



SOUTH SAN FRANCISCO
CONFERENCE CENTER

SOUTH SAN FRANCISCO CONFERENCE CENTER RULES AND REGULATIONS

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

We take the health and well-being of all clients and attendees of your event very seriously and are taking extra sanitation steps to ensure your safety and ours. In these unusual times, we urge our community to continue to act with compassion and care as we consider how we move about the world; taking necessary precautions to protect yourselves and each other.

Thank you for your understanding!

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. The South San Francisco Conference Center takes great pride in providing you with a memorable and flawless experience. We value your feedback.

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.

PUBLIC HEALTH INDUSTRY GUIDANCE:

- A. In using the premises, Licensee agrees to comply with the most current public health orders and guidance issued by the California Department of Public Health (CDPH), the San Mateo County Health Department, and applicable state industry regulations.
- i. Licensee is required to follow the State of California Division of Occupational Safety and Health (Cal/OSHA) regulations, as applicable.
 - ii. It is the sole responsibility of Licensee to stay up to date on the most recent public health orders, regulations, and state industry guidance, and maintain full compliance.
 - iii. Any failure by Licensee to comply with public health orders, regulations, or state industry guidance constitutes a breach of this Agreement, pursuant to Section 19 (Breach by Licensee), and Licensee may, upon order of the Executive Director or his designee, be subject to immediate termination of Licensee's right to use the Center.

Key Staff

Your **Events 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 Events 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 Catering Company) provides quality catering services on an **exclusive basis**.

Projection Audio Visual is your full-service Audio-Visual 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

Requests for event space reservations will be processed in accordance with the Booking Guidelines. 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

Use Agreements will be issued in accordance with the Booking Guidelines. 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 and/or Addendum to the Use Agreement by the licensee and the Conference Center Executive Director.

Fees & Cancellation

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

- Any cancellation by the Licensee must be in writing. Receipt by the Authority of a cancellation within ONE (1) year of the event will result in a forfeiture of a portion of the License Fee as follows whether any monies have been paid to and received by the Authority:
- Less than one (1) year but, more than six (6) months prior to the first day of the event, the forfeiture shall be twenty-five percent (25%) of Room Rental and Food & Beverage Minimum.
- Less than six (6) months but, more than sixty (60) days prior to the first day of the event, the forfeiture shall be fifty percent (50%) of Room Rental and Food & Beverage Minimum.
- Less than sixty (60) days prior to the first day of event, the forfeiture shall be one hundred percent (100%) of Room Rental, Food & Beverage Minimum, Audio Visual, and Event Services associated with your event.

In addition, Licensee also agrees to pay any other event expenses over and above the License Fee that are actually incurred by the Conference Center in connection with the event covered by this Agreement.

The parties agree cancellation by the Licensee will result in damages to the Authority, and it is and will be impracticable and extremely difficult to ascertain and determine the actual damage which the Authority will sustain.

Thirty (30) Working Days Before Your Event

- Provide Certificate of Insurance (See Use Agreement for required insurance)

Ten (10) Working Days Before Your Event

- Pay Advance Deposit for Catering and Audio-Visual Requirements
- Provide Final Event Requirements to the Events Manager

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 because 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, ACH transfer, bank wire transfer, or MasterCard/Visa/American Express credit cards. Credit card payments totaling \$10,000 or less are not subject to a processing fee. **If total credit card payments exceed \$10,000, a three percent (3%) processing fee will apply only to the amount exceeding \$10,000. The \$10,000 threshold applies per event, not per transaction.** 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 ten (10) days prior to the event date. Those events that have been approved for direct billing, all invoices rendered are due and payable net thirty (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 only have access to event space during the session times specified for all activities associated with the event as outlined in the Use Agreement. 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.

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. Alcohol sampling shall be no larger than 2 oz servings for beer/wine and .5 oz for spirits. Food & Beverage samples require advanced 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 use, plans and space utilization must be approved in advance by the Conference Center staff. Please note that the lobby and pre-function areas are considered public spaces. The Conference Center retains full authority over the décor, displays, and furnishings in these areas.

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 without prior approval. 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, and other

business services, security, and telecommunications are examples of the equipment and services available.

Food Service, Catering, and Concessions

Our Catering Department is operated by South San Francisco Conference Catering Company, 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.**

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 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. Should outside food and beverage be consumed in the building by organizer or attendees, a penalty equal to \$35.00 per person based on event attendance will apply as a penalty for violating the terms of the Use Agreement. The Conference Center Caterer can provide creative, custom proposals for catering services, and will arrange for appropriate concession areas during events.

Security

Our staff 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 brings 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 Conference Center's staff.

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.

The Conference Center may require the licensee to provide, security personnel adequate for

the intended facility use. The Conference 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 Conference Center. All public events, parties serving alcohol, and events over 500 people will be required to employ uniformed off-duty South San Francisco Police Officers.

Audio Visual/Production Services

The Conference Center has a complete, in-house Audio-Visual Department including a full-time staff and an inventory of modern equipment. Audio-Visual services are provided by Projection Audio Visual. You may bring your own projection equipment for use in your meetings, however, there will be a liaison assessment, as explained below. You may also use other qualified Audio-Visual firms if they meet the Conference 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.

The South San Francisco Conference Center's outside Audio-Visual vendor policy is as follows:

Assessment Requirement: For all events utilizing outside Audio-Visual providers, a minimum of 10 (ten) hours of in-house Audio-Visual support is required. The internal representative will oversee the load-in and load-out process, manage the integration of external equipment, provide guidance on the use of venue-specific systems, and ensure compliance with all venue policies. This service is billed at a rate of \$94 per hour, with a total minimum charge of \$940. Additional hours will be billed at the same hourly rate.

Outside Audio-Visual Access: A one-time access fee of \$1,500 applies for the use of an outside Audio-Visual provider. This fee is separate from and in addition to the liaison requirement outlined above.

We would appreciate the opportunity to bid on your complete audio-visual needs.

Electrical Services

All events utilizing 100-amp or 200-amp service are required to use the services of a licensed electrical contractor. If your event does not require a licensed contractor, electrical services will be provided by the Conference Center. Charges will be at the prevailing rate.

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.

Wi-Fi & IT Services

The South San Francisco Conference Center provides complimentary Wi-Fi in all spaces with a speed of 2 Mbps. High-speed Wi-Fi, hardwire internet, telephone, and IT services available upon request; additional fees apply.

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. Posted maximum occupancies are to be adhered to at all times.

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, CalTrain Station, and the Ferry Terminal. The Conference Center, Park Pointe Hotel, and DoubleTree Hotel 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.

No vehicles over ten thousand (10,000) pounds gross vehicle weight are permitted to park.

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

The South San Francisco Conference Center is not responsible for theft, loss, or property damage to your vehicle.

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

Delivery, move-in or move-out of 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's 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.

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 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's storage is limited therefore, we cannot accept delivery, 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 at prevailing rates.

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, tradeshow and meetings require a license from the copyright owners. Generally, these are arranged through the American Society of Composers, Authors, and Publishers or through Broadcast Music, Inc. It is Licensee's responsibility to make these arrangements.

Prohibited Materials, Processes and Equipment

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

- Fog Machines
- Fireworks or pyrotechnics (See below)
- Blasting agents
- Explosives

- Compressed flammable gases including LPG (Liquified Petroleum Gas)
- 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
- Drones
- Weapons
- Medical Procedures
- Cold Spark Machines
- Bubble Machines or Confetti

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 except for 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 Events 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/Vaping

A City of South San Francisco ordinance prohibits smoking in any area of the Conference Center or within 20 feet of any entrance. **Smoking or Vaping 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.
- Evacuate via the nearest exit.

Medical Emergency

- Make the person comfortable. Do not attempt to move them.
- Call 911.

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?
- Dial 911
- Notify a staff member immediately.
- Conference Center procedures include contacting Police and Fire and organizing a Search Team.

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 the people may be accounted for.

COMPLIANCE WITH LAW AND CONFERENCE CENTER RULES AND REGULATIONS:

In using the premises, Licensee agrees to comply with all applicable federal, state, and local statutes, ordinances, and regulations. Licensee agrees to obtain and pay for all required federal, state, and local taxes, charges, fees, licenses, and permits resulting from the use of the premises.

In the event use of the premises creates a possessory interest subject to taxation under Section 107 et seq. of the California Revenue and Taxation Code, the Licensee is responsible for payment of the tax imposed upon the possessory interest.

Additionally, Licensee agrees to comply with the Authority's established Rules and Regulations. Failure to comply with the Rules and Regulations may result in the cancellation of the scheduled event at the sole discretion of the Executive Director or his/her designee. Under this circumstance, the Licensee shall not be eligible for any refund, and the Authority shall not be liable for any resulting damages incurred by Licensee.