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# FACILITIES USER GUIDE

# SAN JOSE McENERY CONVENTION CENTER & Cultural Facilities



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# SECTION 1

# WELCOME

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  
President & CEO  
Team San Jose



# SECTION 2

## VENUE ADDRESSES

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/meet](http://sanjose.org/meet).

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



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



**San Jose Civic**  
135 W San Carlos Street  
San Jose, CA 95113  
Directly across San Carlos of San Jose McEnery  
Convention Center main entrance



**Center for the Performing Arts (CPA)**  
255 Almaden Boulevard  
San Jose, CA 95113  
Adjacent from the San Jose McEnery Convention  
Center, at the corner of San Carlos & Almaden



**Montgomery Theater**  
271 Market Street  
San Jose, CA 95113  
Directly across from the San Jose McEnery  
Convention Center on San Carlos & Market



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



**California Theatre**  
345 South First Street  
San Jose, CA 95113  
Across Market, east of the San Jose McEnery  
Convention Center

### Loading Docks

**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 W 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.

6 Months	<ol style="list-style-type: none"> <li>1. Preliminary floor plans for Exhibit Halls submitted to Fire Marshal</li> <li>2. Preliminary schedule of events submitted per FUA</li> </ol>
4 Months	<ol style="list-style-type: none"> <li>1. Hazardous materials plan submitted</li> </ol>
90 Days	<ol style="list-style-type: none"> <li>1. Schedule of events and space assignments</li> <li>2. Food and Beverage Sampling Requests submitted</li> <li>3. Exhibitor Service Kit and Exhibitor List submitted</li> </ol>
60 Days	<ol style="list-style-type: none"> <li>1. Certificate of Insurance due</li> <li>2. Remaining rental due</li> <li>3. Final floor plan due</li> <li>4. Attendee Parking Request Form</li> <li>5. Registration Assistance request</li> <li>6. Contact Team San Jose Public Affairs Dept. for media support</li> </ol>
45 Days	<ol style="list-style-type: none"> <li>1. Special Exhibitor requests for Fire Marshal approved floor plans submitted</li> <li>2. List of all contracted vendors submitted</li> <li>3. Badge Check, Coat Check and Usher Request Form submitted</li> </ol>
30 Days	<ol style="list-style-type: none"> <li>1. Comprehensive Event Plan due</li> <li>2. Registration or admission information</li> <li>3. Day by day agenda of all activities with room assignments</li> <li>4. IATSE and Teamster labor orders when TSJ provided room setup</li> <li>5. Room set changeover</li> <li>6. Sound and lighting requirements</li> <li>7. Telephone and internet installation requirements</li> <li>8. A/V equipment requirements</li> <li>9. Power usage plans</li> <li>10. Food and Beverage requirements</li> <li>11. Staffing plans and requirements</li> <li>12. Signage plans</li> <li>13. Contact names and phone numbers of key event staff members</li> <li>14. Contact names and phone numbers for all contractors providing services</li> <li>15. Catering orders/concession plan/special meal requests due</li> <li>16. Banners and Signage Plan approved</li> <li>17. Complimentary welcome slide submitted</li> <li>18. Security plan due</li> <li>19. Rigging Plans</li> </ol>
14 Days Prior to 1st move-in day	<ol style="list-style-type: none"> <li>1. Signed Event Resume due</li> </ol>
5 Business Days Prior to 1st move-in day	<ol style="list-style-type: none"> <li>1. Food &amp; Beverage guarantees due</li> <li>2. Final Proforma Invoice Payment due</li> </ol>
Onsite	<ol style="list-style-type: none"> <li>1. Post-convention meeting scheduled/online customer survey</li> <li>2. Move in and out inspection tours</li> <li>3. Attendance reporting</li> </ol>

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 and 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 & City Branding

See [Event Advertising Options](#).

See [Own the City Branding Campaign](#).

### Audio Visual Service & Equipment

Preferred in-house provider [FNTECH](#) 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 personal 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 personal 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. Please see [Security Service Preferred List](#).

### 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**

Electrical Services at the convention center are required to use IBEW Labor provided by your decorator or through our electrical contractor. Team San Jose's in-house provider is [Edlen Electrical Exhibition Services](#).

### Equipment Fees: Tables, Chairs & Stages

One standard room setup in our meeting rooms is provided complimentary with your room rental. The following equipment is available when an Exhibit Hall is used as [meeting space](#).

1. 8' x 30" tables, complimentary
2. Black table linens at a cost of \$15 per linen
3. Black table linens complimentary for F&B functions
4. Chairs for meeting use, complimentary
5. Staging 6' x 8" at a cost of \$50 per section
6. [Equipment Inventory](#)

### Fire Marshal Approval

Please refer to the [Expense Detail 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 & Beverage Terms and Conditions](#) for service standards.

### Forklift, Genie Booms & Scissor Lift Rental

Customer contracted-rates vary based on company selected. San Jose McEnergy Convention Center lifts are available for rental based on availability. Please contact your Event Manager for requirements and pricing.

### 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 Concourse 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. Holiday pay rates may apply. Please refer to the [Expense Detail Rate Sheet](#).

### Production Rigging

#### Exclusive

Individual quote will be provided based on specific event requirements.

### Broadcasting, Televising, Recording, Streaming & Taping 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.

### 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.

### 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

## SECTION 4

# POTENTIAL EXPENSE DETAILS

### Sign and Display

#### 510 Labor Required

1. Display Installation & Removal
2. Signs & Banners
3. Exhibit Rigging (with Exception of AV)

### Water Service for Meeting Rooms

Please refer to [Expense Detail Rate Sheet](#) for current costs of water coolers and each 5-gallon jug of water.

### Stagehand Union Labor for Setup & Operational Teardown for AV Labor & Equipment

#### Exclusive, TSJ handles Booking & 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

### Theater Usher Services

#### Union Position

Ticketed events follow theatre usher service guidelines:

1. Usher, 4 hour minimum
2. Aisle Captain, 4 hour minimum
3. Head Usher, 4 hour minimum
4. Assistant Head Usher, 4 hour minimum



# 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 two-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 air wall. The room can be divided into a maximum of 3 sections, requiring the movement of 2 air walls.
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 4 meeting rooms

#### Meeting Room LL21

Able to be divided up into 6 meeting rooms

### Americans with Disabilities Act (ADA) Compliance

The San Jose McEnery Convention Center strives to remain ADA compliant. The Attorney General has the responsibility for publishing regulations and implementing the requirements of title II (state and local government services) and title III (public accommodations and commercial facilities) of the ADA. These regulations are codified in the Code of Federal Regulations (CFR) at 28 CFR parts 35 (title II) and 36 (title III).

1. Show Management is responsible, at its sole cost and expense, for compliance with non-permanent accessibility requirements under the ADA such as, but not limited to, seating accessibility, auxiliary aids for the visually

impaired, hearing impaired and mobility impaired. This includes but is not limited to aisle width, service animal seating space, additional seating for a companion etc.

2. Show Management shall permit individuals with mobility disabilities to use wheelchairs and manually-powered mobility aids, such as walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities in any areas open to pedestrian use, as set forth within the ADA.
3. Show Management is responsible, at its sole cost and expense, to ensure compliance of temporary architectural event features such as registration, information booths and any other services or programs available to exhibitors, attendees or the general public. Show Management must submit floor plans to Team San Jose, and the floor plans will then be submitted and approved by the City of San Jose's Fire Marshall in accordance with current ADA regulations. Show Management may be asked to make modifications, at its sole cost and expense, based on feedback from the Fire Marshall prior to the show or once their walkthrough is conducted.
4. Show Management is responsible for ensuring that exhibitors at the event and any other event representative, vendor, agent, employee, contractor or subcontractor all comply with the current ADA regulations.
5. Team San Jose is committed to ADA compliance and can offer Show Management the option of accessible routes to stages. The accessible route is provided via a motorized lift that has a maximum height of 4 feet to help accommodate performers and presenters.

Team San Jose's approval involvement in of any aspect of Show Management's activities is not an endorsement of ADA compliance. Show Management understands and acknowledges that Team San Jose and the City of San Jose shall not be liable or responsible in any way for ADA violations associated with non-permanent accessibility standards, and Show Management accepts all liability and responsibility for the same.

### 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](#).

# SECTION 5

## VENUE INFORMATION

### Column Description

The San Jose McEnery 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 that 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](#).

Elevator	Dimensions	Door Opening
1	4'7" x 6'8"	3'6" x 6'11"
2	5'0" x 6'5"	3'6" x 7'0"
3	4'11" x 6'5"	3'3" x 7'0"
4	5'0" x 6'5"	3'3" x 7'0"
5	Service Elevator Only	Service Elevator Only
6	5'5" x 7'0"	3'6" x 7'0"

### 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.

### Emergency & Evacuation Procedures

See here for [Team San Jose Emergency & 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.

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 an additional 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 floral and a large variety of décor and furniture to enhance your event. All specialty linens need to be provided by the Show Organizer or Vendor.
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.

### Facilities Floor Plans

See here for [San Jose Convention Center Floor Plan & Specifications](#) and here for [South Hall Floor Plans](#).

### Floor Loads

Hall 1, 2 & 3	250 lbs per sq. ft.
Meeting Rooms 111–114, 211–214 & 230–233	100 lbs per sq. ft.
South Hall	350 lbs per sq. ft.
Lower Level	100 lbs per sq. ft.
Grand Ballroom	150 lbs per sq. ft.
Executive Ballroom 210	100 lbs per sq. ft.

# SECTION 5

## VENUE INFORMATION

### 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. No vehicles are allowed in the Exhibit Halls without TSJ permission.
11. Care must be taken to ensure dock walls are not damaged. All damages are the responsibility of Show Management.
12. The Service Contractor/Decorator must prevent trash and other materials from blowing around the grounds of the Dock area.
13. The Service Contractor is responsible for cleaning of the dock areas on a daily basis during and after the event.
14. All packing materials and trash must be swept up and placed in appropriate trash receptacles.
15. All card board must be broken down and placed in our recycling center.
16. It is not acceptable to sweep trash from the docks to the ground.
17. 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.
18. 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.
19. Loading docks (Almaden Blvd. access) for the Convention Center will be assigned by your Event Manager.

Space	Dock Bay Assignment
Hall 3	Assigned by Event Manager
Hall 2	Assigned by Event Manager
Hall 1	Assigned by Event Manager
Executive Ballroom 210	Assigned by Event Manager
SJCC Receiving	10
Grand Ballroom & Lower Level Meeting Rooms	Only two bays available (San Carlos St. access)

20. 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.
21. Convention Center Docks are not equipped with dock plates. Please provide the number of plates needed to unload your trucks.
22. Grand Ballroom dock has one built-in hydraulic dock plate in the center of the dock.
23. The floor load of our dock loading ramp is 200 lbs. per square foot.

### Function Space Details

See [Ballroom Details](#) here.  
 See [Exhibit Hall Details](#) here.  
 See [Meeting Room Details](#) here.

# SECTION 5

## VENUE INFORMATION

### 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 costs. Unreturned keys are subject to a fee.

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

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

### Lighting

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

#### Meeting Rooms

The Convention Center has LED lighting in the majority meeting rooms 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. Schedule 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 (outdoor speakers included)
3. Plaza Terrace
4. East Terrace and Plaza

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.

# SECTION 5

## VENUE INFORMATION

### Overhead Door Dimensions

Hall 1, 2 & 3	24' W x 18' H
Elephant Doors 4 doors leading from Hall 1 into Executive Ballroom	12' W x 17'11" H
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 Services Manager for current rate.

### Parking

The garage attached to the Convention Center provides 500 spaces for general use. Of those, 13 spaces are available for persons with disabilities and 10 are equipped with 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 \$30 daily maximum. Rates are in effect 7 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 [parksj.org](http://parksj.org) for additional information on overflow parking.

### Sound Systems

The Convention Center has a permanently installed Q-SYS control sound system throughout the facility. [FNTECH](#) is the only authorized operator for the center's permanent sound systems, unless requested by Team San Jose 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 FNTECH will quote charges for sound system use and required IATSE 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 convention center's permanent sound system.

All music played is required to be licensed.

## SECTION 6

# FIRE MANAGEMENT PLAN

## 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.
7. Once the application is approved, no changes may be made without approval of San Jose Fire Department. Unauthorized changes may result in permit suspension.

## 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 \$265.00 per layout review based on event requirements. Please include:

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 cafes.
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. 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 and floorplans.

Fire Marshal will impose fees of \$265.00 per layout review based on event requirements. Fire Marshal has pre-approved some floor plans. Ask your Event Services Manager if these suit your requirements.

### Lobby & Concourse Areas

Please inquire with your Event Services 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.

# SECTION 6

# FIRE MANAGEMENT PLAN

## 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 re-submitted 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 Services 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 Services 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, they have 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. 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, per California Fire Code Chapter 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.

# SECTION 6

## FIRE MANAGEMENT PLAN

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 fluids
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

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 per 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



# SECTION 6

# FIRE MANAGEMENT PLAN

## 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 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 flame-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
2. All table coverings, fabric walls, paper or any decorative material whatsoever must have a California flameproof certificate or tag.
3. Only California flameproof 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 of 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

## 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.

## 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.

## SECTION 6

# FIRE MANAGEMENT PLAN

### 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 Services 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

**FNTECH** is the preferred A/V service provider for all audio/visual needs in the Convention Center and associated facilities. On all events where FNTECH is the AV contractor, FNTECH 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, streaming, 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, FNTECH 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 FNTECH for your sound services. This will guarantee that only trained staff, knowledgeable in the system's operation, will be working with our technical equipment. FNTECH will quote charges for sound system use and labor as requested. 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 FNTECH 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.

Note: Any electrical services required for audio visual equipment, including rigging, will need to be ordered through our in-house electrical provider, Edlen Electrical Exhibition Services, or an alternate IBEW electrical contractor.

### Outside A/V Provider

If not using our in-house provider, please see Team San Jose [A/V Standards for Outside Vendors](#) here.

## 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:

Temporary or permanent sound equipment

1. Temporary or permanent theatrical or special lighting equipment
2. Projection screens or equipment
3. Video tape equipment
4. Video cameras and all related equipment
5. Audio-Visual equipment
6. Theatrical properties, including, but not limited to, scenery, backdrops and drape and or curtain on or around AV staging areas
7. Scaffolding for ground supported AV
8. Operation of aerial lifts
9. Traveling stages

### 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.

# SECTION 7

# SERVICES

## Catering

Team San Jose Catering partnered with Local 19 Unite Here provides an exceptional culinary journey utilizing local farms and vendors in our mission of sustainability. Our menus are designed to produce the highest quality experience while using the highest quality ingredients during each season.

### Menu Options

#### Buffets

Various menu packages and price points ranging from signature buffet options to build your own buffet

#### Plated

Menus designed around each season and timeline of each event. 3 to 5 course options available.

#### Receptions / Stations

Creative menu designs that target each desired experience from passing items to table presentations and grab n go options.

#### Vessels

Team San Jose catering utilizes specific vessels in our sustainability mission goals. All vessels outside our normal will need to be sourced by the client or third party group.

#### Custom Menus

Our Executive Chef team can create custom menus catered around your specific event with 30 days advanced notice.

#### Dietary

Our goal is to provide menus that are accessible to all dietary needs. In the planning process dietary needs can be provided for each event.

#### Tastings

Our approach is to provide an in-person look into our culinary experience. For bookings, see the [Team San Jose Tasting Guidelines](#).

#### Action Stations

Team San Jose has a no open flame policy. All action stations are conducted out of sterno use equipment.

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 4 weeks in advance.

## Sampling Guidelines

See [Food & Beverage Sample Service Policy](#).

See [Santa Clara County Health Department Coordinator Application](#).

See [Santa Clara County Health Department Vendor Application](#).

All documents are also referenced in the [Appendix](#).

# SECTION 7

# SERVICES

## 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 earth-friendly.

### 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 Services 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

# SECTION 7

# SERVICES

## 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.

### 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. See 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 [Digital Monitor Locations](#).

We will provide one complimentary event slide on the digital 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 @ 72dpi.

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 details. We also have digital signage available at each meeting room that can be programmed as standalone or global messaging.

Interested in a digital buy out? See here for [Digital Signage Buyout](#) rates.

# SECTION 7

# SERVICES

## Emergency Medical Services

# of Attendees	# of EMT Personnel
500 to 2,000	1 EMT
2,001 to 5,000	2 EMTs
5001 to 10,000	4 EMTs
10,001 to 15,000	6 EMTs
15,001 to 20,000	8 EMTs

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. EMTs 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. EMTs 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.

## Furniture & Plant Movement

Furniture is available for enjoyment of all our visitors. Should you need furniture for exclusive use, please see the [Service Provider List](#) for rentals. Please ask you Event Services Manager for a list of Team San Jose furniture removal and return fees.

## Internet & Data Services

See [Utility Service](#) 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 San Jose Convention Center and their adherence to our policies.

### Audio Visual Services

**FNTECH**

Kevin Griffin

Chief Strategy Office / Executive Producer

[kevin@fnotech.com](mailto:kevin@fnotech.com)

(714) 429-7833 x 128

Please see Preferred Vendor List.

## 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.

# SECTION 7

# SERVICES

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, including traffic 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 below or your Event Services Manager to make these arrangements.

### Armed Services

San Jose Police Department  
Sgt. Mike Carlson  
(408) 277-342

### Safety Checks

Additionally, the San Jose McEnery Convention Center may require safety checks at the Show Organizer's expense for events open to the general public and/or classified as "ticketed", political, gaming, sports and religious.

Safety checks are event specific and will be determined by SJCC management, including the type of safety check required. This determination will be based upon the event type, projected attendance of the event, the space or spaces to be used, event history of security or medical incidents and any specialized event activations or activity.

These checks may include but are not limited to: walk-through metal detectors, handheld wand detectors, bag checks, and pat downs. These checks may take place at the entrances of the facility prior to some events. Safety checks may require the opening and/or emptying of bags and pockets. Guests may also be required to walk through a security screening area prior to gaining access to the venue.

Illegal substances, firearms and weapons of any kind are prohibited at all Team San Jose venues, including the San Jose McEnery Convention Center. This also applies to anyone with a concealed weapons permit.

### Ticketing Services

Team San Jose (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:

1. Online orders via [sanjosetheaters.org](http://sanjosetheaters.org) with the option for mobile tickets, mail or hold at will call.
2. Over the phone orders at (408) 792-4111 from Tuesday through Saturday, 12PM-5PM.
3. In-person purchasing at the San Jose Theaters local box office located at the San Jose Civic at 135 W San Carlos from Tuesday through Friday, 10AM-5PM .
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 (Center for the Performing Arts, San Jose Civic, California Theatre and Montgomery Theater) to ensure no duplications, an accurate drop count and provide onsite expertise to answer all questions and resolve any problem.
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 after the box office closes.
7. TSJ Ticketing provides a daily emailed report 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](http://sanjosetheaters.org) and is searchable both by the event title and location with easy click-through for purchase.
10. TSJ Ticketing fully complies with SB478, ensuring all ticket prices are transparent and adhere to the law. Promoters who choose to use alternate ticketing options are responsible for ensuring those options comply with SB478.

### 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, Televising, Recording, Streaming & Taping Fees

I.A.T.S.E. Local 134 has full jurisdiction over the audio or video recording or streaming 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 charged.

### Electrical Services

Edlen Electrical Exhibition Services is the in-house electrical and utility provider in the San Jose Convention Center. Edlen has been serving the convention and event industry since 1975. Edlen will provide temporary electrical services for events inside or outside our facilities.

#### Electrical Services

[Edlen Electrical Exhibition Services](#)

Lisa Moreno

Senior Event Manager

[lmoreno@edlen.com](mailto:lmoreno@edlen.com)

408-529-4912

All outside electrical services providers must have a current and valid agreement with the San Jose Convention Center to provide services and are required to use IBEW Labor provided by your decorator or through our in-house electrical contractor. Team San Jose reserves the right to spot-check electrical installations made by electrical service providers and withhold power activation where corrections are deemed necessary.

See [Floor Box Layout](#) here.

Any use of a Convention Center wall outlet by an exhibitor or vendor will incur a per event charge for power consumed. Contact Edlen Electrical or your decorator for a quote.

### 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.

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 separate options for clients to choose from:

#### WiFi

Wi-Fi at the San Jose Convention Center is available to show management, exhibitors, and attendees throughout the convention center – rate-limited to 3mbps download by 1mbps upload with client isolation enabled for data security. There is no password or splash page authentication required. A daily fee applies to all Wi-Fi services. Please contact your Event Manager for any questions.

See [Show Management WiFi Rate Sheet](#).

See [Venue Buyout Rate Sheet](#).

See [Exhibitor Order Form](#).

# SECTION 8

## UTILITY SERVICE

### 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 to the San Jose McEnery Convention Center. Please note that the San Jose McEnery Convention Center is the exclusive provider of internet bandwidth. This option is a paid service for one flat-fee per day. Please note that this service is not available for third party vendors. Corporate clients may order this service by reaching out to [techservices@sanjose.org](mailto:techservices@sanjose.org) for an accurate quote.

### Exhibitor Services

The San Jose Convention Center offers services ranging from basic hardwire drops to custom wired and wireless solutions for exhibitors. To review our list of available exhibitor services please refer contact [techservices@sanjose.org](mailto: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, fax machines, 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](mailto: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 FNTECH, DSS and Cable TV programming can be distributed via an in-house MATV infrastructure to target locations. Please contact Team San Jose and FNTECH for more information on these services.

FNTECH will be responsible for operation of the built-in sound and other AV systems during events for which FNTECH 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. Team San Jose 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.

# SECTION 9

# LABOR

## 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 & Jurisdiction

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:

Jurisdiction	Union
Freight Handling	Teamsters Local 287
Display Installation and Removal, Signs & Banners, Exhibit Rigging	Sign and Display Workers Local 510
Theatres, Staging, Rigging, Theatrical Lighting, Sound and Audio-Visual Services, Computer Installation, Projection & LED Video Panels	I.A.T.S.E. Local 134
Food & Beverage, Facilities Services	HERE Local 19
Usher/Badge Checkers	I.A.T.S.E. Local B32
Electrical Services	I.B.E.W. Local 332
Hair & Makeup	I.A.T.S.E. Local 706
Wardrobe	I.A.T.S.E. Local 784
Musician	Musicians Union Local 6, A.F.M.

## 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, in elevators.
4. When exhibitors do choose to hand-carry material, they may not be permitted access to the loading dock/freight door areas.
5. Elevators may not be used for heavy material handling carts, dollies and hand trucks.

# SECTION 10

# POLICIES

## Advertising, Window Graphics, Kiosks & Banners

### Signage Regulations

All signs and banners hung in tradeshow 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 29 total screens located throughout the Convention Center. See [Digital Monitor Locations](#) here.
3. We will show 1 complimentary event announcement slide on the LED screens during the term of your event.
4. Please provide us with a jpeg file of the slide you would like to have shown at 1920w x 1080h pixels at 72dpi.
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. Please contact your Event Services Manager for further details and pricing.
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.

# SECTION 10

# POLICIES

## 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 [Event Advertising Options](#)

## 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 [Destination Services](#) at 408-792-4192.

## 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.

## 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 Services Manager for dimensions
3. Any damage caused to podiums due to improper attachment of signage will be billed to your final invoice.

# SECTION 10

# POLICIES

## 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, 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 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 pre-function 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. All items during load-in must be stored 2 feet away from regular/air walls in Meeting rooms & Exhibit halls.

# SECTION 10

# POLICIES

10. Show management is responsible for all damage during an event.
  11. Show management will be responsible for cleaning costs associated with the removal of stains imprints and marks.
  12. 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.
  13. A move out inspection is required at the end of your show.
9. Show Organizer or Vendor is responsible for providing the appropriate fire extinguisher or an approved automatic extinguishing system 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 door 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.

## 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

## 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.

## 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 halls.
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.

# SECTION 10

# POLICIES

## 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.

## 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. Exceptions must be approved by your Event Manager.
3. All cartons, crates, containers and packing materials which are necessary for packing shall be labeled with EMPTY stickers and removed from the floor.
4. 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 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.

## Exhibits in Ballrooms & Meeting Rooms

Special guidelines are to be followed because these areas are carpeted.

1. Carpet is required to be laid over existing carpeting, for all types of exhibits.
2. Forklifts are not allowed unless equipped with white tires and tires wrapped with plastic. All Cushman, forklifts, boom lifts must have plastic cover on the wheels to protect carpet in public area, meeting room, pre-function space.
3. No commercial/heavy equipment exhibits are allowed.
4. No double decker booths are permitted.
5. No cooking of open flame exhibits
6. Cable bridges must be used for laying show electrical. No taping allowed.
7. Electrical power is limited for exhibits in the ballrooms and meeting rooms. Access to these areas may also be limited. Your Event Services Manager will assist you with details regarding your move in and move out, as well as information regarding electrical services and charges for electrical.
8. Any cleaning or damage to the carpet will be included on Show Managements invoice. See Carpet or Terrazzo Display Areas section for additional information.
9. Grand Ballroom can only be used in conjunction with exhibits in another exhibit hall.



# SECTION 10

# POLICIES

## 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 originals of completed floor plans 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.
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. Locations of all food and beverage areas to include buffets, concessions and service areas
6. Multi-level booths must be designated on your floor plan. Please note the following rules that apply to multilevel booths:

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.

One 2A10BC-type fire extinguisher must be on each level of the display, easily available and obstructed from view.

All areas under multi-level booths must be equipped with a UL approved battery-operated smoke detector attached to the ceiling or understructure.

No ceilings are allowed on the top most level.

If any deck is designed to hold over 10 people, a second staircase is required for emergency evacuations.

All stairways must be at least 3 ft. in width and must be equipped with a handrail on at least one side.

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.

# SECTION 10

# POLICIES

## 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.
5. Elevators may not be used for heavy material handling carts, dollies and hand trucks.

## 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 keys 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 two 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.

# SECTION 10

# POLICIES

## 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 at (408) 535-7750.

## Mobility Devices

### Scooters

Please contact your Event Manager.

### Segways

The use of Segways is not 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 should be made directly with a local provider.

### Hoverboards, Skateboards & Kick Scooters

The use of hoverboards, skateboards and kick scooters (e.g. Razors) 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 and 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.

# SECTION 10

# POLICIES

## 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 San Jose McEnery Convention Center and Team San Jose.
6. Please refer to the [Rigging & Loading Packet](#) the [Appendix](#).
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. Bridling not allowed.
2. Executive Ballroom is rated at 1,000 lbs. per point. Additional cable pick point rated at 500 lbs. per point. Bridling not allowed.
3. Grand Ballroom are rated at 1,000 lbs. per point. Additional cable pick point rated at 500 lbs. per point. Bridling not allowed.
4. Meeting Room/Lower Level Areas do not have any rigging capabilities.
5. You may not rig, hang or attach 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.

# SECTION 10

# POLICIES

## Smoking

By State of California law, and in the interest of public health, the San Jose McEnery Convention Center has adopted a non-smoking policy. Smoking outside of the facility is only permitted at a distance of 25 feet from building entrances, exits and operable windows.

## Stages & Risers

1. All staging higher than 3 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 or videography within the Center as part of an event requires a contract and a permit from Team San Jose (IATSE required).
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.

## Aerial Drone / UAV Policy & Application

Limited Unmanned Aerial Vehicle (UAV) drone usage is permitted inside the expo halls of the San Jose McEnery Convention Center. Drones / UAVs are not permitted to fly on the outside perimeter of the building. For additional information on policy and application process, contact your Event Manager.

# SECTION 11

## PERMITS & LICENSES

There are several instances in which you need to apply for permits directly with the City of San Jose and the County of Santa Clara or various state agencies. Below is a list of the permits and how to apply for them.

### 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. Client shall not cause or permit any copyrighted musical composition to be played or sung, whether amplified, televised, in the form of a mechanical recording or personal rendition, or otherwise, in connection with Client's use of the Facility, unless Client shall have first obtained all approvals and paid any license fee, or other fees required by the copyright owner. No copyrighted written or other material shall be displayed at the Facilities without appropriate license rights with respect thereto.

### 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:

1. Sampling
2. Outside vendors
3. Cooking demonstrations
4. 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

See [Food & Beverage Sample Service Policy](#).

See [Santa Clara County Health Department Coordinator Application](#).

See [Santa Clara County Health Department Vendor Application](#).

All documents are also referenced in the [Appendix](#).

### Sellers Permits

Under California law, sellers of merchandise are required to have a valid California Seller's Permit and to collect and report sales taxes. Vendors and exhibitors at public shows, trade shows, craft fairs and similar events are sellers if they sell merchandise or take orders. You, as the show promoter, must verify that your exhibitors (sellers) have valid permits. Failure to do so can result in a substantial fine. Verification can be accomplished by requiring your exhibitors to provide you with the number of their permit and checking its validity with the Board of Equalization. Sellers can obtain a permit in person or by mail from any office of the Board of Equalization.

#### **State of California Board of Equalization**

100 Paseo de San Antonio, Room 307  
San Jose, CA 95113  
(408) 277-1807, ext 55

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.

# SECTION 12

## GREEN MEETINGS

Team San Jose strives to maintain ecological responsibility in all its brands, including the San Jose McEnery Convention Center, San Jose Theaters and at Visit San Jose. Clients have access to the expertise of onsite Team San Jose Energy and Sustainability committees to advise on event needs. Together, with our clients and partners, we can help offset our environmental footprint to minimize the impact in our community and world.

### Recycling

Over 81% of all waste from the Convention Center goes to recycling. We recycle everything we can get our hands on from paper products 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 water-efficient toilets and restroom fixtures
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 that are available for additional costs.
3. Excess food is donated to local food banks and shelters such as Hunger at Home 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 ClimateSmart, a voluntary program for San Jose's business customers to reduce their impact on climate change. This creates a carbon-neutral footprint for the San Jose Convention Center.
3. Climate Smart San José is one of the first detailed city plans for reaching the targets of the international Paris Agreement. To get there, Climate Smart sets ambitious goals for energy, water, transportation and local jobs. In November 2021, City Council set an aspirational goal of community-wide carbon neutrality by 2030, thereby accelerating Climate Smart. The proposed Pathway to Carbon Neutrality by 2030 was heard by City Council at the June 14, 2022 meeting. Check out [San Jose's new green initiatives](#).
4. Team San Jose is proud to be a Certified Green Business within the County of Santa Clara and State of California. The San Jose McEnery Convention Center expansion has also been awarded LEED Silver Certification. We are being evaluated by the Department of Energy for the possible installation of solar panels on the rooftops of the Convention Center.
5. See Team San Jose's commitment to providing [Green Meetings](#).

### Trash Removal and Debris

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 Services 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 to them.

# SECTION 13

# APPENDIX

## 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 seamlessly 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. This type of system is a new design use of existing technology for the San Jose Convention Center, exceeding current industry standards for lighting in an exhibit hall in North America.
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

The Meyer Sound system 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.

Stage Rigging Inc. (SRI) is the preferred supplier 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 SRI for review and approval. The Rigging Plan must be in an approved electronic AutoCAD format and be to scale, show all equipment being hung, include a key or legend and 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](#).



# SECTION 13

## APPENDIX

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 and Production of Outdoor Entertainment and/or ANSI E1.15 - Recommended Practices and Guidelines for the Assembly and Use of Theatrical Boom and Base Assemblies.
3. The Rigging Plan must be submitted for approval no later than 21 days in advance of the load-in day of the event.
4. 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.
5. Hanging and rigging hardware fasteners and gear must meet current O.S.H.A. and A.N.S.I. standards.
6. All design must adhere to the criteria and standards as described in ESTA E1.56-2018 Approved by ANSI 06 November 2018.
7. All custom rigging shall meet all ANSI and OSHA standards.
8. 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.
9. 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.
10. 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. For current hourly rates for riggers please contact Team San Jose's Director of Production.
11. TSJ and/or FNTECH 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, FNTECH or SRI may be able to provide alternate equipment, and will do so upon request, subject to availability.
12. 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.

13. 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.
14. Bridling is not generally allowed.
15. 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/FNTECH/SRI rigging policies.
16. FNTECH can provide a full range of rigging components, truss and will provide a cost quotation upon request.
17. SRI can provide a full range of rigging components, truss and will provide a cost quotation upon request.
18. 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 each load bearing point ceiling connection. Weight limits are location specific. Cable pick ceiling connections per show per day are \$75.00 each, limited at 75 lbs.

### Stage Rigging Review & Approval

[teamsanjosereview@stagerigging.com](mailto:teamsanjosereview@stagerigging.com)

Phone: (650) 299-1189

Fax: (650) 299-1617

[www.stagerigging.com](http://www.stagerigging.com)

### RFP for Rigging Equipment: Stage Rigging Inc.

Kevin Branch

Manager

Rigging Services, SF

(650) 299-1189

[kevin.branch@stagerigging.com](mailto:kevin.branch@stagerigging.com)

# SECTION 13

# APPENDIX

## Forms, Charts & Maps

Below are links to documents referenced in the Team San Jose Facilities User Guide.

[A/V Standards for Outside Vendors](#)

[Ballroom Details](#)

[California Sales Permit Application](#)

[Catering Menus](#)

[Digital Monitor Locations](#)

[Equipment Inventory](#)

[Event Advertising Options](#)

[Exhibit Hall Details](#)

[Exhibitor Order Form](#)

[Expense Detail Rate Sheet](#)

[Floor Box Layout](#)

[Food & Beverage Sample Agreement](#)

[Food & Beverage Sample Service Policy](#)

[Food & Beverage Terms and Conditions](#)

[Key Order Form](#)

[Marshalling Yard Directions](#)

[Meeting Room Details](#)

[Own the City Branding Campaign](#)

[Rigging Plot](#)

[Rigging & Loading Packet](#)

[San Jose Convention Center Capacity Specification Chart](#)

[San Jose Convention Center Marquee Dimensions](#)

[San Jose Convention Center Floor Plan & Specifications](#)

[San Jose Facilities Overview Map](#)

[Santa Clara County Health Department Coordinator Application](#)

[Santa Clara County Health Department Vendor Application](#)

[Security Service Preferred List](#)

[Service Provider List](#)

[Show Management WiFi Rate Sheet](#)

[South Hall Floor Plan](#)

[Team San Jose Emergency & Evacuation Procedures](#)

[Team San Jose Tasting Guidelines](#)

[Venue Buyout Rate Sheet](#)