



SOUTH SAN FRANCISCO CONFERENCE CENTER RULES AND REGULATIONS

Welcome to the South San Francisco Conference Center! We are eager to provide you with excellence service and assist you in making your event a success.

Whether you are planning a convention, trade show, meeting, banquet or other type of event, the *Rules and Regulations* are designed to provide the information you need for your event planning process. Please take a moment to read these *Rules and Regulations* and use them as a planning tool and reference.

We are extremely proud of our Conference Center and the service we provide. At the conclusion of your event, you will receive an evaluation form. We encourage you to return it with your comments. We like to acknowledge the people who contribute to our success. If we fail to measure up to your expectations, we need to know in order to improve.

Overview

The South San Francisco Conference Center was developed to positively impact the economy of the City of South San Francisco. Attendees of Conference Center events stay in the City's hotels and generate tax revenue for both the City and the Conference Center. In addition, attendees dine in the City's restaurants, utilize the local convention-related services, and participate in other activities which generate sales tax revenue for the City. The Conference Center is required to be financially self-sustaining; all expenditures associated with operating the facility are paid through its portion of the hotel tax revenue and operating revenue generated through rentals of event space and provision of event services.

The following information describes the manner in which business is conducted at the South San Francisco Conference Center. All clients agree to comply with the Rules and Regulations upon entering into a Use Agreement for event space.

Key Staff

Your **Event Manager and/or Meetings Manager** will assist you in all aspects of your event. This key contact person will help you understand our rules and how they might affect your event, as well as communicate all information about your event to the rest of the Conference Center staff. Please feel free to ask your Event Manager and/or Meetings Manager any questions.

Your **Catering Director** will coordinate all your requirements for all food and beverage needs. Our Catering Department (hosted by South San Francisco Conference Catering, LLC) provides quality catering services on an **exclusive basis**.

Projection Presentation Technology is your full service audiovisual provider here at the Conference Center. Projection is a total solutions provider that can provide advice and a proposal for all your audio/visual needs.

Event Space Reservations / Requirements

All requests for event space reservations will be considered tentative until such time as either an Event Proposal approved in writing by parties, and/or a fully-executed Use Agreement and required payment are received in the Conference Center office. Please note, once fully executed, Use Agreements supersede proposals. Proposals and/or Use Agreements not returned by the date due will result in forfeiture of the space reserved.

Issuance of Use Agreements

At the time of Use Agreement issuance, the actual license fee will be determined according to the space rates in effect at that time. An event Proposal will not finalize the actual license fee but will quote the rates applicable at the time the proposal is issued, with anticipated rate increases. No events may occur prior to the execution of a Use Agreement by the licensee and the Conference Center Executive Director.

Payment of Fees/Charges

License fees and any additional service charges specified in the Use Agreement are subject to the following payment schedule:

Use Agreement Issued Six Months to One Year in Advance –

- More than Six Months in Advance - 25% of fee due
- Six Months in Advance - 50% of fee due
- Two Months In Advance - Balance Due

Use Agreement Issued Two Months to Six Months in Advance -

- More than Two Months In Advance - 50% of fee due
- Two Months In Advance - Balance Due

Use Agreement Issued Less than Two Months in Advance – Full balance due immediately

Ten Working Days before Your Event

- Pay Advance Deposit for Catering and Audio-Visual Requirements
- Provide Final Event Requirements to the Event Coordinator
- Provide Certificate of Insurance (See Use Agreement for required insurance)

Additional Service Charges cover event-related labor, equipment, security, electrical, insurance, other services and/or damage, excessive clean-up, or other deposit. Additional license fees and charges over and above those included in the deposit as a result of licensee 's final event plans and/or event changes following execution of the Use Agreement are due upon demand prior to the delivery of applicable services.

Terms and Payment Methods

The following forms of payment are accepted more than two weeks in advance of an event: personal or company check, cashier's check, official bank check, money order, bank wire transfer, or MasterCard/Visa/American Express credit cards. Less than two weeks in advance of an event, all forms of payment are acceptable except personal or company check. All payments must be in US funds made payable to the South San Francisco Conference Center.

All estimated charges need to be paid prior to the event date. Those events that have been approved for direct billing, all invoices rendered are due and payable net 30 days. Service charge of 1.5% will apply to all past due invoices.

Facilities and Services Included in Basic Rental

In accordance with the Use Agreement, licensees will have access to event space during the session times specified for all activities associated with their event. Activities associated with events include but are not limited to delivery, moving in of materials, setting up of materials, decorating, registration of attendees, and dismantling and moving out of materials.

Services included in the license fee are use of the event space as described above, conventional lighting, heating or cooling during the actual times of the event, event supervision, daily cleaning of event space, and lobby monitor listing of the event and location. Non-exhibit events also include one daily setup of each event space in theater, classroom, hollow-square, or banquet style. All setups are provided within the limits of Conference Center inventory. Exhibit events and/or events which consist of commercially-sold space do not include tables, chairs, or

other equipment typically provided by a service contractor. Minimal lighting and comfort levels will be maintained during pre-and post- event activity periods as described above.

Sharing the Facility

Unless your Use Agreement covers the entire building, there may be other events in the building at the same time. Likewise, the building is a public building and lobby areas are considered to be public areas. Although these areas can be used for registration, coffee service and receptions, allowance must be made for public access and emergency egress.

In booking and scheduling other events in the Center, we try to avoid overuse of the building or of specific sections of the building. We will share information about other organizations scheduled in the building with you. We assume no responsibility, however, for competitive or security concerns. Please advise your Event Manager and/or Meetings Manager if you have a concern.

Exhibit Events and/or Events Which Consist of Commercially-Sold Space

The Conference Center requests that Licensees use a licensed and bonded service contractor for all their equipment, freight handling and storage, exhibit installation and dismantling, registration, decorating, signage, electrical, booth cleaning and other event requirements. Exhibit crate storage is not provided. Cleaning inside of exhibit booths is not included in daily cleaning of event space. The Conference Center maintains a list of recommended service contractors.

A minimum of three copies of accurate, "to scale" floor plans of the entire exhibit events shall be submitted to the Conference Center for approval at least 30 days prior to the opening date of the event. Plans shall show size and location of all aisles, exits, exhibits, booths, staging, registration area, and other displays. Plans submitted may be subject to approval by the South San Francisco Fire Marshal. Plans that are rejected will be returned to the Licensee for correction. One copy of the approved plans will be returned to the Licensee as the final setup for the exhibit event. Any exhibit event may be subject to inspection by the South San Francisco Fire Marshal at any time.

- Gasoline -powered vehicles such as automobiles, trucks, or forklifts, may be included in exhibit events provided that the licensee has reserved sufficient event space to allow access and that the following requirements for the display are met:
 - Batteries or battery cables shall be removed or disconnected.
 - Gas tanks must be essentially empty (check gauges to be sure they read empty). Gas caps must be locking type or taped shut.

- Conference Center carpet must be protected by the placement of vehicles on an appropriate, protective material.

Free samples of pre-prepared food items or non-alcoholic beverages may be given away from booths if the food and beverage samples are an integral part of the product exhibited. Pre-prepared food stuffs shall be bite-sized portions and non-alcoholic beverages shall be no larger than four (4) ounce servings. Provision of any food and beverage samples requires advance Conference Center approval. Packaged food items and unopened bottles of non-alcoholic and alcoholic beverages may be given away from booths provided that these items are not consumed on the premises. Booth catering is available through the Conference Center's exclusive caterer.

Event Set-Up and Requested Revisions and/or Changes

Licensee shall provide, at least fourteen days prior to the first day of a scheduled event, a full and detailed outline of all event requirements, including the setup, equipment required, and all other such information as may be required by the Conference Center. Set -up revisions and/or changes, including the movement of portable walls, requested within seventy-two (72) hours of the event will be charged to the licensee at the prevailing rate.

Use of Lobby and Pre-Function Areas

All licensees are provided access to event space via the lobby and pre-function areas. These areas may be used for registration, distribution of event information, message center, food service, ticket sales, etc., at no additional charge on an "as available" basis and in consideration of any other licensee. Lobby and pre-function area uses, plans and space utilization must be approved in advance by the Conference Center staff.

No delivery, move-in or move-out of equipment, boxes, crates, dollies, etc., are allowed into the Conference Center through the lobby and pre-function areas. These items are allowed through the service entrance, located at the rear of the Conference Center.

Condition of Premises Following Use

Following the use of the licensed premises and Conference Center equipment, the premises and equipment will be in the same condition and state of repair, allowing for reasonable wear and tear and damage by acts of God, as the beginning of the license period. Licensee is responsible for removal of all bulk trash, crates, packing materials, boxes, etc. Licensee shall pay all costs of clean-up; bulk trash, etc. removal; and required repairs to return the Conference Center to the same condition and state of repair as received. Licensee is encouraged to request

a pre-event and post event walk through with the Conference Center staff to review the condition of the premises.

Rental of Equipment/Provision of Services

The Conference Center provides equipment and services over and above those included in the basic rental according to a separate rate schedule. Staging; dance floors; easels; copy, facsimile, typing, express mail, and other business services; keys and lock changes; security; and telecommunications are examples of the equipment and services available. In addition, the Conference Center can make arrangements for services provided by area vendors to meet the specific needs of an event.

Food Service, Catering, and Concessions

Our Catering Department is operated by South San Francisco Conference Catering, LLC, which has the exclusive right to serve food and beverages in the Conference Center. **YOU CANNOT USE YOUR OWN CATERER OR BRING YOUR OWN FOOD AND BEVERAGES INTO THE BUILDING.**

Our Catering Department provides excellent food at competitive prices. All food is prepared on site in a modern, well-equipped kitchen. All arrangements are made directly with the Catering Department. Your Director of Catering can provide you with information and assistance in making arrangements.

In addition, we reserve the right to limit quantities of food or beverages given away by your exhibitors in order to minimize the effect upon our food and beverage sales. All food and beverages prepared, sold or consumed must be supplied by the Conference Center's exclusive caterer. The Conference Center Caterer can provide creative, custom proposals for catering services, and will arrange for appropriate concession areas during events.

Security

Our security staff is responsible for safety and security in the public areas of the building. They will lock and unlock the building and the various rooms inside at appropriate times. They assist with enforcement of the Fire and Life Safety Regulations and are available to assist in medical emergencies, with lost and found items and in other ways.

We are not responsible for the property of clients, exhibitors and guests. You assume all responsibility and liability for losses, damages, and any claims arising out of injury or damage to displays, equipment and other property brought into the Conference Center. If your event will bring valuable items into the building whether as exhibits, for demonstrations or other purposes, you are responsible for their security at all times.

Generally, this is accomplished by employing additional security to patrol the portions of the building you have rented on an around the clock basis. We require that they interface, shift by shift, with the Center's Security Staff.

Likewise, if your event is a public event or large party involving large numbers of people, you will be required to provide additional security for crowd control purposes. In some cases, we will require that you employ uniformed off-duty South San Francisco police officers to assure safety and control.

Security persons are NOT permitted to carry weapons of any kind while on duty in the Conference Center unless they are sworn peace officers in uniform. Your insurance must also specifically cover security persons with weapons.

The Conference Center may require the licensee to provide, security personnel adequate for the intended facility use. The Center, in consultation with the Police Department, shall determine the number of either Conference Center security officers and/or South San Francisco police officers, and duties will be assigned by the Center. The Center will charge the licensee for additional security services at the prevailing rate.

Audio/Visual/Production Services

The Conference Center has a complete, in-house Audiovisual Department including a full-time staff and an inventory of modern equipment. Audio/visual services are provided by Projection Presentation Technology. We would appreciate the opportunity to bid on your complete audiovisual needs.

You may bring your own projection equipment for use in your meetings. You may also use other qualified audio/visual firms if they meet the Center's insurance requirements. We do not setup or service equipment provided by other audio/visual firms. In the event licensee chooses another contractor, licensee must use Projection's services for any required access to the Conference Center's house audio and/or video system. Under these circumstances, there will be a separate charge for electrical service in excess of 20 amps; arrangements will be made by the Conference Center. Charges will be at the prevailing rate.

An assisted-listening system for the hearing impaired is available upon request.

Electrical Services

All events requiring electrical service in excess of 20 amps are required to use the services of an electrical contractor. For exhibit events and/or events which consist of commercially-sold space, only the service contractors recommended by the Conference Center are authorized to provide this service. In the event the licensee does not require a service contractor,

arrangements for electrical services will be made by the Conference Center. Charges will be at the prevailing rate.

Electric Power Needs

Each meeting room has 20 amps of 120-volt power available. There is a charge for this service. Please see the Electrical Service Rate Schedule.

Most extensive power needs will require a licensed electrician at your expense. In the event an electrician is required, a copy of the electrician's business license as well as liability insurance must be provided.

Telecommunications Services

Telephone and internet service is available throughout the event spaces, lobbies, and pre-function areas. Arrangements must be made through the Conference Center; and services will be charged at the prevailing rate.

Conference Center administrative office telephones are reserved exclusively for the Center's use. Public telephones including a telecommunications device for the deaf (**TDD**) telephone are located in the main lobby area. The Conference Center telephone number or Conference Center staff number may not be published as an official event information number.

Room Capacities

A maximum of 1,200 persons can be accommodated at any one time in the Conference Center in either a single meeting or a combination of meetings. Capacities in excess of the posted, maximum occupant loads are not permitted.

Parking

The Conference Center strongly urges its' guests to take public transportation to their event. The Conference Center has complimentary shuttle service (Monday through Friday during commute hours) to the South San Francisco BART Station, Cal Train Station and the Ferry Terminal. The Conference Center, Park Pointe Hotel, and Holiday Inn operate under an agreement to share their parking lots; therefore, event attendees may park automobiles in any of the three lots. Parking is limited. In addition, an off-site lot, located across the street between the Travelodge and the Best Western Plus Grosvenor Hotel, is also available for automobile parking.

Trucks and buses are allowed to load and unload only around the perimeter of the Conference Center -- trucks at the rear, service entrance and buses at the front; attendee entrance. Due to the weight of these vehicles, no parking is permitted.

Any vehicles parked improperly and/or in unauthorized locations may be towed.

Deliveries/Move-In and Move-Out of Equipment/Contractor Personnel Entrance

Delivery, move-in or move-out of exhibitory, equipment, boxes, crates, dollies, or other event - related materials shall take place only during the session times specified in the Use Agreement. Any special arrangements must be approved in advance by the Conference Center Director of Operations.

The service entrance, located at the rear of the Conference Center, must be used for deliveries or moving in and out of materials. In addition, all contractor and other service personnel are required to use the service entrance.

Signs, Banners, and Decorations

Signs, banners, and decorations may not be taped, nailed, tacked or otherwise permanently affixed to interior ceilings, painted surfaces, columns, fabric and decorative walls, or fire sprinklers of the building interior, exterior, grounds, parking lot, or other site areas. Helium-filled, non-Mylar balloons are permitted in all areas of the building interior except the entrance lobby; retrieval of balloons released in the entrance lobby will be charged at the prevailing rate. Use of Mylar products is not permitted.

Storage of Materials

The Conference Center has very limited storage space; therefore, we cannot accept delivery of or store equipment or materials destined for future events. Within the limits of our available space, it may be possible for us to accept and store nominal quantities of materials.

City of South San Francisco Business License

During events in which merchandise is sold directly or in which orders are taken for merchandise, individuals, companies, and/or vendors are required to secure a temporary business license from the City of South San Francisco Finance Department, (650)877-8505. During events in which merchandise is displayed only, and no sales or order taking transactions occur, no temporary business license is required.

Event Publicity

Event advertisements and/or promotions shall not be publicized until a Use Agreement for the specific event is fully executed. Wherever the Conference Center is referenced in advertisements and/or promotions, it shall be identified as the "South San Francisco Conference Center". Use of the Conference Center administrative office telephone number in

advertisements and/or promotions is not permitted. Licensees are requested to include directions to the Conference Center in all publicity materials.

Copyrighted Music

Public performances of copyrighted musical works, including performances during conventions, tradeshows and meetings require a license from the copyright owners. Generally, these are arranged through the American Society of Composers, Authors and Publishers (ASCAP, telephone 800-627-9805) or through Broadcast Music, Inc. (BMI, telephone 800-669-4264). It is your responsibility to make these arrangements.

Fog Machines

Occasionally, clients want to use fog to enhance visual effects during an event. Some chemicals used to produce fog, including all oil-based systems, can activate smoke detectors causing fire alarms to sound and the fire department to dispatch equipment to the Center. **Such oil-based chemicals are prohibited.** Any use of a fog machine and chemicals must be approved by the Facilities Manager a minimum of ten working days in advance of the event.

Those chemicals and equipment are prohibited.

Material Handling

Every event has supplies and equipment needed by planners, exhibitors or participants. The amount and type of material that may be brought through the main Lobby is, of necessity, limited. The tile used in the floors of the main lobby is fragile and will not tolerate heavy carts. Moreover, there is often more than one event in progress at any given time and large quantities of baggage being trucked through the lobby can be disruptive. Please bring only what you hand carry through the lobby. If you have larger quantities of materials, we'll be glad to direct you to the service entrance at the rear of the building.

For meetings scheduled not more than a few days in the future, please consult your Event Manager and/or Meetings Manager.

Please do not ship or permit exhibitors to ship materials to the Conference Center for delivery in advance. All shipments (including overnight or urgent shipments) will be rejected if delivered before the first move-in day on your Agreement.

There is no space to store materials in the Conference Center.

The Center cannot accept freight shipments for exhibitions. Freight must be consigned through the show management or their designated subcontractor. All shipments of freight for exhibitors arriving before the move-in date will be refused.

Prohibited Materials, Processes and Equipment

Use of the following materials, processes or equipment is prohibited:

- Fireworks or pyrotechnics (See below)
- Blasting agents
- Explosives
- Compressed flammable gases including LPG
- Aerosol cans with flammable propellants
- Toxic materials including any substance regulated under California's Proposition 65
- Gas operated cooking equipment.
- Wood matches with all-surface strikes

Mail

Any mail addressed to a specific event and/or on-site representative in care of a specific event will be held in the Conference Center administrative office. On the first day of the event, it will be delivered to the on-site contact or representative.

Pets

No animals or pets are permitted in the Conference Center with the exception of service animals.

Children

If your event is a children's event or if attendees will bring their children, you are required to provide for the care and control of the children. Please discuss issues involving children with your Event Manager and/or Meetings Manager.

Lost Articles

Lost articles turned over to or found by Conference Center staff will be held, as a courtesy, in the security office for a period of 90 days. Efforts will be made to contact the owner if articles are properly identified. Those articles not claimed during the 90-day period will become the property of the Conference Center and are subject to disposal.

Gratuities

Conference Center employees are prohibited from accepting loans, advances, gifts, gratuities, or any other favors from the licensee, licensee's contractors, or anyone doing business with the Center.

Accessibility (ADA)

The Americans with Disabilities Act (42 U.S.C. §§ 12101-12213) requires facilities like the Conference Center to be fully accessible to persons with disabilities.

The Conference Center was built in 1993 to then existing state and federal standards for accessibility. California standards have, generally, exceeded federal standards; therefore, we begin with a high level of accessibility.

No Smoking

A City of South San Francisco ordinance prohibits smoking in any area of the Conference Center or within 20 feet of any entrance. **Smoking is NOT permitted anywhere inside the building at any time.** Individuals wishing to smoke must step outside of the building. Receptacles for disposal of smoking materials are provided in these areas.

Emergency Procedures

All Conference Center representatives have been assigned responsibilities in the event of an emergency. In such an instance, event planners, contractors, attendees, etc. are to follow the instructions of the Conference Center representative assigned to their area of the facility. It is critical that all parties remain calm and follow instructions. The Conference Center Emergency Response Plan defines procedures and responsibilities for dealing with any emergency situation which might arise.

Personal Safety

- Locate and make mental note of the exit nearest your workstation or booth.
- Locate and make mental note of the nearest Fire Alarm and phones.

Fire

- Pull alarm at nearest pull station (Red box on wall marked Fire Alarm).
- Call 911.
- Dial 9-911 from any Conference Center phone.
- Evacuate via the nearest exit.

Medical Emergency

- Make the person comfortable. Do not attempt to move them.
- Contact Security by radio or from a Conference Center phone.
- Call 911.
- Dial 9-911 from any Conference Center phone.

Earthquake

- Stay calm.
- Move and stay away from glass windows, including the main lobby area.
- Seek cover under a table or other sturdy furniture.
- When shaking stops, if possible to do so safely, help those needing assistance.
- Exit the building via the nearest door, if possible, avoid the main lobby with its large amount of glass.

Bomb Threat

If you receive the call, try to get as much information as possible:

- What is it?
- What does it look like?
- Where is it?
- When is it set to go off?
- Was caller male or female?
- What, if any, background noise did you hear?
- What, exactly, did the caller say?
- Notify YOUR supervisor or manager right away.
- IMMEDIATELY DISCONTINUE USE OF RADIOS.
- Contact Security in person or by phone.
- Conference Center procedures include contacting Police and Fire and organizing a Search Team.

Active Shooter / Armed Individual(s)

- Evacuate:
 1. Have an escape route and plan in mind.
 2. Leave your belongings behind place and lock the doors if possible (take keys and portable phones only if it doesn't delay your escape).
 3. Keep your hands visible.
- Hide:
 1. Hide in an area out of the active shooter's view.
 2. Block entry to your hide place and lock the doors if possible.
- Take Action:
 1. As a last resort and only when your life is in danger attempt to incapacitated the active shooter.

2. Act with physical aggression and throw items at the shooter.
- Call 911 when it is safe to do so.

Evacuation

- Except in the case of a fire, a decision on whether to evacuate the building will be made in consultation with Event Management and based upon the facts of the situation. However, if in doubt, evacuate.
- An announcement will be made over the Conference Center's Public Address System telling you to evacuate.
- WALK to the nearest exit and, quickly, move well away from the building.
- Assembly Areas may be designated by your managers. If so, go to that area immediately so that all persons may be accounted for.