ANAHEIM CONVENTION CENTER

General Policies,
Rules & Regulations

Welcome

Welcome to the Anaheim Convention Center.

The Anaheim Convention Center has provided our tenants and guests with the best in customer service for many years. Our customer service policies are based on the facility's rules and regulations as outlined in this manual.

We invite you to use this manual as a reference and a guide. It will give you an overview of the network of regulations by which we operate our facility. This manual contains helpful information that will assist you in planning for your event.

Please discuss any questions regarding the information contained in this manual with your Event Manager. Our goal is to help you produce a successful event by providing quality customer service along with comprehensive information.

Thank you for selecting the Anaheim Convention Center and giving us the pleasure of serving you. We look forward to working with you toward a successful, memorable event.

ANAHEIM CONVENTION CENTER
800 W. Katella Ave.
Anaheim, California 92802
www.anaheimconventioncenter.com

General Policies, Rules & Regulations

The Policies, Rules and Regulations contained in this manual are a binding part of the Agreement for use of the facility. As such, they cannot be modified without a written amendment to the Agreement signed by both parties.

Definitions:

Agreement: The contract between the Tenant and the City for a specific use of the Facility.

Benefit Event Rules: Apply only to those events designated as Benefit Shows by Facility Management.

Building Security: All services relating to the securing of the Facility which include re-keying doors and interior and exterior general patrol.

Business Center: A vendor-provided service that provides copying, computer services and shipping.

City: City of Anaheim, its Officers and Employees.

Convention Center Manager: The City official who oversees all daily operations of the Center.

Crowd Control: All services relating to event security that may include crowd movement, ushering, badge checking, ticket taking, perimeter coverage, fire watch and other staff considered necessary to maintain the public's safety. It does not include Building Security.

Crowd Control Personnel: All Crowd Control Personnel including Supervisors, Head Usher, Usher Captain, Ticket Taker Captain and all Crowd Control Event Personnel which includes Door Guards, Badge Checkers, Ticket Takers, Security Directors, Ushers and Fire Watch and Public Safety Personnel.

Event: Activity for which the Facility is rented as described in Agreement.

Event Manager: A management-level employee of the City designated as liaison between Tenant and City. The Event Manager is the primary contact for any Tenant questions or problems.

Executive Director: The highest management official of this City department. The Executive Director oversees the Anaheim Convention Center and City interests at Angel Stadium of Anaheim, Honda Center, and the Grove of Anaheim.

Exclusive Contractor(s): Vendors who by contract with the City of Anaheim hold the rights to be the sole provider of certain services within the Facility.

Exhibitor: Those organizations or persons (and their agents or representatives) who have arranged with the Tenant to display products, provide services or sell merchandise within the space contracted by Tenant.

Facility: The physical plant of the Anaheim Convention Center.

Facility Management: The administrative management staff of the Facility.

Non-Public Hours: Hours when the space described in the Agreement is not open to Patrons of the Event, but by contract is available to the Tenant.

Official Contractor(s): Vendor(s) designated by Tenant to provide service to the Event and its Exhibitors.

Operating Hours: All hours during which Tenant is present in the space described in the Agreement.

Patron: A guest, visitor, attendee or other person not representing the City, Tenant, Official Contractors or Exhibitor Staff.

Preferred Contractor: Vendors who by contract with the City are the recommended provider of certain services within the Facility.

Premises: The land and the structures that constitute the Anaheim Convention Center.

Public Hours: Those hours when Event is open to the Patrons.

Public / Ticketed Events & Consumer Shows Rules: Apply only to those events designated as Public/Ticketed Events & Consumer Shows by Facility Management.

Tenant Services Manager: A Management-level employee who oversees the Building Security, Crowd Control and First Aid Departments. The Tenant Services Manager works in close conjunction with the Event Manager and Tenants.

Access by City Personnel and Exclusive/Preferred Contractors

In performance of their duties, Facility personnel shall have the right to enter the areas leased by the Tenant. Specific hours may or may not be designated. At all times, Tenant will honor the official Convention Center identification credentials worn by City and Exclusive/Preferred contractors.

Access to Surrounding Grounds

There shall be no access for street vehicles to the concrete pads or sidewalks surrounding the Facility unless approved in advance by Facility Management. Use of landscaped areas by Tenant is strictly at the discretion of Facility Management.

Advertising (See Banners)

Interior:

The City has installed various advertising panels throughout the Facility, including the exhibit halls, arena and lobbies. Tenant agrees not to obstruct the view of such advertising displays. Valances must be constructed in such a manner as to leave the advertising panels unobscured from all angles. Please consult your E.C. for clarification.

Exterior or Public Areas:

No commercial or sponsored signage is allowed on the exterior of the Facility. Any commercial or sponsored banners that may be hung in the interior public areas of the Facility must receive prior approval of size, copy and location. Any banners of the type outlined above will be subject to a fee. Please contact your Event Manager for clarification. Any exhibitor or sponsor advertising banners or signs which are hung or otherwise displayed in public areas for which Tenant receives a commission or any other financial benefit, shall be charged a flat rate per sign or banner. The placement and ad copy of signage is subject to prior approval by the Convention Center Executive Director or appointed designee.

As stated in the California Penal Code section 556-556.1, Tenant may not unlawfully place, post, erect or display any signs or other forms of advertising on any public street or thoroughfare or on any private property which pertains to Tenant's contracted Event at the Anaheim Convention Center. Failure to adhere to this provision may result in the cancellation of future bookings.

General Policies, Rules & Regulations

Exterior (Street Light Pole Banners):
Advance permission must be obtained to hang street light pole banners. No commercial or sponsored advertising is allowed. The City reserves the right to approve copy, size, and location.

Alterations

Space in the Facility is provided to Tenant "as-is." Only those changes, alterations and decorations that are previously agreed to by Facility Management may be made by Tenant. Restoration to original condition will be made by Tenant or City at Tenant's expense. Tenant will be charged at prevailing rates.

Americans with Disabilities Act

While the City will provide those accommodations that are structural in nature, Tenant will provide those accommodations that are show specific.

Animals

Animals, other than guide, signal or service animals (as defined in State and Local law), are allowed on the Premises only for exhibits, demonstrations and/or entertainment and only if proper permits are obtained from Orange County Animal Control. Tenant shall make such permits available for inspection by the City. All sanitary needs for permitted animals will be the sole responsibility of Tenant. Sanitary needs for guide, signal, or service animals are the responsibility of the Patron. Orange County Animal Care may be contacted at (Business Licensing) 714/935-6848.

Arcades and Courtyards

The arcades serve as connectors between the halls. These arcades are available on the west and east ends of the exhibit halls. Each arcade is divided by freight doors which maintain the separation between individual halls as required.

Located between Halls A and B and Halls B and C are two open-air courtyards. Use of these courtyards is granted on a case by case basis and is subject to individual space rental and Anaheim Fire Regulations. Smoking and food service is allowed in these areas. Tenant may not block public access doors to the courtyards without prior written permission of Facility Management. Please consult your Event Manager for clarification.

Armed Guard Services

In the interest of public safety, the City may, at its sole discretion, require the presence of Anaheim Police Officers during certain Events. Officers are scheduled at Tenant's expense subject to the rules of the Anaheim Police Department.

Armed guards (other than Anaheim on-duty officers) are not permitted on the Premises. Armed security services must be provided by Anaheim Police Officers.

Requests for Anaheim Police should be placed at least twenty-one days prior to the first date of tenancy. Please contact your Event Manager or Tenant Services Manager for assistance.

Attachment to Facility Surfaces

Decorations or other items shall not be attached or affixed to the Facility without prior approval of either the Executive Director or Convention Center Manager. If approval is granted, attachments may only be made by Facility Management approved contractors. Please consult your Event Manager for clarification.

Direct application of double-faced tapes to any surface of the Facility is prohibited.

Clear tape or gaffer's tape may be used to tape down wires, etc. No duct tape is allowed.

Audio Services

Audio services, in addition to the permanently installed house sound systems, are available from the Facility through the Preferred Provider. Please consult your Event Manager for specific rules and limitations.

City policy prevents mixing of sound systems. If Tenant contracts with an outside provider of sound equipment, said outside provider must provide the entire system (microphones and all amplification equipment including speakers). Please consult your Event Manager for clarification.

Banners or Signage (See Advertising)

Non-commercial Tenant banners or signage, including but not limited to pictures, directionals or notices, may be attached to the Premises only in approved locations. The copy and the location of Exhibitor and / or any sold advertising space must be approved by either the Executive Director or the Convention Center Manger. (See Advertising).

Buses: Shuttle Locations

The main shuttle stop at the Facility is located in front of the Main Lobby and extends along the curb outside the south end of the Facility. Ground transportation operators will be allowed usage of this area on a space available basis. When more than one route is to be operated, Tenant shall provide an on-site transportation coordinator. Please consult your Event Manager regarding usage of this area.

Business Center

Facility Management has contracted with Kinko's to provide exclusive business center services in the Main Lobby. Their office is located between the entrances to Halls B & C. Tenant has the option to contract with another service operator however any business center contracted by Tenant must be located within Tenant's leased space and not in any of the public areas or courtyards of the Facility. Square footage will be charged to Tenant for the space occupied by a Tenant provided business center.

Business Licenses

All producers of Events that are open to the general public in which goods or merchandise will be sold in booths or exhibits are subject to ordinances requiring a City Business License and payment of a daily license fee per booth or exhibit. Producers or Exhibitors other than those listed above may also be required to obtain a license. Contact the City of Anaheim Business License Division by telephone at 714/765-5194.

Sales of tangible personal property are subject to regulation by the State Board of Equalization. All Exhibitors within an Event shall meet requirements of the Board. Please consult your Event Manager for current information.

City Complimentary Passes/Tickets

In accordance with the terms of the Agreement, Tenant shall provide to Facility Management a specified number of admission credentials and / or tickets to the Event.

Cleaning and Maintenance

Tenant or Tenant's contractor will be responsible for the removal and proper disposal of all exhibit related trash including creates, lumber and bulk trash and the cleaning of aisle carpet or other floor covering installed by Tenant or Tenant's contractor throughout the term of the lease.

General Policies, Rules & Regulations

Combustible Materials and/or Literature Storage

On-site storage of paper literature for display or distribution must be limited to a one day supply. Reserve supplies must be stored outside the Facility.

Tenant must advise all Exhibitors that booths must be kept clean and cleared of all combustible material. Absolutely no storage is allowed in the electrical alleys located between the booths. (See also Fire Permits.)

Compliance with Laws

Tenant, its Exhibitors, Patrons and other persons connected with the Event, shall observe and comply with all laws, statutes, ordinances, rules and regulations of the Government of the United States, State of California, County of Orange and the City of Anaheim including but not limited to the Americans with Disabilities Act. Tenant shall indemnify, defend (at City's option) and hold harmless the City from all damages, costs and expenses in law or equity arising out of Tenant's failure to comply with applicable laws, statutes, ordinances, rules, regulations or acts. The cost of such compliance is the responsibility of each Tenant, Exhibitor or Patron.

Compressed Gases

Tenant must obtain a permit from the Anaheim Fire Department prior to bringing any compressed gases into the Facility. All compressed gases must be contained in an approved cylinder, which must be properly secured to prevent tipping or falling over.

No liquefied petroleum gases are allowed in the Facility for display or exhibit. (See Plumbing Contractors: Exhibits.)

Convenience Carts

The Convenience Carts are portable cash vending carts operated exclusively by the City. The carts offer for sale sundries and small gifts.

Convention Center Logotype

The City reserves the right to deny Tenant authority to use the Anaheim Convention Center logotype in any public or private promotional materials. If any such advertising is released without prior approval of Facility Management, the City reserves the right to require Tenant to recall or modify all materials.

Crowd Control (Ushers, Badge Checkers, Security Directors)

Crowd Control Services as defined in this manual can be provided by the City Crowd Control Personnel on a semi-exclusive basis. Arrangements for these services can be made through your Event Manager or the Tenant Services Manager.

With the exception of Events that are open to the general public, Tenant may opt to employ the services of an outside security vendor. The selected vendor must provide to Facility Management specific documents including a current, valid insurance certificate, proof of workers' compensation coverage, a private patrol license and a City of Anaheim business license. Please check with the Tenant Services Manager for exact requirements. Tenant, at Tenant's expense, is obligated to provide a fire watch of the City Crowd Control Personnel during all Non-Public Hours. The minimum requirement is two (2) persons per hall. During all hours, the Tenant must provide sufficient (as deemed by Facility Management) personnel to provide adequate security for public safety.

In the case of seated Arena Events, City Crowd Control Personnel necessary for public safety will be required during Public Hours. Please consult your Event Manager for clarification. (See also Crowd Control under Public/Ticketed Events and Consumer Shows and / or Benefit Events.)

Defacement of Facility

Tenant, including Tenant's Exhibitors, employees or Patrons, shall neither mar nor deface any part of the Facility. Repair costs shall be charged to Tenant. (See Attachment to Facility Surfaces, Alterations, and Banners or Signage.)

Designated Tenant Staff

Tenant shall provide their Event Manager with a list of Tenant's staff and their designated areas of responsibilities. The staff list should include a clear indication of those staff members authorized to obligate Tenant for charges for services and equipment.

Determination of Event Type

Facility Management will determine the type under which Events are to be classified.

Ejection

The City reserves the right to eject or cause to be ejected from the Premises any person or persons creating a discernible risk to the public health or safety for a period of time to be determined by Facility Management. The City shall not be liable to Tenant for any damages or costs that may be incurred by Tenant through the exercise by the City of such right. The City shall attempt to advise Tenant of such ejections, except in those cases where an immediate risk to public safety exists. In the event the City ejects or causes to have ejected any person(s) at Tenant's request, Tenant shall indemnify, defend (at the City's option) and hold harmless the City from any and all actions, liability, damages or claims resulting from such ejection.

Electrical Contractors: Exhibits

The City does not provide electrical service to the exhibit floor. All Official Contractors providing electrical services to Tenant must have a valid contract with the City to provide such service and shall have obtained an electrical permit from the City to service the Event. The City reserves the right to spot-check electrical installations made by Official Contractors and withhold power activation where corrections are needed.

Electrical Installation

All electrical equipment used for lighting, sound, exhibit equipment, or other effects must meet applicable National Electrical Code and City requirements. Electrical fixtures and fittings must be UL listed and so marked. The City reserves the right to withhold electrical power until any violation of the codes is corrected and the correction is approved by a City electrician.

Use of latex cord wire in displays and/or use of duplex or triplex plugs are not permitted. The City reserves the right to inspect and approve or reject all electrical installations.

Electrical/Rigging/Follow Spotlights

The City reserves the right to require a public safety standby house electrician if the City determines that the needs of the Event warrant such action. Standby services will be provided at Tenant's expense.

Rigging for all non-trade show events in the exhibit halls and all events in the Arena and the Ballroom is provided exclusively by PSAV Presentation Services at Tenant's expense. The City reserves the right to require that all trade show rigging in the Facility be performed by only those organizations and/or individuals whose qualifications have been approved by the City. Labor will be at Tenant's expense.

Any City-owned follow spotlights must be operated by organizations and/or individuals approved by the City. Please consult your Event Manager for clarification.

Electronic Reproduction

The City reserves the right to charge a location fee for radio or television broadcasting, live television or recordings in connection with performances staged at the Facility.

General Policies, Rules & Regulations

Emergency Access Aisles

All floor plans for any area used for exhibits must show a minimum of two clear "Emergency Access" aisles that run east to west. Said aisles must align with the face of the columns (where applicable) containing fire apparatus designated on the floor plans for each area used. Adequate clearance must be maintained for the full length of the "Emergency Access" aisles to permit access by a paramedic crew with a stretcher and equipment.

Emergency Exiting requirements

All space in the Facility has emergency exiting requirements. These requirements are based on the setup and projected attendance in each area. Please consult your Event Manager for clarification.

Event Managers and Duty Managers

An Event Manager will be assigned to serve as the primary liaison between Tenant and the City. Tenant's Event Manager will be the primary Facility contact for all phases of the Event.

During the Event, one or more Duty Managers will be assigned to assist the Tenant. These part-time management employees are fully empowered to act in conjunction with or in place of the Event Manager.

Event Schedule Information

On a form supplied by the City, Tenant shall provide the City with an overall schedule of Operating Hours, estimated daily attendance and other pertinent Event information. This information is required thirty days prior to the first move-in day of the Event.

Exclusive Services

Box Office: The City
Business Center (Main Lobby): FedEx Office
Cable TV Services: Smart City Networks
Data/Internet/Networking Services: Smart City Networks
Fire Watch: The City
First Aid Service: The City
Food and Beverage: ARAMARK Sports and Entertainment Services
Non-food Concessions in Public Areas: The City
Plasma Screens**:** Spot Focus
Rigging (in designated areas): PSAV Presentation Services
Telecommunications: Smart City Networks
Ticket Taking: The City

Exhibits: Excluded Areas

Except when granted special approval by Facility Management, certain areas of the Facility are not available for the setup of exhibits. These areas include all meeting rooms, lobbies, courtyards, and areas in front of permanent concession stands and the Arena Grill.

When Facility Management grants approval for exhibits in normally excluded areas, it becomes the responsibility of Tenant to provide protection for floor coverings, walls, doors, etc. in the affected areas. Please consult your Event Manager for clarification on these requirements. (See also Vehicles Inside the Facility.)

Exhibits: Motorized Equipment

In order to place on display any motorized vehicle powered by an internal combustion engine, a permit must be acquired from the Anaheim Fire Department. Also, once the vehicle has reached the final placement, the battery must be disconnected immediately. All motor vehicle tanks which contain fuel or have ever contained fuel must be equipped with a locking gas cap or have the fuel tank inlets sealed with tape. Fuel level must not exceed one-fourth (1/4) tank. Garden tractors, chain saws and any other gas powered equipment must be safeguarded in the same manner.

Floors under vehicles must be adequately protected from any leakage, spillage or any other type of potential damage. (See also Exhibits: Excluded Areas and Vehicles Inside the Facility.)

Filming Fee

If any part of the Event is filmed or broadcast for commercial purposes, Tenant will be subject to a filming fee. Please consult your Event Manager for details.

Fire Permits

A permit is required for any of the following:

1. Display and operation of any heater, stove (electric or gas), heat producing device, open flame candles, gas lamps or lanterns, cooking equipment, etc.
2. Display or operation of any electrical, mechanical or chemical device which may be deemed hazardous by the Anaheim Fire Department. Such hazards include but are not limited to: exposed gears, flying chips, exposed fans, and molten material.
3. Use or storing of flammable liquids, compressed gases or hazardous chemicals.
4. Motor vehicle activity or display.
5. Operation of laser devices, theatrical-laser effects or any pyrotechnics. (See also Compressed Gases and Hazardous Materials and Wastes.)
6. Plans for all two story booths must be approved and stamped by a licensed structural engineer or architect and must be submitted to the Anaheim Fire Department, Prevention Division. The second story of a two-story booth equipped with one staircase will be limited to an occupant load of nine (9) persons. An occupant load sign will be required. (See also Two-Story Booths.)

Fire Personnel and Equipment

When Event conditions warrant, Anaheim Fire Department reserves the right to require that Fire Department personnel and/or equipment be present during an Event. This coverage shall be at Tenant's expense.

First Aid Coverage

In the interest of public safety, the City requires First Aid staffing provided by the City at Tenant's expense, for all Events expecting a daily attendance of over three hundred (300) people. First aid services are provided by City staff and are required during Public Hours.

Flame Retardant Treatment

All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth or similar decorative materials or any other potentially combustible material shall be flame retardant to the specification of the Anaheim Fire Department and the State Fire Marshal. A California State Fire Marshal's Flame Proof Certificate will be required. Field tests for flame resistance are not acceptable.

All fabrics, whether treated or inherently flame resistant, shall be labeled, tagged, stamped, printed or stenciled with the following information:

1. The Seal of Registration of the State Fire Marshal of California.
2. Name and registration number of the company responsible for the job or production.
3. Name of the registered chemical used or the registered fabric or material.
4. Date chemical was applied, or the fabric or material was produced.
5. The statement, "This article must be re-treated after washing or dry-cleaning by systems with soap and water added," if treated with a Type II chemical.

Companies that treat or manufacture yardage goods may print their name, or the name of their fabric if registered, on the selvage (at least once every three yards) instead of affixing the label or tag as above.

General Policies, Rules & Regulations

Combustible materials of 3/8" or more in thickness or glass cloth may be used without flame retardant treatment. Plywood which is ¼" or over is not required to be treated by flame retardant material. Oilcloth, tar paper, sisal paper, nylon and certain other plastic materials cannot be made flame retardant and their use is prohibited. Table coverings must be flame retardant unless they lie flat with an overhang no greater than 6".

If there is any flame retardant question and no Certificate or other recognizable identification readily apparent, the questionable material will be removed from the Facility. Please contact the Anaheim Fire Department at 714/765-4040 for further information.

Floor Plans

It is the responsibility of Tenant to insure that floor plans are submitted to and approved by the Anaheim Fire Department and City Facility Management. Said plans shall include, but not be limited to the following locations:

- Exhibits
- Service Desk
- Registration Area
- Exhibitor/Show Service Areas (restaurant desk, tours, message center)

Access to exits, stairwells and electrical panels shall be shown as clear. Prior to any sales of exhibit space, Tenant must submit for approval by the Anaheim Fire Department floor plans accompanied by the applicable fees. Final revisions must be approved no later than fourteen (14) days prior to the first day of tenancy specified in the Agreement. The City reserves the right to deny access to the Facility if the above deadline is not met.

Food/Beverage

Food and beverage service is provided exclusively by ARAMARK Sports and Entertainment Services. Distribution or sale of food or beverages from sources other than ARAMARK is prohibited without express written permission from ARAMARK or their designated representative. Conditions may be imposed upon such permission e.g., portion size, relevance to exhibit. If such permission is granted, the Orange County Health Agency may require a health services fee be paid for each booth that intends to sell or give away food or beverage samples. If applicable, all persons who prepare foods for the public must also have a valid Food Handler's Permit.

Permanent food and beverage stand areas may not be used for any purpose other than food and beverage sales. In addition, a mandatory food service area and fire aisle as shown on the City's official floor plan shall be maintained in front of these stands. The areas in front of the concession stands, Arena Grill, and Java City are reserved for the exclusive use by the City. The City reserves the right to authorize the use of said areas if alternative food service space is provided and the food service concessionaire is compensated for any costs incurred together with any loss of revenues resulting from the closing of said areas. (See also Exhibits: Excluded Areas.)

Free and Non-Ticketed Events

For all Events for which there are no anticipated box office receipts, the City reserves the right to require Tenant to pay estimated costs of services and personnel in advance as specified in the Agreement. Any funds remaining after final accounting will be returned to Tenant. If no funds remain at the time of final accounting, Tenant shall reimburse the City for any costs exceeding the advance payment.

Freight Elevators

There are two freight elevators located at the Facility. The exterior freight elevator operates between the Hall D and the Hall E loading docks. This elevator is intended for the convenience of Tenant, Official Contractor(s), City, Exclusive, and Preferred Contractors. Please follow instructions as posted in the elevator car.

The interior freight elevator runs between Hall E and the 3rd meeting room level. This elevator is the sole method of transporting equipment to the 2nd and 3rd meeting room levels. It is intended for the non-exclusive use of all Tenants. Please consult your Event Manager for freight elevator specifications and details regarding their use.

Fully Enclosed Exhibit Spaces

The Anaheim Fire Department requires that all fully enclosed exhibit space be equipped with smoke detectors and an enunciator located on the exterior of that space.

Hazardous Materials and Wastes

Tenant is required to comply with any statues, ordinances or regulations regarding the use, handling, storage and disposal of hazardous materials or hazardous wastes as defined in Federal, State and Local Law. Tenant shall notify the City of the name and location of any such materials.

Tenant shall ensure that any hazardous materials, hazardous wastes and / or infectious medical wastes as defined in the California Health and Safety Code are properly disposed of. If any such materials are left behind after move-out, Tenant shall be held responsible for paying all costs of disposal, including analysis and testing.

The hazardous materials and hazardous waste laws, regulations and a summary of regulations for the disposal of infectious medical waste are available from the Central Branch of the Orange County Public Library.

Heating, Ventilation and Air Conditioning (HVAC)

HVAC will be provided during all Public Hours. During all Operating Hours the City will provide minimum comfort level to all show offices. Air Conditioning during Non-Public Hours and for early / late calls during Operating Hours and Public Hours will be provided at Tenant request and expense. Please consult your Event Manager for clarification and prevailing rates.

Insurance

Please refer to Section 7 (INDEMNIFICATION) and Section 9 (INSURANCE) of the Lease Agreement for our minimum requirements. The City reserves its right to impose stricter indemnification and insurance requirements for exhibits and / or occupancies which have elements of risk which would not normally be allowed. Please consult your Event Manager for clarification.

Licenses, Trademarks, Patents and Service Marks

Tenant is required to obtain any and all licenses and assume all costs arising from the use of patented, trademarked, copyrighted or service marked materials, equipment, devices, processes, dramatic performance or artistic rights used on or incorporated in the conduct of the Event. Tenant shall indemnify, defend (at the City's option) and hold the City harmless from all damages, costs, and expenses in law or equity for or on account of the use of any patented, trademarked, copyrighted or service marked materials, equipment, devices, processes, dramatic performance or artistic rights furnished or used by Tenant or its Official Contractor(s), Exhibitors, performers, agents or employees in connection with the Event.

Lighter Than Air Balloons

Lighter-than-air balloons are prohibited within the Facility unless tethered to a fixed object. Metallic balloons are prohibited at all times.

Tenant shall be responsible for enforcing these provisions. Tenant shall pay for the cost of removing balloons released into ceiling areas. Use of pressurized tanks must comply with public safety regulations. (See also Compressed Gases.)

General Policies, Rules & Regulations

Lighting: Exhibit Halls/Arena

Exhibit Halls: During move-in/out, fluorescent lighting will be provided at no charge to Tenant. The City will provide metal halide lighting during Operating Hours on the final day of move-in and all Public Hours on each show day at no additional charge. Metal halide lighting during all other Operating Hours and for early / late calls will be provided at Tenant request and expense.

Arena: During move-in/out, multi-vapor indirect lighting will be provided at no charge to Tenant. The City will provide metal halide sports lighting during Operating Hours on the final day of move-in and all Public Hours on each show day at no additional charge. Metal halide lighting during all other Operating Hours and for early / late calls will be provided at Tenant request and expense.

Please consult your Event Manager for clarification.

Lighting: Portable Dimmers

Remote portable light dimmers for the incandescent lights are available in the meeting rooms.

Lost and Found

The City operates a lost and found service. If Tenant prefers to operate its own lost and found, Tenant is required to notify the City of the location and procedures of said operation. The City will assume no liability for items turned in to Tenant operated lost and found areas. Tenant is required to notify the City where found items can be claimed after the close of the Event.

Money Vaults

The City has no provision on the Premises for storage of Tenant monies (other than Box Office receipts) or valuables. Tenant may arrange for money vaults or safes to be brought to the Premises to meet these storage needs. This service can usually be provided by Tenant's Official Contractor(s). The City assumes no liability for the security of such storage.

Move-In Restrictions

Move-in of materials into the exhibit halls or the meeting rooms is restricted to the west side of the Facility. No move-in is allowed through the Main Lobby area on the east side of the Facility. Hotel Bellman carts are also prohibited in the lobby. Please consult your Event Manager for specific instructions and detailed information regarding these restrictions.

Net Square Footage

Following complete assembly and prior to any dismantling of exhibit areas, Tenant shall meet with Facility Management to agree upon a chargeable net square footage as defined in the Rate Schedule that is applicable to the Event. Failure to meet during this time will mean that the net square footage as measured by Facility Management will be final and billing will be made accordingly.

Non-Food Concessions (Merchandise)

The City reserves all rights to non-food concessions, including but not limited to novelties, souvenirs, tapes, books, records, clothing and programs, for Events open to the public.

Overhead Equipment: Attachment to Facility

All attachments to any portion of the permanent structure of the Facility must meet accepted engineering and safety standards. All attachments must have sufficient strength to support weights placed on them and be secured in such a way to prevent items from falling or causing damage.

The City reserves the right to demand clarification of welds and safe working loads, deny installation, demand removal of questionable attachments and / or require appropriately qualified personnel to install or remove such attachments. (See also Attachment to Facility Surfaces.)

Parking: Fees and Regulations

The City retains exclusive rights and privileges in all parking areas of the Facility, including the right to charge a parking fee to all users of its parking areas, at the then current rate. During move-in/move-out, Exhibitors are charged to park but are allowed in and out privileges. On Public Days, in and out privileges are granted only to those Tenant staff persons displaying a City-issued parking pass.

Overnight parking on the Premises is prohibited by the Anaheim Municipal Code and violators will be cited and / or towed at owner's expense.

Plumbing Contractors: Exhibits

All Official Contractor(s) providing pressurized air, natural gas, water and drain services to Tenant or Exhibitors must have a valid contract with and a permit from the City to provide such service.

All plumbing is subject to inspection and approval by the City. Systems or installations not approved must be removed or be made acceptable prior to the opening of the Event. (See also Compressed Gases.)

Public Safety Related Signage

No "Exit" or other signs relating to public safety shall be obstructed. If decorations or other equipment block or cover fire appliance signs, an adequate replacement must be put in place. All such substitutes are subject to the approval of the Anaheim Fire Department.

Receipt of Tenant Property

The City will not receive any property on behalf of Exhibitors or other parties and Tenant shall so advise all Exhibitors and other parties. All shipments arriving during tenancy will be directed to Tenant and received by the Official Contractor.

Tenant agrees that if the City should receive, handle or have in its care or custody property of any kind shipped or otherwise delivered to the Premises for Tenant, the City acts solely for the accommodation of Tenant. The City shall not be liable for any loss of or damage to such property.

Removal of Tenant Property

Tenant shall remove all property, goods, installations and effects belonging to the Tenant or caused by Tenant to be brought upon the Premises. If such property is not removed prior to the end of tenancy as specified in the Agreement, the City may remove and store it or cause it to be stored and Tenant shall reimburse the City for all expenses incurred. If said property is not claimed and/or storage fees not paid, the City shall then have the right to sell the property, goods, or effects in such a manner as it may deem advisable and to apply any net proceeds of such sale toward any monies owed by Tenant.

Setup Instructions

Tenant shall provide the City's Event Manager with all necessary instructions and orders for personnel, equipment and setup for the Event no later than 21 days prior to the first day of tenancy as specified in the Agreement.

Shipping and Receiving

The CITY does not receive or ship Event materials. Please consult your Event Manager for clarification.

Small packages (under 75 pounds) may be shipped through FedEx Office, one of the City's Preferred Providers, located in the main lobby.

General Policies, Rules & Regulations

Smoking Areas

The Anaheim Convention Center is a non-smoking Facility. Smoking is only allowed on the balconies, terraces and other exterior areas of the Facility.

Telephone & Data / Networking Services

Tenant and Exhibitor voice, data, internet, networking, and cable TV services are provided exclusively by Smart City Networks. Arrangements must be made directly with Smart City Networks. Telephone: 714/765-8600. (See also Exclusive Services.)

Tips

All City employees are prohibited from accepting monetary tips or gratuities.

Trash Removal

The Tenant will be charged at the prevailing rate for all drop-off bins and compactors used to dispose of trash generated by the Event.

Two-Story Booth

The Anaheim Fire Department requires that plans for all two-story exhibits in which both floors will be occupied receive approval from the Anaheim Fire Department prior to installation. All such plans must bear the stamp of a registered structural engineer or certified architect and be accompanied by a letter from the engineer or architect stating that the booth conforms to the current Uniform Building Code. (See also Fire Permits and Fully Enclosed Exhibit Spaces.)

Unused Space

Tenant recognizes the City's desire to efficiently use its entire Facility and therefore agrees to release unused space within leased areas if requested to do so by Facility Management.
Should Tenant find that any part of the space included in the rental package will not be used, Facility Management must be notified immediately. If notification does not take place by the date specified in the Cancellation Section of your Agreement, Tenant will be held responsible for the space rental per the terms of the Agreement whether used or not.

Vehicles Inside the Facility

Prior to allowing Exhibitor vehicles inside the Facility for the purpose of loading / unloading, Tenant must obtain permission from Facility Management. All such vehicles must be attended while in the Facility and may not be allowed to have motors running while stationary. All such vehicles must be removed from the Facility prior to opening of the Event.

The use of electric carts, motorized equipment and bicycles is restricted to show management and employees of the Official Contractor(s), the City, ARAMARK Services, FedEx Office, City's Preferred Audio Visual Provider, and Smart City Networks. Use of these vehicles is permissible only during Non-Public Hours.

The use of electric carts, motorized equipment and bicycles is prohibited in all carpeted and / or terrazzo areas unless prior permission has been granted by Facility Management and floor coverings including but not limited to, the carpet have been thoroughly protected by masonite and plastic sheeting or other materials. Please consult your Event Manager for clarification. (See also Exhibits: Excluded Areas.)

Benefit Event, Policies, Rules & Regulations

Benefit Show Tickets

Tickets shall not be sold and marketing shall not occur before the Agreement with the City has been completely executed and the deposit is paid.

Four sample tickets shall be delivered to your Event Manager prior to sale or marketing of the Event. Tenant shall print on all general admission tickets the following disclaimer:

"Seating is limited to the occupant load as specified by the Anaheim Fire Marshal. In the event seating is not available, contact (Tenant Name, Address, Telephone Number) for refund information."

Cancellation of Event

If the event cancels, Tenant shall reimburse the City for all costs incurred by the City on behalf of Tenant.

Crowd Control

Tenants whose Events are classified as "ticketed" do not have the option of contracting with an outside crowd control services provider. The City Crowd Control Personnel must be utilized. In addition to the Crowd Control Personnel required to maintain public safety, the City shall provide, at Tenant's expense, all Ticket Takers and other personnel required to prevent unauthorized entrance.

Electrical/Rigging/Follow Spotlights

The City reserves the right to require a public safety standby house electrician if the City determines that the needs of the Event warrant such action. The standby will be provided at Tenant's expense.

Rigging for all non-trade show events in the exhibit halls and all events in the Arena and the Ballroom is provided exclusively by PSAV Presentation Services at Tenant's expense. The City reserves the right to require that all exhibit show rigging in the Facility be performed by only those organizations and/or individuals whose qualifications have been approved by the City. Labor will be at Tenant's expense.

Any City-owned follow spotlights must be operated by organizations and / or individuals approved by the City.

Please consult your Event Manager for clarification.

Occupant Capacity

The capacity of the Leased Premises will be limited to the occupant load approved by the Anaheim Fire Marshal. Standard occupant loads may be subject to field inspection and adjusted by the Fire Marshal or his designated representative. When capacity has been reached, the City may, at its sole discretion, close the doors and refuse entry to further Patrons, even if they possess a valid ticket.

Sale of Tickets on Premises

Tenant shall not sell any tickets on premises. All such sales must be handled by the City Box Office. In the event there are to be no tickets on sale on-site, Tenant agrees that no Patron shall be denied admittance for lack of a ticket (space permitting).

Ticket Refunds

Tenant shall be responsible for all Event ticket refunds and any related costs.

Public/Ticketed Events and Consumer Shows
Policies, Rules & Regulations

Advertising

All Events open to the public for which admission is charged or Events for which a donation is solicited are encouraged to indicate so in their advertising or to advertise an information phone number.

Artist's Contract

Tenant shall provide, on demand by the City, a copy of a fully-executed contract with the artist(s) scheduled to perform during the Event.

Box Office Services

The City will provide a Box Office Manager at its own expense. All additional Box Office personnel requested by Tenant will be provided by the City at Tenant's expense. For current Box Office charges, please refer to the Box Office Fee Schedule.

If desired, Tenant may provide a representative to work with the City Box Office Manager. Tenant shall have full and free access to their own Event Box Office records on demand.

If Tenant desires to utilize its own tickets, Tenant will deliver all tickets and a ticket printing manifest for the Event to the City Box Office Manager, who shall then be responsible for the same. The City reserves the right to require that tickets be printed by a bonded ticket printer. All Box Office receipts will be held by the City pending disbursement. A daily audit shall be provided to Tenant upon request. The City reserves the right to retain all unsold tickets.

All incurred charges will be presented to Tenant and deducted from total Box Office receipts. In the event the amount due the City exceeds the amount held by the City, Tenant shall pay the outstanding amount following the final accounting. All funds in excess of amount due to the City will be paid to Tenant. The City reserves the right to determine the manner and time by which payment is to be made.

Cancellation of Event

If the Event cancels, Tenant shall reimburse the City for all costs incurred by the City on behalf of Tenant.

Complimentary Passes or Tickets

The City reserves the right to restrict the number of complimentary passes or tickets. All complimentary passes and / or ticket in excess of the number specified in the Agreement, if any, will be included in the accounting of amounts due the City under the Agreement unless prior written permission is obtained from the Executive Director.

Crowd Control

Tenants whose Events are classified as "ticketed" do not have the option of contracting with an outside crowd control services provider. The City Crowd Control Personnel must be utilized. In addition to the Crowd Control Personnel required to maintain public safety, the City shall provide, at Tenant's expense, all Ticket Takers and other personnel required to prevent unauthorized entrance.

Electrical/Rigging/Follow Spotlights

The City reserves the right to require a public safety standby house electrician if the City determines that the needs of the Event warrant such action. The standby will be provided at Tenant's expense.

Rigging for all non-trade show events in the exhibit halls and all events in the Arena and the Ballroom is provided exclusively by PSAV Presentation Services at Tenant's expense. The City reserves the right to require that all exhibit show rigging in the Facility be performed by only those organizations and/or individuals whose qualifications have been approved by the City. Labor will be at Tenant's expense.

Any City-owned follow spotlights must be operated by organizations and / or individuals approved by the City.

Please consult your Event Manager for clarification.

Non-Food Concessions (Merchandise)

The City reserves all rights to non-food concessions, including but not limited to novelties, souvenirs, tapes, books, records, clothing and programs, for Events open to the public.

Occupant Capacity

The capacity of the Leased Premises will be limited to the occupant load approved by the Anaheim Fire Marshal. Standard occupant loads may be subject to field inspection and adjusted by the Fire Marshal or his designated representative. When capacity has been reached, the City may, at its sole discretion, close the doors and refuse entry to further Patrons, even if they possess a valid ticket

Capacity information and diagrams are available. Please consult your Event Manager for any required information

Ticket Refunds

Tenant shall be responsible for all Event ticket refunds and any related costs.

Ticket Sales

For the purpose of application toward payment of any balances for rent or other expenses, the City shall have complete custody and control of all monies received from the sale of tickets. All ticket sale monies will be held in trust by Facility Management as a bailment for the benefit of the ticket purchasers.

For other information on Public Ticketed Events and Consumer Shows, please see the Benefit Event Section of the General Policies, Rules and Regulations and a copy of the Box Office Fee Schedule.

Specifications

Compressed Air

Complete heavy duty compressed air piping systems are available in the exhibition halls serviced from overhead catwalks through plugged ballcock outlets in each hall, located at each roof support column head. Capped outlets in each column (near the floor level) are available.

No compressor equipment is available from the convention center due to the large variance of requirements. Input is a standard pipe thread fitting located on the wall outside each exhibit hall.

Electrical

The basic electrical system in the building is 120 / 208 3 phase 5 wire unless noted otherwise.

Hall A

There are 12 load centers, located on the catwalks, 8 have 2-200 amp services and 4 have 3-100 amp and 4-200 amp services all cam-lock. There are 2-400 amp services and 1-200 amp 240 volt 3 phase 4 wire services. Each column has a 50-amp qual-ark receptacle.

Halls B-C-D

There are 12 load centers, located on the catwalks, 8 have 2-100 amp, 1-200 amp 277/480 volt services and 2-100 amp, 1-200 amp 120/208 services, 4 have 2-200 amp 277/480 volt and 3-100 amp, 4-200 amp 120/208 volt services with cam-locks. Each column has a 50-amp qual-ark receptacle.

Hall E

There are 2-277/480 volt busways that feed 3-200 amp posi-lock and 8-100 amp Litton Veam receptacles. There are 8-120/208 volt busways that feed 36-200 amp posi-lock services, all above the ceiling grid.

Arena

There is 1-200 amp, 4-400 amp 120/208 volt services, all cam-lock, in the west service hall, and 1-400 amp, 1-350 amp 120/208 volt service in the north entrance.

Ballrooms

Each Ballroom has 1-60 amp, 1-100 amp receptacle in the wall and 8-30 amp receptacles in the floor. In addition there are 5-100 amp, 4-400 amp show services, all cam-lock, in the service corridor.

Meeting Rooms

Each meeting room has 1-60 amp, 1-100 amp, and 2-30 amp receptacles in the room.

Electrical Hookups

All hookups to building electrical service must be made or approved by the Anaheim Convention Center Electrician's.

Floor Loads

Exhibit Halls		
Framed Floor (Hall D)	250 PSF	Unreduced
Slab on Grade (Halls A, B, C, E)	350 PSF	Unreduced
Meeting Rooms & Ballroom	100 PSF	Unreducible
Corridors & Lobbies	100 PSF	Unreduced
Mechanical Areas	100 PSF	Unreduced
Elevator Machine Rooms	150 PSF (or equipment wt. + 40 PSF)	Unreduced
Roof	20 PSF	Reducible
Mezzanine Offices	80 PSF + Partition	Reducible
Storage Offices	125 PSF	Unreducible

Lighting

Exhibit Halls

Overhead show lighting in the exhibit halls is 1,000-watt metal-halide with fluorescent work lights. Intensity in the halls exceeds 100-foot candles.

Arena

There are two lighting systems available. The first consists of multi-vapor indirect lighting. The second is a TV quality metal-halide sports lighting mounted in the overhead arch and is designed to concentrate in excess of 100-foot candles on the floor.

Meeting Rooms

Fluorescent and incandescent lighting in all the meeting rooms are controlled by a remote portable light dimmer to provide maximum flexibility and are ample lighting for any Event.

Loading Docks

There are thirty-seven truck docks available for loading/unloading equipment.

Natural Gas

Natural gas service is available in each roof support column in each exhibit hall. Service is delivered at normal household pressure (approximately 14# PSI) through a ½" outlet.

Rigging Loads

Exhibit Hall A, B, C, E, Expansion Framing -- Vertical Rigging Loads

Maximum Total Load		
In any 30'x30' area	4,500 lbs.	
Truss Panel Points	4,500 lbs.	
Level Two Wide Flange Members	3-500 lbs.	Spaced at 10'
Catwalk Framing	1,000 lbs.	Spaced at 10'

Exhibit Hall D Expansion Framing – Vertical Rigging Loads

Maximum Total Load		
In any 30'x30' area	4,500 lbs	
Truss Panel Points	4,500 lbs.	
Roof Framing Flange Members	3-500 lbs.	Spaced at 10'
Bottom Chord W* Framing	4,500 lbs.	
Double Angle Bracing Members	200 lbs.	In Total Span
Catwalk Framing	1,000 lbs.	Spaced at 10'

Ballroom – Hanging Point Detail (Ceiling Eye Bolts)

Maximum Load	500 lbs. (in any direction)

Sound

All meeting rooms and the Ballroom have complete sound systems. Contact PSAV Presentation Services at 714/765-8667 for pricing and information.

The arena and the exhibit halls are equipped with public address systems.

Stage & Theatrical / Arena

Staging is available in 48", 56", 64" and 72" heights. Eight strong super trouper spotlights are available for rental.

The main arch of the arena contains incandescent feature lights. There is no dimming capability for these lights. These lights are controlled from the master sound/light control booth. The intercom system can be controlled from the master control booth with outlets at each spotlight position as well as backstage positions. Adjacent to the master control booth is an announcer's booth.

Procedures for Meeting Room Usage

1. All move-in/move-out of equipment move-in/move-out must take place on the west side (loading dock) side of the Facility. No east side move-in/move-out is allowed.

2. Access to the second and third floor meeting rooms with equipment may be obtained by using the west side service corridor which is located at the Hall E loading docks. The two north docks of Hall E are reserved for loading and unloading into the service corridor. Unload and move vehicle to a regular parking spot. Take the service corridor east to the freight elevator.

3. Additional protection of the third level ballroom and the lobby carpet is required. Please consult your Event Manager for further information.
   - When rolling handcars, show boxes, electrical carts, hand pulled pallet jacks, etc. on these carpets, reinforced visqueen must be used to create a path for all equipment.
   - When employing any heavy mechanized lift (forklift, scissor lift, cherry picker, motorized pallet jack, etc.), a path of visqueen covered by masonite must be laid down.

   This carpet protection is required whenever equipment is moved.

4. All equipment must be moved into the meeting rooms through the access doors in the service corridors behind each room, not through the lobby area. All rooms are clearly marked.

5. The service corridors are very useful, but they are not soundproof. Please show courtesy to your neighbors by moving equipment as quietly as possible and speaking in quiet tones.

6. Nothing may be affixed to any of the walls in the meeting rooms. No tape, nails, tacks, etc.

7. The use of duct tape or gaffer's tape to secure wires and cables is not allowed. Please consult your Event Manager for information on approved tape.

8. The storage of any equipment is not allowed in the service corridors. The red lined areas are for Convention Center equipment only.

9. Use the freight elevator to move equipment between floors. Do not use the passenger elevators.

10. While working in the lobbies and meeting rooms of the Facility, do not lean equipment against the walls.

11. No motorized equipment or bicycles are allowed in the lobbies or meeting rooms. Use of this type of equipment is confined to the service corridors. The only exception to this rule is when lifts are required to hang banners, etc. and, in this instance, the carpet must be protected by the methods outlined under item #3.

12. Rigging for all non-trade show events in the exhibit halls and all events in the Arena and the Ballroom is provided exclusively by PSAV Presentation Services at Tenant's expense. The City reserves the right to require that all exhibit show rigging in the Facility be performed by only those organizations and/or individuals whose qualifications have been approved by the City. Labor will be at Tenant's expense.

13. PSAV Presentation Services will provide all microphones. If you prefer to use your own or your Official Contractor(s) equipment, you or your contractor must provide the entire system (microphones and all amplification equipment including speakers). Please consult your Event Manager for further information.

    In addition, PSAV will provide a remote to control lighting for the meeting rooms if needed.

14. At Tenant's request, the City will issue keys to the meeting rooms. Regular security keys are issued at a minimal cost. Tenant will be charged an additional fee if the keys are not returned. High security cylinders are available at an extra cost. Please consult your Event Manager for current rates and procedures.

15. Telephone service is provided by Smart City Networks, the exclusive telecommunications contractor. Smart City Networks may be reached at 714.765.8600.

16. Food and beverage service is provided exclusively by ARAMARK. ARAMARK may be reached at 714.765.8800.

17. If any Facility equipment, walls, floors, etc. are damaged, contact your Event Manager immediately so that repair or restoration may begin. The Security Control Center is staffed on a 24-hour basis and may be reached at 714.765.8975 or from any house phone by dialing 8975.

ANAHEIM
CONVENTION
CENTER

www.anaheimconventioncenter.com

ANAHEIM CONVENTION CENTER

Administration – 714/765-8950
Booking Department – 714/765-8927
Box Office – 714/765-8970
Security – 7/14/765-8975
Tenant Services – 714/765-8915
www.anaheimconventioncenter.com

ANAHEIM ORANGE COUNTY VISITOR & CONVENTION BUREAU

714/765-8888
www.anaheimoc.org

ARAMARK

714/765-8800
www.aramark.com

PSAV PRESENTATION SERVICES

714/765-8667
www.psav.com

CITY OF ANAHEIM

Business License – 714/765-5194
www.tidemark-nts1.anaheim.net/tm_web/default.htm

Fire Prevention – 714/765-4040
www.anaheim.net/section.asp?id=73

FEDEX OFFICE

714/765-8820
www.fedex.com/us/officeprint/main/index.html

SMART CITY NETWORKS

714/765-8600
www.smartcity.com

ANAHEIM
CONVENTION
CENTER

800 West Katella Ave., Anaheim, CA 92802
www.anaheimconventioncenter.com