including plastics

All Materials & Furnishings Shall Be:
1. Made from non-combustible materials, or treated and maintained in a flame-retardant condition by an approved flame-retardant solution or process
2. Flame retardant treatments shall be renewed as necessary or after each cleaning, Identification showing the date and type of treatment and the firm that treated the material shall be located on or
SECTION 6

FIRE MANAGEMENT PLAN

affixed to all treated materials or posted in booth.

3. Approved by the Fire Marshal when containing material constructed of plastic
   Note: Oil paper, tarpaper, sisal paper, nylon, Orlon and certain other plastic materials cannot be made fire-retardant and their use is prohibited

4. Interior furnishings and materials shall not be located as to obstruct or block exits, fire and life safety devices or equipment. Placement of chairs in aisles and corridors is strictly prohibited. Chairs shall remain within booth boundaries and under strict control of booth operator.

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

2. Use of ceramic-porcelain or molded composition type of neck-shell is the only type approved for use in the San Jose Convention Center. On/Off switches are usually located in the neck

3. Where any spotlight or lamp is subject to physical damage, damp places or comes into contact with combustible material, it shall be equipped with a substantial guard attached to the lamp holder or the handle. Flexible cord extensions may only be used for portable lamps/appliances that are allowable amperage for the size and type of 3 conductor cords connecting to and for the utilization of any equipment. The third conductor is used for equipment grounding purposes.

Flame Retardant Treatment
1. All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth and similar decorative materials, shall be flame retardant to meet the San Jose Fire Department and the state Fire Marshal’s requirements

2. All table coverings, fabric walls, paper, or any decorative material whatsoever must have a California flameproof certificate or tag

3. Only California certificates will be accepted, and they must be prominently attached to the material used so they may be easily seen by the Fire Marshal

4. Combustibles literature on display shall be limited to reasonable quantities one day’s supply

5. Reserve supplies shall be kept in closed containers and stored in a neat and compact manner free and clear of all electrical cables or junction boxes

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

7. Storage of empty cartons in exhibit booth area is not permitted

8. Storage of any kind is prohibited behind back drapes or display walls, and inside the display area

9. All cartons, crates, containers, and packing materials which are necessary for repacking shall be labeled with EMPTY stickers and removed from the floor

Obstructions
1. Nothing shall be hung from or affixed to any of the sprinkler heads or piping

2. All exit doors shall be in an operable condition at all times

3. Exit signs shall not be obstructed in any manner

4. All entrances, exits, aisles, stairways, lobbies passageways, and fire and life safety devices shall be unobstructed at all times

5. Booth construction shall be substantial and fixed imposition in a specified area for the duration of the show

6. Easels, signs, etc. shall not be placed beyond booth area into aisles

Parking
1. There is no parking allowed within the San Jose Convention Center at any time

2. Unauthorized vehicles will be towed at owner’s expense

3. Trash compactor and debris box removal area, are marked on the dock floor, shall be kept free and clear at all times, as well as the access area to the baler

4. Keep all FIRE LANES CLEAR for immediate use by all emergency vehicles

Exhibit Crate Storage
Since most crates and cartons are not flame resistant and the packing materials are not treated, storage of these items is not permitted with the San Jose Convention Center.

Fire Safety
1. For safety, all exhibitors, groups, shows, events, etc. shall comply with all laws of the United States and the State of California, all ordinances of the City of San Jose, and all rules and requirements of
the police and fire departments or other municipal authorities of the City of San Jose, and all rules and regulations from time to time adopted or prescribed by Team San Jose for the government and management of the SJCC.

2. Nothing is permitted to block fire-fighting or other emergency equipment. This includes fire hose and extinguisher cabinets and fire pull boxes.

3. Aisles and fire doors must be kept free for use.

4. Helium tanks and helium balloons are not permitted in the facility.

5. Electrical equipment must be Underwriters' Laboratory (UL) approved and gas-operated equipment must be AGA (American Gas Association) approved.

6. Flammable gas storage tanks are not permitted in the SJCC. If vehicles or equipment have such tanks (full or empty), they must be removed and placed outside the facility.

7. In accordance with National Fire Protection codes, open gas cans, gas, oil, propane, butane, helium or other gases may not be brought into the exhibit area.

8. Open flames are not allowed.

9. With advance approval by the City of San Jose Fire Marshal and the Event Manager, small propane cylinders, interchangeable on all propane appliances with a maximum net weight of 14.1 oz., used for soldering purposes, are allowed. The SJCC must be notified in advance.

10. Any exhibit that produces fumes must receive prior written approval from Facility Management.

11. Any event requiring the use of either flammable or nonflammable materials in storage tanks is required to have the tanks secured so they cannot be tipped over. Team San Jose requires ABC fire extinguishers be present anywhere storage tanks containing flammable materials are located.

12. Any vehicle using flammable liquid petroleum products as a propellant cannot have more than ¼ tank of such propellant in its storage tank. Storage tank caps must be locked or taped, and the source of electrical supply must be rendered inoperable when in the facility (battery cables disconnected and ends taped). Exceptions may only be made with the written approval of the City of San Jose Fire Marshal.

13. Gasoline engines or motors may not run in any exhibit space after move in. Any exceptions (for exhibits) must have the approval of the City of San Jose Fire Marshal and Facility Management.
SECTION 7
SERVICES

AUDIO VISUAL SERVICES

In-House A/V Provider

LMG is the preferred A/V service provider for all audio/visual needs in the Convention Center and associated facilities. On all events where LMG is the AV contractor, LMG has exclusive control over all house sound and lighting systems with the exception of Exhibition Hall systems. They are a full-service company, capable of supplying professional sound reinforcement, data and video projection, drapery and lighting services, digital signage, presentation management, content capture-recording, audience polling, mobile conference applications and creative design.

The Convention Center has a permanently installed sound system throughout the facility. Unless specifically requested by TSJ Production, LMG is the only authorized operator for the center’s permanent sound systems, with the exception of Exhibition Hall. If you choose to contract with another audio-visual supplier, they may utilize LMG for your sound services. This will guarantee that only trained staff, knowledgeable in the system’s operation, will be working with our technical equipment. We do not allow outside equipment to be connected to or operated from the house sound system, with the exception of Exhibition Hall systems.

If you use LMG as your exclusive A/V supplier and spend a minimum of $10,000.00 in equipment rental, they will provide one complimentary wired microphone per room. Otherwise, all microphones are charged at the standard rate. House paging is available in Exhibit Halls. Please see the Paging System section for more information.

Mandatory Local Union Labor Work

The following local union labor work must be hired through Team San Jose.

IATSE Local 134

Installation, rigging, operation, and/or dismantling of any of the following:
1. Temporary or permanent sound equipment
2. Temporary or permanent theatrical or special lighting equipment
3. Projection screens or equipment
4. Video tape equipment
5. Video cameras and all related equipment
6. Audio-Visual equipment
7. Theatrical properties, including, but not limited to, scenery and drops
8. Scaffolding
9. Operation of aerial lifts

Teamsters Local 287

1. Loading and/or unloading of all trucks to include trucks carrying AV equipment
2. Operation of fork lifts
3. Movement of traveling stages and barricades
4. Loading and/or unloading and movement of Show freight
5. In addition, all unloading or loading of AV equipment on/off of AV trucks as well as operations of forklifts to remove AV equipment from trucks must be performed by Teamsters Local 287
6. Stacking/unstacking A/V crates, rigging motor cases, etc

CATERING

We’re not your typical in-house caterer. We use fresh, local ingredients grown right here in the greater Bay Area, supporting local farms and vendors in our mission of sustainability. Our menu is designed to create flexibility with a range of options and price points.

Menu Options

Buffets
Scrumptious menus packaged at a variety of price points and food groups.

Plated
Tantalizing menus designed around an individual price point allowing you to create your own culinary event.

Receptions
Prefix selections designed to make selections fast, easy and most of all delicious. Our Executive Chef can create complete reception food options with flavors that complement each course.

Team San Jose has the exclusive right to provide all food and beverage, novelty, and concession services in the San Jose Convention Center. No outside food or beverages may be brought into the Facilities. Please reference our current Catering Menus here.

Alcoholic Beverages

Team San Jose has the exclusive right to provide all alcoholic beverages in our facilities. Team San Jose reserves the right to terminate the service of alcoholic beverages if your event is in violation of Federal, State, County or City laws relating to the service of alcoholic beverages or if deemed to be necessary for public safety reasons. All serving times must be in accordance with state law. All bar services will be closed down 30 minutes prior to the scheduled conclusion of each event.
Banquets
Standard banquet setups at the Convention Center are based on 66" round tables with 10 chairs per table. Due to our insurance regulations, no leftover food or beverages may be taken from the premises. At the conclusion of the function, such food becomes the property of Team San Jose and is donated to local shelters.

Linen in Meeting Rooms
Please see the Linen Service section.

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

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

Sampling Guidelines
Please refer to the documents below. Also available in the Appendix.
F&B Sample Service Policy
Santa Clara County Health Department Coordinator Application
Santa Clara County Health Department Vendor Application

CLEANING
Public Space
The SJCC staff will maintain all public spaces; refresh trash receptacles and restrooms during your event. In an effort to support our green initiatives we use products that are friendly to the earth.

Meeting Rooms/Ballrooms
Standard meeting rooms/ballroom cleaning includes sweeping of all carpet, trash receptacles and an overnight room refresh.
1. We’ll also provide a complimentary mid-day room refresh on event days only
2. Additional room refreshes can be arranged through your Event Services Manager for a fee

Please advise us if you plan to leave materials in your meeting rooms overnight. Cleaning of secure rooms must be pre-arranged with your Event Services Manager.

Exhibit Halls
You are responsible for returning the exhibit floor in the same condition you received it in. All cleaning of the exhibit floor is provided by your booth cleaning contractor. Additionally, your booth cleaning contractor is responsible for cleaning booths, registration areas, all decorator provided trash receptacles, and build-out meeting rooms on the exhibit floor. There will be an additional charge assessed for cleaning tape residue or any other markings off the floor at the conclusion of your event.
1. Included in the space rental fee is disposal of normal quantities and types of trash to the landfill
2. 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
3. You are responsible for arranging and paying for removal of wooden crates, pallets, hazardous materials and equipment /materials left behind
4. The Convention Center (front and back of house) assumes no responsibility for equipment or materials left behind

Dock Area
The General Service Contractor/Decorator must prevent trash and other materials from blowing around the grounds of the Dock area.
1. The service contractor is responsible for cleaning of the dock areas on a daily basis during and after the event
2. All packing materials and trash must be swept up and placed in appropriate trash receptacles
3. All card board must be broken down and placed in our recycling center
4. It is not acceptable to sweep trash from the docks to the ground
5. Failure to follow the above policies will result in labor charges being posted to your final invoice

Miscellaneous Cleaning
Labor
Please refer to the Expense Detail Rate Sheet. 4 hour minimum. Labor rates are subject to change.

Dumpsters
Additional dumpster can be arranged. Please refer to the Expense Detail Rate Sheet.
COAT & BAG CHECK SERVICES
Team San Jose has the exclusive right to provide all coat and bag check personnel in the San Jose Convention Center and associated facilities. Please discuss your needs with your Event Manager. They can determine the appropriate staffing levels and rates based on your event needs.

CONCIERGE SERVICES
Once onsite, your attendees may take advantage of our restaurant and citywide information desk in the main lobby of the Convention Center. Based upon event demands our concierge specialists can provide the following:
1. Complimentary restaurant reservations
2. Complimentary San Jose guides and brochures
3. Restaurant menus available for review
4. Discount coupons
5. Arts and cultural information
6. Custom Dining Experiences
7. Public transportation information

DESTINATION SERVICES
The professional staff of Team San Jose is committed to providing an excellent experience for your event held in San Jose. We are pleased to offer a variety of services to ensure the success of your meeting. Our Destination Services team offers personalized services, including:

Housing
Inventory control for hotel room blocks, VIP and exhibitor room blocks, online booking, personalized e-mail addresses for reservations, weekly reports, custom hotel maps and onsite desk and audit assistance.

Welcome Volunteers
Volunteers provide a meet and greet service at the domestic or international terminals of San Jose International Airport. Greeters provide assistance with arrivals, departures, baggage claim areas and direct passengers to shuttle, taxi areas, or car rental counters. Continued support can be provided as needed for attendees and delegates whether in San Jose for the day or a week.

Public Relations
Assistance with media messaging outreach, joint press releases and onsite assistance as well as serving as liaison for support letters, welcome letters, guest speakers and Civic official participation. Further marketing support and brand promotion is also available through online advertising, e-blasts to targeted local lists and social media.

Onsite Registration Personnel
Professional, qualified personnel to welcome your attendees with registration, room monitors, cashiers, lead retrievals and bag stuffing.

Own the City Branding Campaign
Your organization can Own the City from street poles and banners to building wraps and digital signage throughout San Jose. Welcome and event signage options include the San Jose Convention Center and Cultural Facilities, public transportation and the San Jose International Airport. Refer here for details on the Own the City Branding Campaign.

Merchant Awareness Program
Welcome signs posted on storefront windows of local merchants and distribution of general information to Downtown merchants and businesses during event dates.

Concierge Service
Assistance with hotel accommodations, restaurant reservations and tickets to area attractions and events.

Site Visit
Have you booked your “WOW” San Jose, our custom site program designed to meet customer needs? An escorted tour of site locations by TSJ staffing includes: an agenda, assist with airport pick-ups and accommodation arrangements for meeting planners.

Unlimited Possibilities
In addition to these services, our Convention Services team is ready to take on additional and special requests that you may have— the possibilities are endless!

Contact Destination Services at 408-792-4515.

DIGITAL SIGNAGE
Team San Jose is pleased to offer state-of-the-art, digital signage systems for use during your show. There are 21 total 50” plasma screens located throughout the Convention Center. See Convention Center Digital Signage Map here.

We will provide one complimentary event slide on the plasma screens during the term of your event. Please provide us with a jpeg file of the slide you would like to have shown. Specs are 1920w x 1080h pixels @300dpi. Your slide may only contain basic event information and should not include sponsor logos. For an additional fee, we can display show schedules, highlight sponsors, announce speakers, educate the audience, promote products or whatever you choose.

Contact your Event Services Manager for further
EMERGENCY MEDICAL SERVICES

Should an accident occur please report it immediately to Public Safety at Extension 3500 on any house phone or from your cellphone at 408-277-3500.

If you have 500 or more attendees at your event, Licensed First Aid staffing provided exclusively by Team San Jose, is required onsite during any hours that your attendees are in our facilities, including registration, conference sessions, receptions and special events.

Staffing should start one-half hour prior to the time attendees arrive and extend at least 15 minutes beyond attendance hours to allow for adequate setup and closing time.

In addition, we recommend you consider staffing at least one First Aid center during your move in/move out periods when your exhibitors are working onsite, as injuries often occur during this time.

Emergency Medical Technicians (EMT’s) are trained in emergency response. EMT’s carry oxygen, automated defibrillators, glucose paste, and first aid supplies. EMT’s can give out aspirin and other first aid supplies, assess a patient’s need for a particular level of care and take basic medical facts about the patient. EMT’s cannot intubate a patient or start an IV.

You may also be required to provide a separate medical team for athletic events to ensure the safety of competitors.

Wheel chairs, scooters and crutches are not available throughout the SJCC.

INTERNET & DATA SERVICES

See Utility Services section.

LINEN SERVICE

1. Our classroom style tables are linen-less
2. Complimentary tea length white or black linen for full food service events (plated or buffet)
3. Linen rates are per table for tea length white or black cloth. Please refer to the Expense Detail Rate Sheet.

PREFERRED VENDORS

The following vendors are preferred due to their working relationship with the SJCC and their adherence to our policies.

Audio Visual

LMG
Kelly Gilford
Sales Director
kelly.gilford@lmg.net
(408) 271-6070 ext. 6070

Electrical

Edlen Electrical Services
Mary Ellen Chapdelaine
Account Executive
maryellen@edlen.com
(650) 225-0900 or (650) 826-0079

SECURITY

The San Jose Convention Center staffs its own Team San Jose security personnel to manage the facility daily. Depending on your event, you may consider a security contractor to provide event security services specific to your meeting.

General Facility Security

Team San Jose is not responsible for the property of clients, exhibitors and guests. Our 24-hour security staff is responsible for safety and security in the public areas of the building. They will lock and unlock the facility at the appropriate times. They assist with enforcement of the Fire and Life Safety Regulations and are available to assist in medical emergencies, with lost and found items and in other ways as required. Show Management assumes all responsibility and liability for losses, damages, and any claims arising out of injury or damage to displays, equipment and other property.
brought into the Convention Center.

**Event Security**

Show Management may consider arranging a security contractor to provide event security services for your lobby, meeting room and exhibit hall areas from move in to move out. Any security contractor you choose must be qualified through Team San Jose to work in any of our facilities. Please note that pre-qualification does not imply endorsement of any provider by Team San Jose. See Service Provider List here.

If your chosen provider is not on the list, please discuss with your Event Services Manager. Likewise, if your event is a public event or large party involving large numbers of people, you will be required to provide Security for crowd control purposes. In some cases, we will require that you employ uniformed off-duty San Jose Police Officers to assure safety and control. This coverage would be in addition to independently contracted security that you must arrange for your event. If it is determined that coverage is required, the cost for retaining the officer(s) is the responsibility of the Event Organizer.

Armed services are provided only by San Jose Police Department. Contact Steve Lagorio at 408-394-3407 or your Event Services Manager can help you make these arrangements.

**Ticketing Services**

TSJ Ticketing is our preferred full-service ticketing provider. TSJ Ticketing provides a secure, hosted internet solution to producers and organizations presenting shows, concerts or events in facilities managed by Team San Jose. TSJ Ticketing offers the following services:

- Patrons may purchase tickets:
  1. Online via sanjosetheaters.org with the option to Print@Home, mail or hold at will call
  2. Over the phone at (408) 792-4111 Monday through Friday from 10am to 5pm
  3. At our local box office located at the San Jose Civic 135 W San Carlos from 10am to 5pm Monday through Friday
  4. TSJ Ticketing offers a staffed ticket office at the venue during your performance/event to sell tickets to walk-up customers, distribute will call tickets, provide scanners to ushers at all points of entry (CPA, San Jose Civic, and Montgomery Theater) to ensure no duplications and an accurate drop count, and provide onsite expertise to answer all questions and resolve any problems
  5. Patrons may purchase and/or pick up pre-purchased tickets at the venue 2 hours before curtain
  6. TSJ Ticketing provides a complete and accurate box office report displaying the number and dollar amount of tickets sold by source (i.e. internet, phone, etc.), drop count and comps within one hour following the curtain
  7. TSJ Ticketing provides a daily rap-sheet on that day’s sales along with cumulative progress of ticket sales once the event goes on sale through the final performance
  8. TSJ Ticketing is able to offer assistance in the promotion of an event via email blasts to individuals known to attend like events in the surrounding area. These email blasts are not guaranteed and need to be scheduled as far in advance as possible and have a limited number available per event.
  9. Your event is listed on sanjosetheaters.org and is searchable both by the event title and location with easy click-through for purchase.

**Ushering, Badge Checking & Door Guards**

IATSE B32 is our exclusive provider of the following services: ushers, door guards, badge checkers and ticket takers, for an additional charge. Events in our Theatre Venues also require services of the IATSE B32 staff. Please ask your Event Services Manager for rates.
SECTION 8

UTILITY SERVICE

BROADCASTING, TELEVISION, RECORDING, STREAMING & TAPING FEES

I.A.T.S.E. Local 134 has full jurisdiction over the filming, streaming, video and audio taping of any event within all Team San Jose managed facilities.

Effective April 1, 2020, record fees, as described in the parties, predecessor collective bargaining agreement, shall no longer be paid.

ELECTRICAL SERVICES

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

Edlen Electrical Services
Mary Ellen Chapdelaine
(650) 225-0900

The Convention Center requires that all electrical work inside or attached to disconnect switches, panels, motor control centers, panel boards, and other electrical equipment controlled by the Center, be performed by an approved electrical contractor that uses IBEW. If you are not using Edlen to provide your electrical services, please refer to our Service Provider List.

See Floor Box Layout here.

Any use of a Convention Center wall outlet by an exhibitor/vendor will incur a per event charge for power consumed. Quote to be provided by decorator.

GAS, WATER, PLUMBING & COMPRESSED AIR

Gas, water, plumbing, drainage, and compressed air service is available in most areas of the exhibit halls.

1. Water fountains, pools, ponds, etc. must be water tight (installed over visqueen or plastic) and are subject to inspection by SJCC personnel
2. Water, natural gas, plumbing and compressed air are not available in the meeting rooms
3. If you require hot and cold running water in your booth, you will be asked to provide your own water heater and sink. Please contact Team San Jose to verify that water hookup & drain is located in or near your booth.

INTERNET & DATA SERVICES

In Silicon Valley, we understand the importance of cutting-edge network and communications technology. We know how important reliable and high-performance connectivity is to the success of any event. Across the SJCC, we offer the most innovative, comprehensive and high performance wired and wireless Internet and event-specific network services available. These same Internet and network services are extended to our physically attached hotels, the Hilton San Jose and the San Jose Marriott, for a seamless experience.

As of July 1, 2014, Team San Jose launched a more tailored technology approach to meet the needs of different clients. By extending the City’s industry-leading free Wickedly Fast Wi-Fi throughout the Convention Center, thousands of attendees are able to stream simultaneously without interruption. Team San Jose delivers state-of-the-art communications and provides qualified in-house support personnel to assist with meeting webcasting, cyber cafe setup, satellite transmissions, video-streaming and other technology needs that will make your event stand out and run smoothly.

Tech Services provides 3 separate options for clients to choose from:

Wickedly Fast Free Wi-Fi

Tailored for small and medium-sized groups who will need state-of-the-art wireless solutions without the expense normally associated with a premium class of Wi-Fi experience. This option gives you the best free, fast Wi-Fi technology in the nation, allowing thousands of attendees to stream simultaneously without interruption or congestion.

White Glove Service

This service is geared toward small to large size groups who will need custom wired and wireless configurations. This option is a paid service. Clients may order this service using the Technical Services Request Form.

Bring Your Own Geek

This service provides the ultimate in flexibility and is geared toward groups with their own technical staff who need to build a private network and extend their company network. This option is a paid service for one flat-fee per day. Clients may order this service using the Technical Services Request Form.

Please Note: Exhibitors should order these services using the Exhibitor Tech Services Order Form.

For further information, contact:

Team San Jose Tech Services
(408) 792-4188
techservices@sanjose.org

TELEPHONE SERVICES
Telephone Services are provided throughout the Convention Center by Team San Jose Tech Services. Wired-line services are provided by either the facility’s VoIP system or Verizon Hosted IP Centrex lines. Supported land line services include everything from analog lines for phone sets, faxes, modems and credit card machines to enhanced business telephone sets and services. All Telephone Services, including dial tone and telephones are ordered through Tech Services.

Cellular voice and data services are provided directly by industry leading wireless providers. Team San Jose works with AT&T Mobility, T-Mobile and Verizon to offer their latest 3G/4G services to clients within our San Jose Convention Center building. Each of these carriers has onsite cell site systems with extensive internal antennae distribution systems, enabling data plan clients with smartphones, tablets and air-card enabled laptops to receive high-quality voice, video and data services.

Please contact Team San Jose Tech Services at techservices@sanjose.org for more information on these systems and services.

VIDEO TRANSMISSION SERVICES

Custom Ku-/C-band satellite up/downlinks are facilitated via rooftop- and/or truck-mounted parabolic dish deployments with an unobstructed southern horizon. Land based SD/HD TV circuits are facilitated via TV-1™ and long haul VYVX™ cross connect circuits. In conjunction with in-house Audio/Video and Lighting provider LMG, DSS and Cable TV programming can be distributed via an in-house MATV infrastructure to target locations. Please contact Team San Jose and LMG for more information on these services.

LMG will be responsible for operation of the built-in sound and other AV systems during events for which LMG is the contracted AV provider.

Any broadcast or streaming can transmit in-house can be sent from any meeting room to any other room using Aja Hi Five via FIDO-TR-RO SDI converters. TSJ has several in the in-house system available.

TSJ Production typically assigns an IATSE fiber tech to oversee use of in-house systems. TSJ recommends clients and third-party AV contractors provide their own converters. Upon request, TSJ Production can provide information about the single mode fiber used for AV.
LABOR PARTNERS

Team San Jose has enjoyed a long and productive relationship with union labor. Our exceptional customer service is directly attributable to our staff, as well as our strong partnership with local unions. We entered into an Exclusive Jurisdiction Agreement with seven unions to formalize the best practices that have always taken place in our facility since opening.

The results have been a working environment in which both the Center and labor are committed to maintaining the highest level of customer satisfaction and to ensure that work is performed at a reasonable cost reflecting the highest level of efficiency, productivity and quality.

UNION LABOR REQUIREMENTS & JURISDICATIONS

Because much of the labor required for your event falls under various union jurisdictions in our facilities, it is important that you, as well as your contractors and producers, understand these functional roles so that appropriate labor can be provided. The following are the general areas claimed by union jurisdiction:

<table>
<thead>
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<th>JURISDICTION</th>
<th>UNION</th>
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<tbody>
<tr>
<td>Freight Handling</td>
<td>Teamsters Local 287</td>
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<tr>
<td>Display Installation and Removal, Signs &amp; Banners, Exhibit Rigging</td>
<td>Sign and Display Workers Local 510</td>
</tr>
<tr>
<td>Theatres, Staging, Rigging, Theatrical Lighting, Sound and Audio-Visual Services, Computer Installation, Projection &amp; LED Video Panels</td>
<td>I.A.T.S.E. Local 134</td>
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<tr>
<td>Food &amp; Beverage, Facilities Services</td>
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<td>Electrical Services</td>
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<td>Hair &amp; Makeup</td>
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<td>Wardrobe</td>
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</tr>
<tr>
<td>Musician</td>
<td>Musicians Union Local 6, A.F.M.</td>
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</tbody>
</table>

FREIGHT HANDLING

The Convention Center has no secure storage areas therefore we cannot accept freight shipments for exhibitors or show management.

1. Freight should be consigned directly through your general service contractor or an exhibitors' shipping company
2. Freight may not be sent to arrive on property prior to your contracted show dates

HAND-CARRY MATERIALS

All work involved in the loading and unloading of all trucks (including A/V trucks), trailers and common and contract carriers, as well as the handling of empty crates and the operation of material handling equipment, is under teamsters jurisdiction.

1. Full-time employees of exhibiting companies may hand-carry material provided they do not use material handling equipment, one person, one occurrence per booth
2. When exhibitors do choose to hand-carry material, they may not be permitted access to the loading dock/ freight door areas
3. Full-time employees of exhibiting companies may hand-carry material provided they do not use material handling equipment, one person, one occurrence per booth
4. When exhibitors do choose to hand-carry material, they may not be permitted access to the loading dock/ freight door areas
ADVERTISING, WINDOW GRAPHICS, KIOSKS & BANNERS

Signage Regulations
All signs and banners hung in tradeshows or interior or exterior public areas are hung by the Tradeshow and Signcraft Union Local 510. All signs and banners hung on or around stage are hung by IATSE Local 134.

1. Delivery of signage must be coordinated with show move in
2. All sign requests must be approved by show management and the SJCC. The SJCC reserves the right to refuse to allow any signs and banners deemed unsafe or inappropriate to be hung.
3. As you build your signage and graphics plan, we would like to recommend that you and your General Service Contractor use green materials. Please help us achieve our green initiatives by using recyclable, re-usable and donate-able materials. Please work closely with your General Contractor to see which green materials they have available.
4. Signage on wood accents is prohibited

Signage, Decoration & Client Material
1. Client may not nail, staple, tape, hang or attach anything to walls, ceilings, fixtures or floors
2. Holes may not be drilled, cored, or punched and fasteners may not be attached to the floor or walls without prior written approval of facility management
3. Stickers, glitter and confetti are not permitted in the facility. Adhesive backed decals and stickers may not be given out inside the Convention Center or associated facilities by any client, exhibitor, or individual. Any costs incurred by Team San Jose to remove any decals/stickers affixed to floors, walls, windows, doors, escalators, handrails, TSJ equipment, etc. inside or outside the facility will be billed to the client.
4. Spray painting, touch-up painting or use of cleaning materials (i.e. Armor All) on equipment may be done only after adequate protection on surrounding surfaces has been provided. Failure to provide protection will result in applicable charges at the time of clean up. Absolutely no painting will be permitted in any carpeted area.
5. All decoration, signage, etc. that is brought into the facility must be removed by the client. The facility must be restored to its original condition.
6. An inspection will need to be coordinated with your Event Services Manager before departure.

Window Clings:
1. Clients who utilize the entire facility may use window, wall and door clings.
2. Preliminary design and specifications must be submitted to Team San Jose for approval 45 days prior to installation.
3. Final artwork and specifications must be provided to Team San Jose 30 days in advance of installation date.
4. Must be approved by the show and facility management.
5. Team San Jose reserves the right to deny the hanging of any window or wall clings
6. Client is responsible for removal of all window clings at the end of the program
7. Client is responsible for any damage incurred from installation through removal of such clings

Interior Advertising
1. Team San Jose is pleased to offer state-of-the-art, digital signage systems for use during your show
2. There are 20 total digital monitors, 19 52" and 1 60" in size, located throughout the Convention Center. See Digital Monitor Locations here.
3. We will show 1 complimentary event announcement slide on the plasma screens during the term of your event
4. Please provide us with a jpeg file of the slide you would like to have shown. Specs are 1920w x 1080h pixels at 300dpi.
5. Your slide may only provide basic event info and may not include sponsor logos
6. For an additional fee we can display and highlight sponsors, announce speakers, educate the audience, promote products or whatever you choose.
7. See our Advertising and Branding Options here or contact Destination Services for further details.
8. Concrete decals are not allowed on city sidewalks due to San Jose city ordinances
9. For other opportunities, please refer to the Own the City Branding Campaign

Interior Window Graphics
The application of any materials to interior glass surfaces (e.g. escalator side panel, etc.) must receive written approval from the SJCC prior to application. No adhesive of any kind can be used in attaching to the glass. The material must be completely removed by the contractor during the event move out.
Exterior Advertising

Only signs or banners with show branding and show directional messages may be displayed on the exterior of SJCC.

Front Entrance Façade

See Banner Rigging Plot

Expanded Wing

1. Hanging from the wooden ceiling is prohibited
2. Window clings are allowed
3. Banners may hang from the Plaza Terrace railing

Digital Marquees

Messaging available on the Plaza corner and Almaden & West San Carlos side of the San Jose Convention Center. Please refer to San Jose Convention Center Marquee Dimensions in the Appendix for details.

1. Written approval is required from the SJCC for any exterior treatment to its facilities
2. To be considered for approval, three copies of a full-color rendering with final copy, product identification and a production plan for the installation, removal, and window cleaning is to be submitted to the responsible Event Services Manager no less than 60 days prior to installation.
3. If approved, the rendering will be signed, dated and one copy of the rendering and production plan will be returned. Revisions to the approved layout must be submitted for final approval.
4. Show Management is responsible for assuring that installation respects appropriate labor jurisdictions
5. Check with your Event Services Manager and General Contractor for details regarding the size, location, and methods of attachment seen here
6. If you plan to place signs or banners on City property throughout San Jose (including City-owned kiosks, light poles, etc.), you must first obtain permission from the Office of Cultural Affairs (OCA) at (408) 793-4344.

Distribution of Materials

Show management may only distribute or circulate, or permit to be distributed or circulated, reasonable advertising matter or programs pertaining to the San Jose Convention Center, the event, the client, or exhibitors within the space outlined in the Facility Use Agreement

1. Any handouts or leaflets distributed inside of the San Jose Convention Center or the outside grounds that do not pertain to the Center or Show Management will be subject to additional cleanup costs
2. The Event Services Manager may deny distribution of any materials not in compliance with this section

Directional Signage

The SJCC has overhead flat, static and digital signage for meeting rooms throughout. Facility does not provide directional signage geared specifically to your event. It is your responsibility to create and provide adequate signage to inform your guests of the room name of your event and to direct them to the appropriate section of the facility. All signage must be type set.

No handwritten signs are allowed anywhere within the Convention Center or associated facilities.

Podium Signs

1. Signage may not be attached to any SJCC podiums with double stick tape, Velcro, duct tape or any high tack adhesives
2. Each podium has a sign holder. Please inquire with Event Manager for dimensions
3. Any damage caused to podiums due to improper attachment of signage will be billed to your final invoice

Use of Public Space and Interior Signage

1. The use of public space other than that immediately adjacent to your contracted space needs to be fully discussed with your Event Services Manager to determine the feasibility of the proposed use
2. The areas adjacent to the escalators and common lobby/foyer/landing areas are not allocated to a particular event and are considered integral to maintaining the ingress/egress requirements necessary to facilitate overall building traffic.
3. As a general rule, exits, restrooms and other lobby specialty services, as well as amenities, cannot be obstructed.

4. Once space has been determined as appropriate and available, a floor plan outlining the proposed usage must be submitted for Fire Marshal approval at least 6 months in advance of load-in

Signs and Banners

1. Display of association or event related signage needs to be fully discussed with your Event Services Manager before any signage is produced
2. Because of numerous multiple facility users some high traffic areas such as the Concourses and Vista Point, Lobby and Hub, may be subject to limited exposure
3. All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth and similar decorative materials, shall be flame retardant to meet the San Jose Fire Policies
SECTION 10
POLICIES

Department and the California Fire Code

4. All table coverings, fabric walls, paper, or any decorative material whatsoever must have a California flameproof certificate or tag.

5. Only California certificates will be accepted, and they must be prominently attached to the material used so they may be easily seen by the facility Fire Marshal.

General Banner and Signage Guideline

1. Plastic coated cables or other similar coated materials may be utilized.

2. Interior banners may be suspended from the slotted aluminum ceiling slats on the Concourse level.

3. Banners are not to be suspended from ventilation panels, sprinkler heads or wooden accents.

4. Signage may be displayed in glass sign cases, on portable sign holders, bulletin boards, easels or other fixed method with approval. Show management or the Event Organizer is responsible for the provision, installation and removal of such materials.

5. Signs are not allowed to be taped, tacked, stapled, nailed or otherwise affixed to any wall or surface in the Convention Center.

6. The Parkway and Concourse are considered public space for all events in the Convention Center and any signage in this area must be approved.

7. You may not place signage inside the Convention Center Parking Garage without prior approval.

8. Lower Level meeting rooms and prefunction space prohibits the rigging or hanging from the ceiling grid.

ANIMALS

Animals are not allowed in the facility unless they are service animals or part of a scheduled event (i.e., dog show or circus). The following policies must be observed:

1. Animals must be under the control of a handler at all times.

2. Animals may not be within 100 ft. of any food service area.

3. Furthermore, you are responsible for ensuring that any animal brought to the Facilities in conjunction with your event is treated in a humane manner and in compliance with all laws regarding transportation and handling of animals.

4. Show Management must obtain any additional insurance coverage required to Team San Jose’s Risk Management prior to allowing an animal to enter the facilities.

CARPETED & TERRAZZO DISPLAY AREAS

Floor plans of all exhibits in hallways must be approved prior to sale by Team San Jose and appropriate fire official. Exhibits placed outside of the exhibit halls in carpeted areas or on terrazzo (prefunction space, ballrooms, meeting rooms, hallways or lobbies) will be charged at per square footage. Please refer to the Expense Detail Rate Sheet.

1. Customers must protect terrazzo by placing Masonite board taped in place creating a protective path for all materials/equipment moving in/out.

2. Carpentry work such as nailing, drilling, painting, sawing, hammering etc., is not allowed on the carpeted or terrazzo areas.

3. Early move in or late move out in pre-function space or lobbies is not permitted unless pre-authorized by your Event Services Manager.

4. Fire codes require a minimum of a 10 ft. aisles in lobby and pre-function space. Exhibits should not be placed within 30 ft. of all building entrances and exit doors.

5. Gas, water, compressed air, drainage, and heavy electrical use utilities are not available in areas outside of the exhibit halls.

6. Non-marking tires are required on all vehicles used in the facility.

7. Forklifts are not allowed on carpeted areas without floor protection.

8. Auto related shows may be given special consideration.

9. Show management is responsible for all damage during an event.

10. Show management will be responsible for cleaning costs associated with the removal of stains, imprints and marks.

11. If carpet/wall coverings or terrazzo cannot be sufficiently cleaned or if damage is severe (cuts, rips, tears, cracks, imprints, marks, chips or holes) show management will be responsible for the replacement of the flooring or wall covering.

12. A move out inspection is required at the end of your show.

CEILING TILE REPLACEMENT

1. If ceiling tiles in the Convention Center are removed, they must be replaced and fully seated into the ceiling grid.

2. Any ceiling tiles that are dirtied will incur charges for replacement tiles.
3. Failure to replace all ceiling tiles or to seat them correctly by the end of the last move out day will result in labor charges incurred for in-house tile replacement or readjustment.

4. The Grand Ballroom has a Eurospan Ceiling. Added care must be taken when rigging in the ceiling (see Rigging Plot here). Hang points have been strategically placed to accommodate many sets.

5. Damage to ceiling will be posted to final bill.

**COOKING DEMONSTRATIONS & OPEN FLAME**

1. No open flame cooking is allowed.

2. Electrical appliances and sterno hot plates are preferred and are to be placed on a non-combustible surface.

3. Team San Jose needs to approve any fryer use in the exhibit halls.

4. No cooking is allowed on the loading dock.

5. Team San Jose needs to approve any butane usage in the exhibit halls.

6. No portable cooking equipment using charcoal or wood charcoal can be used inside the exhibit hall.

7. If you require hot and cold running water in your booth, you will be asked to provide your own water heater and sink.

8. Please contact Team San Jose to verify that water hookup & drain is located in or near your booth.

9. A portable fire extinguisher or an approved automatic extinguishing system shall be provided within the booth.

**DAMAGE TO THE FACILITIES**

The client is responsible for any damage to SJCC’s property or equipment (including flooring, walls, equipment, doors and frames, airwalls etc.) by their service contractor, employees, affiliates, exhibitors’ and attendees during their event, including move in and move out periods.

1. A pre-event walkthrough by Show Management or Decorator will be scheduled with the Event Services Staff prior to occupying.

2. A post event walkthrough also needs to be scheduled.

3. Any charges necessary to repair or replace damage to the facility or facility’s property will be assessed at the prevailing rates and charged to Show Management’s final invoice.

**DECORATIONS**

1. Decorations may not be affixed to ceilings, painted surfaces, fabric or decorative walls.

2. All decorative materials must be flame-retardant in accordance with the City of San Jose Fire Codes. For more information regarding flame retardant requirements refer to the Fire Management Plan section.

3. Glitter, gum, confetti, stickers and door or window decals may not be distributed or affixed inside the facilities without prior approval from your Event Services Manager.

4. Labor charges may apply for clean-up of decorative materials and Show management is responsible for ensuring that all affiliates of your event are aware of the decorations policy.

5. Any clean up charges that must be imposed will be charged to Show Management.

6. Helium filled latex or Mylar balloons are not permitted in our facilities and Show Management is responsible for the enforcement of this policy.

7. Balloon arches and air-filled balloons are acceptable.

**DELIVERIES & STORAGE**

Team San Jose staff is unable to accept deliveries for you. The Convention Center has no secure storage areas therefore, we cannot accept freight shipments for exhibitors or show management.

1. Freight should be consigned directly through your general service contractor or an exhibitors’ shipping company.

2. Show Management or the service contractor must be present to accept deliveries.

3. Deliveries and storage can be arranged with The UPS Store. Fees are associated with all shipping and storage. Shipping address: 50 W E San Carlos St Suite 100, San Jose, CA 95113 Please contact The UPS Store for further information 408-792-4168.

**DIRT EVENT REGULATIONS**

1. Exhibition hall floors must be protected by visqueen or plastic tarps, AND two layers of 3/4” plywood which must be provided by the show contractor.

2. In order to minimize dust, the client supplied dirt must be kept moist during move in, event, and move out. This may be accomplished with an SJCC water hookup or any other outside sources. This process will be closely monitored by the SJCC staff.

3. Every effort should be made to remove rocks from the dirt as it is being positioned on the floor. This is
to prevent damage by the competition vehicles or as dirt is removed during move out.

**EMPTY CRATE STORAGE**

1. Storage of empty cartons in an exhibit booth area is not permitted.
2. Storage of any kind is prohibited behind back drapes or display walls and inside display area.
3. All cartons, crates, containers and packaging materials which are necessary for packing shall be labeled with EMPTY stickers and removed from the floor.
4. Container/crates may be stored in an empty dock bay, 10 ft. from the dock edge except on the San Carlos dock. No crate storage of any kind is allowed on the San Carlos dock at any time.
5. It is prohibited to store any crates/containers/materials in the covered dock area.
6. The center assumes no responsibility for equipment or materials left behind.
7. Show Management will be held responsible for any costs incurred for removal of leftover materials.

**ENERGY & WATER CONSERVATION**

During move in, move out and non-event periods, minimal levels for house lighting and ventilation will be maintained.

1. Requests for service beyond minimal levels on nonevent days can be accommodated for an additional charge.
2. Generally, full house lighting, heating, ventilation and air conditioning are maintained from 1 hour prior to show hours until the close of the event.
3. Water used to cool or operate equipment such as lasers, spas, etc. is considered extra and will incur a charge or require alternate water sources other than the water available at the Convention Center.
4. Should you require hot water for any aspect of your event, you must make arrangements to rent and bring in hot water heaters.

**FLOOR PLAN APPROVAL**

1. A preliminary floor plan of the exhibit and registration areas, drawn to scale and indicating dimensions of all seating areas, stages, exhibit booths and aisles, is to be submitted to the Event Services Manager no less than 6 months prior to the event.
2. The Event Services Manager will notify you if the plans are suitable to be submitted to the Fire Marshal or if modifications may be necessary.
3. Show Management or their Service Contractor must submit to the Fire Marshal 8 originals of a complete floor plan of the event for approval no less than 60 days prior to the first contracted move in day for the event.
4. Any changes or alterations required by the Fire Marshal must be incorporated into the floor plan, approved and signed by the Fire Marshal.
5. An original copy of the complete and final floor plan, signed by the Fire Marshal, shall be submitted by Show Management to the Event Services Manager no less than 45 days prior to the first contracted move in day for the event.
6. The Fire Marshal shall have final approval on all submitted plans.
7. Show Management will not be permitted to occupy any portion of the Convention Center or move any property into the facilities, until the Event Services Manager has received and reviewed a complete and final floor plan signed by the San Jose Fire Marshal.
8. Preliminary floor plans for registration in the lobby of the Exhibit Halls must be submitted 6 months in advance for approval by the Fire Marshal.
9. The copy of the floor plan with the Fire Marshal approval is to be submitted to your Event Services Manager 45 days prior to your event move in by you or your service contractor.

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

**Please note these basic rules:**
1. Aisles between display areas are 10 ft.
2. Nothing may intrude into the aisle space
3. 100 linear ft. of contiguous display space are allowable before a cross aisle must be present
4. Aisles must be configured to provide clear access to exit ways
5. There must be 10 ft. of clearance in front of all exits
6. The travel distance within any booth or exhibit enclosure to an exit access may not be greater than 50 ft.
7. Booths greater than 100 gross sq. ft. may require additional Fire Marshal review and approval

**The following items must be designated on your floor plans:**
1. Booth spaces and what is in the booths (i.e. exhibit booths)
2. Bulk spaces
3. Enclosed areas in a booth or bulk space (Enclosed areas i.e. closets, offices, etc., need to be equipped with a UL approved battery-operated smoke detector and a 2A10BC fire extinguisher)
4. Proposed crate storage areas
5. The locations of all food and beverage areas to include buffets, concessions and service areas
6. Multi-level booths. All multi-level booths must be designated on your floor plan. Please note the following rules that apply to multilevel booths:
7. A drawing with a U.S. licensed structural engineer of a multi-level booth must be submitted to the Fire Marshal at least 90 days in advance of the first move in day to allow sufficient time for any needed corrections
8. One 2A10BC-type fire extinguisher must be on each level of the display, easily available and obstructed from view
9. All areas under multi-level booths must be equipped with a UL approved battery-operated smoke detector attached to the ceiling or understructure
10. No ceilings are allowed on the top most level

11. If any deck is designed to hold over 10 people, a second staircase is required for emergency evacuations
12. All stairways must be at least 3 ft. in width and must be equipped with a handrail on at least one side

**FORKLIFTS & BOOM Lifts**

Team San Jose is not responsible for rental equipment left on the premises from outside rental companies. Upon delivery/pick-up of rental equipment either Show Management or the service contractor must be onsite and available for service personnel.

1. Forklift/boom lift rental – Team San Jose forklifts and boom lifts are not available for rental
2. Forklifts and boom lifts must be equipped with non-marking tires
3. Forklifts and boom lifts must be equipped with tire protection prior to entering any carpeted areas of the Facility, such as meeting rooms, concourses and ballrooms
4. Rental lifts must be removed from property within 24 hours after conclusion of load out

See [Service Provider List](#) for rentals here

**FREIGHT HANDLING & HAND-CARRY POLICY**

All work involved in the loading and unloading of all trucks (including A/V trucks), trailers and common and contract carriers, as well as the handling of empty crates and the operation of material handling equipment, is under Teamsters union jurisdiction. The union also has the jurisdiction of the unloading, uncrating, unskidding, leveling, painting and assembly of machinery and equipment, as well as the reverse process.

1. The Convention Center has no secure storage areas therefore; we cannot accept freight shipments for exhibitors or show management
2. Deliveries and storage can be arranged with your event manager and or your general service contractor. Freight should be consigned directly through your general service contractor or an exhibitors’ shipping company.
3. Freight may not be sent to arrive on property prior to your contracted show dates
4. Full-time employees of exhibiting companies may hand-carry material provided they do not use material handling equipment, one person, one occurrence per booth. When exhibitors do choose to hand-carry material, they may not be permitted access to the loading dock/freight door areas.
INSURANCE
All events held at the Convention Center are required to have liability insurance coverage. The primary purpose of this insurance is to cover the people who will be attending your event. This type of insurance does not cover items such as theft, malicious damage, worker’s compensation, or automobile insurance. California state law requires you to have worker’s compensation insurance whenever anyone is working for you and/or automobile insurance whenever you or any of your employees are using a motor vehicle.

KEYS & LOCKS
Meeting room key are available for use during your event. Any request for a secure room requires a lock change. Please refer to the Expense Detail Rate Sheet.

Most of our rooms have more than one door and some could have as many as 8 doors. Keys are typically provided to only one of your staff members who will then be responsible for their return. While there is no deposit collected, there will be a charge per cyber key for any keys not returned by your final move out dates. Please refer to the Expense Detail Rate Sheet.

Should you require core changes, please advise your Events Services Manager 2 weeks prior to your occupation date for coordination. See Key Order Form.

LOST & FOUND
It is recommended that you have a lost and found area during your event. At the conclusion of the event, you may leave unclaimed articles with Convention Center Security.

All lost and found articles are logged and placed in the security office located at the Convention Center for approximately two months, after which time they will be donated to a charitable organization.

For lost & found information, call the Security office at (408) 277-3500.

MEDICAL & HAZARDOUS WASTE DISPOSAL
1. When hazardous materials are to be brought into the Convention Center by Show Management, its contractors, or exhibitors, you must notify your Event Services Manager in writing 4 months in advance of the event. Storage of any medical waste or hazardous materials in the facilities is prohibited. Each event is responsible for compliance with all federal, state, local laws, ordinances and regulations concerning environmental laws and hazardous materials. Removal plan must be submitted to your Event Services Manager 30 days in advance of the event.

2. Show management is obligated to pay the cost of all trash hauls and is responsible for proper and regulated disposal of any and all toxic or biohazard goods, materials and substances, and must comply with all applicable laws. Please note that California has strict policies with regard to regulated waste disposal. If someone associated with your event ignores regulatory mandates, it becomes show management’s responsibility.

For a current listing of regulated hazardous materials, containment standards, responsibility, permit applications, enforcement, etc. contact the City of San Jose Fire Department’s Bureau of Fire Prevention Department (408) 535-7750.

MOBILITY DEVICES
Scoters
The use of electric scooters is permissible only under the provision of the Americans with Disabilities Act (ADA). Rental arrangements can be made directly with a local provider.

Segways
The use of Segways is permitted under the provisions of the ADA.

Bicycles
The use of bicycles is restricted to move in and move out periods and on concrete surfaces only (Exhibit Halls). Use of bicycles in any public space is prohibited.

Wheelchairs
SJCC does not have wheelchairs available for attendee use. Rental arrangements can be made directly with a local provider such as Scoot-Around at (888) 441-7575.

Hoverboards & Skateboards
The use of hoverboards and skateboards inside all our facilities are strictly prohibited.

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

1. No vehicle may be started or operated within any assembly building during show hours.

2. All fuel tank openings shall be locked or sealed in an approved manner to prevent escape of vapors.

3. Batteries shall be disconnected. Connections shall be taped to prevent arcing. Adding or removing fuel, on site, is prohibited.

4. Liquid petroleum fuel tanks shall be removed. A diaper or drip pan must be placed beneath each vehicle and must be in place at all times, including show hours.
5. A vehicle key should be left in the Security Office for emergencies
6. Vehicles should have fuel level at 5 gallons or less

**MOTORIZED VEHICLES ON CARPETED AREAS**
Approval must be obtained from your Event Services Manager (and the Fire Marshal) before motorized vehicles may be exhibited within the Convention Center.

1. Specific measures to protect carpeted areas must be addressed before approval may be granted (i.e. carpet on carpet)
2. Access is limited on the concourse areas and access to the Upper Level and Parkway levels are limited by door opening widths. In addition, prior scheduling is required as other functions may be scheduled in different portions of the Convention Center at the same time as your event.
3. Diapers or drip pans must be placed beneath any vehicle being displayed

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

**NON-CONTRACTED EVENT HOURS**
All aspects of your event should occur within the time frame outlined in your Facility Use Agreement (FUA). Additional charges will apply if your event begins or extends past the Hours of Operation from the contracted times.

**PLASTIC BAG ORDINANCE**
As of January 1, 2012, the City of San Jose has instituted a ban on the distribution of plastic bags. Details are on the City of San Jose website.

**PYROTECHNICS**
Pyrotechnics are under the jurisdiction of I.A.T.S.E. Local 134 and should be closely coordinated with your Pyro operator and House Steward. Use of pyrotechnics in SJCC is allowed with a permit from the San Jose Fire Department. All City, State and Federal laws must be observed, and a permit must be pulled by a certified Pyro Operator.

1. Approval for the use of confetti cannons must be obtained 90 days in advance from your Event Services Manager
2. There will be additional cost for cleanup
3. Water-based fogger/hazers are the only units approved for use within the Convention Center
4. Fire liability insurance, approved by Team San Jose’s Risk Management, must be in place prior to any pyrotechnics being allowed at the Convention Center

**RIGGING RULES, REGULATIONS & RATINGS**
Safety is the primary concern of the SJCC related to hanging and rigging in the facilities.
Team San Jose has complete authority over all hanging and rigging, and we have developed facility procedures, rules and regulations for such activity. These rules and regulations are applicable to everyone using the facility for hanging and rigging without exception.

**Rigging**
1. Rigging requirements must be presented to Team San Jose 30 days prior to the event
2. All rigging must be performed by qualified and trained riggers through I.A.T.S.E. Local 134 and/or Sign and Display union Local 510
3. Hanging may only be performed by union personnel who are familiar with the house hang points and rules and regulations. See here for rigging location.
4. All rigging must meet O.S.H.A. and A.N.S.I. regulations and conform to the manufacturer’s specifications
5. All rigging subject to inspection by the SJCC
6. Please refer to the CAD & Load Distribution Calculation Chart
7. For full rigging regulations, refer to the AV Rigging & Overhead Standards Policy in the Appendix

**Ratings**
1. Exhibit Halls 1, 2 and 3 are rated at 1,000 lbs. per point distributed
2. Executive Ballroom is rated at 1,000 lbs. per point. Additional cable pick point rated at 500 lbs. per point.
3. Grand Ballroom are rated at 1,000 lbs. per point. Additional cable pick point rated at 500 lbs. per point.
4. Meeting Room/Lower Level Areas do not have any rigging capabilities
5. You may not rig from any air wall tracks in any room with moveable air walls

ROOM SETS & RESETS
1. We will provide the initial setup in each meeting room at no charge, provided we receive your finalized setup requirement at least 30 days prior to your first move in day
2. Any changes to the initial set will be charged at our prevailing labor rates. Please refer to the Expense Detail Rate Sheet.
3. Team San Jose reserves the right to impose additional charges for excessive or unplanned changes

SHARING THE FACILITY
Exclusive use of public areas must be a contractual arrangement, otherwise the area is considered community use. Unless your Facility Use Agreement covers the entire building, there may be other events in the facility at the same time. Although these areas can be used for registration, coffee services and receptions, allowances must be made for public access and emergency egress. Your Event Services Manager must approve diagrams of all intended use of public space

SMOKING
By state law, and in the interest of public health, the Convention Center has adopted a non-smoking policy. Smoking outside of the facility is only permitted at a distance of 25 ft. from the building.

STAGES & RISERS
See the Complimentary Equipment and Services section to determine how much complimentary staging will be provided with your contracted space.
1. All staging higher than 2 ft. must be fitted with a back rail per OSHA regulations
2. All rails owned by Team San Jose attach directly to the back of our staging
3. If you do not wish to have a rail attached to the back of the stage for aesthetic purposes, you must provide a free-standing railing or other system to ensure that no one can fall from the back of the stage
4. 10 camera platforms are 4’x4’ with 1’, 2’, 3’, 4’, and 5’ elevations

TELEVISION & MOTION PICTURE FILMING
1. Filming within the Center as part of an event requires a contract and a permit from Team San Jose
2. Contracts will be issued by the Director of Communications
3. Any filming outside the Center or in other areas of the City may require Photography/Filming permit from the City
COPYRIGHTED MUSIC

Public performances of copyrighted musical works, including performances during conventions, trade shows and meetings require a license from the copyright owners.

Generally, these are arranged through the American Society of Composers, Authors and Publishers (ASCAP) Broadcast Music, Inc. (BMI) or through Global Music Rights (GMR). It is your responsibility to make these arrangements.

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

HEALTH PERMITS

If you or your exhibitors will prepare, sell or give away food in an event open to the public, a permit from the Santa Clara County Health department is required.

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

Permits are required for any food service, including but not limited to:

- Sampling
- Outside vendors
- Cooking demonstrations
- Food exhibits

The Health Department requires one contact for each event rather than dealing with each exhibitor. It is your responsibility as Show Manager to contact the Santa Clara County Health Department well in advance of the event. They will send you a package including applications for each exhibitor. You are responsible for having your exhibitors fill out the application and you must collect the fees and applications and return them to the Health Department on behalf of the exhibitors.

Santa Clara County Health Department
1555 Berger Drive, Suite 300
San Jose, CA 95112
(408) 918-3461

The California Sales Permit Application can be found here.

POSSESSORY INTEREST TAX

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

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

Additional information below can also be found in the Appendix.

F&B Sample Service Policy
Section 12
Green Meetings

Team San Jose strives to maintain ecological responsibility in all its brands, including the San Jose McEnery Convention Center, the San Jose Theaters, and at Visit San Jose. Together, with our clients and partners, we can help offset our environmental footprint to minimize the impact in our community and world.

Recycling

Over 87% of all waste from the Convention Center goes to recycling. We recycle everything we can get our hands on from paper products to carpeting to food waste.

What we cannot recycle we donate to educational nonprofits like Resource Area for Teaching (RAFT) and local schools. Materials include furniture, supplies, poster board, scrap metal, carpet rolls and foam boards.

We buy recycled products and all purchases are made online or by phone, eliminating unnecessary paper waste.

Saving Energy & Water

The San Jose McEnery Convention Center participates in energy and water conservation throughout the facility, including:

1. Setting thermostat at 68°F for heating and 78°F for cooling
2. Turning off lights and computers when not in use and setting timer or motion sensor switches for lighting
3. Utilizing water-saving washing equipment such as dry sweepers and tools that collect dirty water with low-flow spray nozzles
4. Installing more water-efficient restroom fixtures such as water-less urinals
5. Using electric service carts around the San Jose Convention Center property

Green Food & Beverage Options

1. Our kitchen’s goal is to create all meals using fresh, locally-sourced ingredients. We use local vendors, typically within a 150-mile radius for our food and beverage supplies.
2. We offer organic menus are available for additional costs.
3. Excess food is donated to local food banks and shelters such as the EHC Life Builders and the Second Harvest Food Bank of Santa Clara. We have donated 100’s of meals utilizing the Bill Emerson Good Samaritan Act.
4. We have the ability to compost all products that are provided through the Convention Center for an additional fee.
5. Fryer oils are donated for use as biodiesel.

Business with Other Green Businesses

1. We only buy and use Green Seal® cleaning supplies.
2. We are currently a member of PG&E’s ClimateSmart™ program, a voluntary option for Pacific Gas & Electric Company business customers to reduce their impact on climate change. This creates a carbon-neutral footprint for the San Jose Convention Center.
3. Team San Jose is currently working towards becoming a Certified Green Business within the County of Santa Clara. We are being evaluated by the Department of Energy for the possible installation of solar panels on the rooftops of the Convention Center.

Trash Removal and Debris

Unfortunately, even with recycling, trash removal is an inescapable cost item.

Each event at the Convention Center has access to our 40 cubic yard trash compactor for normal trash and debris. If trash generated from your event exceeds the 40 cubic yard capacity of the compactor, extra debris boxes will be brought in at an additional cost.

Talk to your Event Manager if you have questions about specific changes you are likely to incur. An estimate of your costs can be prepared based on the information you provide them.
ETC LIGHTING SYSTEM

*Entertainment Theatrical Controls (ETC)* was founded in 1975 in Mazomanie, Wisconsin. ETC is dedicated to providing the best and most innovative: products, services, and solutions to the markets they serve.

The lighting system will deploy a very advanced **556 LED light system that are 100% zonal and controllable** via closed network data on DMX universe systems. Wireless fixtures allow for backup control and for configuring channel control layout. The ETC system allows for even lighting throughout each exhibit hall with **consistent color temp at 4000 kelvins**. Completely digitally controlled settings allow for 0-100% dimmable abilities without flickering or stepping.

Benefits and flexibilities for the client include:

1. Easily combine and split spaces to control fixtures based on air wall positions.
2. Customizable configurations to meet all types of events.
3. Higher than average light output to meet televised events.
4. Ability to seamless integrate control of fixtures via lighting control consoles that clients may bring in. This allows for them to control their lights and the exhibit hall lights.
5. The LEDs will last an estimated 50,000 hours and consume 80% less power than the current system.
6. The ETC layout has a higher output than the current IES standards.
7. The system type A fixtures at 4000 kelvins have a feel and look similar to outside lighting.
8. The lighting system can be easily integrated into our clients lighting design for General Sessions, High Tech, Trade Shows and Sporting events well in advance of their arrival for a unique look only available in San Jose Convention Center.
9. The LEDs will last an estimated 50,000 hours and consume 80% less power than the current system.
10. We can assist with in-house equipment in the design up to eight scenes with any combination of instruments dimming between 0-100%. Beyond that will incur additional equipment cost. Backed by ETC.
11. House light levels for setup and teardown are set by Team San Jose Event Service and Production staff with the high-bay LED work/emergency lights on only. The level may be adjusted as requested by authorized Team San Jose personnel only.

MEYER SOUND SYSTEM

*Meyer Sound* was founded in 1979 in Berkeley, CA. The team from Integrated Communication have deployed an innovated system.

**Performance**

The 220 UP 1 Junior speakers have a proven track record for measured output levels to improve the sound quality across the entire floor. The system has been tuned to the rooms over a two-day period by Meyers audio engineers.

**Size**

The form factor fits well with the new open truss design to allow for more unobstructed rigging points to be used than other speaker systems.

**Integration**

Works with the upgraded QSC 10Gb AV infrastructure that was part of the 2015 upgrade.

Because the Meyer Sound solution has a home run star topology, greater control is offered over each individual speaker which is needed for certain room uses. This will also allow for delay to be used for integration with our clients’ systems for all events. The sound system at the San Jose Convention Center is backed by Meyers, supported by Integrated Communication Systems.

AV RIGGING & OVERHEAD STANDARDS POLICY

The following policies and procedures are in effect at the San Jose Convention Center and Cultural Facilities (the “Facility”), in order to ensure that all rigging in the facility is conducted safely and with due care for the building infrastructure.

*LMG* and *Stage Rigging Inc. (SRI)*, are preferred suppliers of rigging services for Team San Jose (TSJ).

For any events where rigging is required, a rigging plan (“Rigging Plan”) must be submitted by the contracted user (“User”) to LMG (only if LMG is contracted) or SRI for review and approval. The Rigging Plan must be in an **approved electronic AutoCAD format** and must be to scale, must show all equipment being hung, must include a key or legend and must show weight load estimate for each rigging point being used. It must show all required rigging points, including cable picks. Charges for plan approval are included in the assessment fees.

1. All rigging on any property managed by Team San Jose must adhere to the *International Code of Practice for Entertainment Rigging*.
2. All outdoor and indoor temporary rigging and/or ground supported structures on any property managed by Team San Jose must adhere to ANSI E1.21-2013 - Temporary Structures Used for Technical Production of Outdoor Entertainment and/or ANSI E1.15 - Recommended Practices and Guidelines for the Assembly and Use of
Theatrical Boom and Base Assemblies,

1. **The Rigging Plan** must be submitted for approval no later than **21 days in advance of the load-in day** of the event.

2. Plan review does not guarantee the safety of the actual rigged item. Failure to provide plans may result in the on-site denial or removal of said rigging.

3. Hanging and rigging hardware fasteners and gear must meet current O.S.H.A. and A.N.S.I. standards.

4. All design must adhere to the criteria and standards as described in ESTA E1.56-2018 Approved by ANSI 06 November 2018.

5. All custom rigging shall meet all ANSI and OSHA standards.

6. Chain hoist must display date of last periodic service in accordance with ANSI E1.6-2. If date of last service is not affixed to the hoist body, hoist service records may be requested by TSJ and must be provided by the hoist owner prior to hoist loading.

7. All requests for rigging outside of our approved hanging locations must be made in writing to the Director of Event Services, Director of Production and venue Production Manager no less than thirty (30) days in advance of an event.

8. IATSE 134 must perform all work required to attach and de-attach equipment to the rigging points. No other supplier may do so. Upon approval of the Rigging Plan and a production schedule, TSJ will provide a cost quotation for the labor required to do so. This labor will be charged on an hourly basis, with an 8-hour minimum charge. The number of riggers and hours will be based on the work to be done. Hourly rates for riggers are shown on the IATSE 134 Rate Sheet.

9. TSJ and/or LMG and/or SRI reserve the right to disqualify from use any equipment which, in their opinion, does not meet appropriate standards or is non-compliant with industry standards. In this event, LMG or SRI may be able to provide alternate equipment, and will do so upon request, subject to availability.

10. All equipment attached to a rigging point must also be secured by a hoist attached directly to a fixed point or means of a steel safety cable. All equipment attached to truss, pipe, lighting fixture, or hung in any other manner must also be secured using a redundant method.

11. No rigging, tying off, hanging, Velcro, or taping may be done from the false ceiling hangers, ceiling tracks, ceiling tiles, light fixtures, expansion joints, HVAC intake or exhaust vents, sprinkler pipes, air-wall tracks, doors, sewage and water lines, or other Facility features that have not been approved for such use. This restriction includes the use of string, fishing line, bailing wire, scissors clips, and other means for attachment is not permitted anywhere within the Facility.

12. Bridling is not generally allowed.

13. These rules and regulations are applicable, without exception, to everyone using the Facility for hanging and rigging. Failure to follow these rules and regulations will result in the immediate requirement to correct or remove all items which do not comply with TSJ/LMG/SRI rigging policies.

14. LMG can provide a full range of rigging components, truss, and will provide a cost quotation upon request.

15. SRI can provide a full range of rigging components, truss, and will provide a cost quotation upon request.

16. All rigging and/or hanging will be permitted only from approved, rigging points. Charges for use of rigging points are **$150.00** per point per show day for all load bearing point ceiling connection limited at 1000 lbs. and **$75.00** for cable pick ceiling connection per show day limited at 75 lbs.

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**Stage Rigging Review & Approval**
Email: teamsanjosereview@stagerigging.com
Phone: (650) 299-1189
Fax: (650) 299-1617
www.stagerigging.com

**LMG Rigging Submission**
Email: x@sanjose.org

**RFP for Rigging Equipment from LMG**
Kelly Gilford
Sales Director
LMG San Jose Convention Center
(408) 271-6072
kelly.gilford@lmg.net

**RFP for Rigging Equipment (non-LMG)**
Stage Rigging Inc.
Kevin Branch
Manager
Rigging Services, SF
(650) 299-1189
kevin.branch@stagerigging.com
FORMS, CHARTS & MAPS

Ballroom Details
CAD & Load Distribution Calculation Chart
Catering Menus
Own the City Branding Campaign
Complimentary Services & Equipment List
San Jose Convention Center Capacity Specification Chart
San Jose Convention Center Marquee Dimensions
San Jose Convention Center Floor Plan & Specifications
Digital Monitor Locations
Event Advertising Options
Exhibit Hall Details
Exhibitor Tech Services Order Form
Expense Detail Rate Sheet
Floor Box Layout
F&B Sample Service Policy
Key Order Form
Marshalling Yard Directions
Meeting Room Details
Quick Calculator
Rigging Plot
Sample F&B Agreement
San Jose Facilities Overview Map
Santa Clara County Health Department Coordinator Application
Santa Clara County Health Department Vendor Application
Service Provider List
South Hall Floor Plan
Team San Jose Emergency Evacuation
Technical Services Request Form