

CLIENT SERVICES GUIDE

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OREGN

Oregon
Convention
Center



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Welcome!

On behalf of our entire team, welcome to the Oregon Convention Center and beautiful Portland, Oregon. It is our commitment to provide a first-class facility dedicated to exceeding customer expectations at every opportunity. We are thrilled to be given the opportunity to work with you to create a memorable experience for you and your attendees.

This Client Services Guide is designed to orient you to the center and to provide information on many of its more technical aspects. It will benefit you to review this resource to ensure a successful and smooth-running event. We request that you convey the information in this guide to your staff, subcontractors and exhibitors.

The Oregon Convention Center is more than a spacious, state-of-the-art facility. What really makes it work is our staff of more than 110 full-time employees eager to exceed your expectations. We share years of experience working together as a team on every type of event imaginable. We take our role in making each event a success very seriously. If you cannot locate the answer to a specific question, do not hesitate to contact anyone listed in the staff directory of our website.

It is our desire to make our customers and visitors aware of the Oregon Convention Center's strong commitment to sustainability and the responsibility all of us share in helping to preserve our natural environment. Simply observing the provisions we have made for the proper disposal of items and the sorting of recyclables makes a difference. We ask you for the support and cooperation of your staff, subcontractors, and exhibitors. We have made it easy to do as many of our programs are explained in this guide and on our website at <http://www.oregoncc.org>.

Thank you for selecting the Oregon Convention Center. We look forward to working with you and providing you and your guests a delightful event service experience.

Sincerely,

Craig M. Stroud
Executive Director

LICENSEE CHECKLIST

Initial Process:

Signed License Agreement including initial deposit due (if required).

First introduction letter highlighting information the Event Manager will need to accompany agreement.

One (1) set of preliminary floor plans for exhibit space is due to your Event Manager for review and Fire Marshal Approval (if applicable) *prior* to selling exhibit space.

Two (2) Months Prior To the Event:

You will receive a second reminder letter noting what information your Event Manager still needs.

Labor Requests (security, medical, admission and box office staff).

Due One (1) Month Prior To the Event:

Thirty (30) days prior to the event: Balance of the Center rental fee due.

Thirty (30) days prior to event: 75 percent of anticipated food and beverage charges due.

Transportation information to the Event Manager.

Food and beverage deposit schedule information.

Special sustainability needs to Event Manager/Sustainability Coordinator.

Exhibitor and event parking needs to Event Manager.

Completed function sheets with all utility needs to the Event Manager.

Exhibitor lists to the Event Manager and Exhibitor Services.

Final program and “as sold” floor plans to the Event Manager.

Insurance certificate to the Event Manager.

Set pre-convention/post-convention meetings, as needed, with the OCC.

You will receive a final reminder letter noting what information your Event Manager still needs and the fees that will incur if any further delay.

Fourteen (14) Days Prior To the Event:

Final Audio/Visual (AV) bid information, if applicable.

Final menu selection.

Seven (7) Business Days Prior To the Event:

Guarantees and remaining balance of actual food and beverage charges due.

Failure to provide the above information by the established deadlines may result in additional fees and labor charges.

ADA

ACCESSIBILITY

It is the Oregon Convention Center's intention to provide all reasonable accommodation for persons with disabilities to assist them in attending events held at the Center. Please visit the accessibility section on our website for more information.

AUDIO VISUAL PRODUCTION SERVICES

IN-HOUSE AUDIO VISUAL SERVICES

The Oregon Convention Center Audio Visual Department offers unbeatable event planning, simplified billing and easy coordination between all Convention Center event, operations and catering services.

The full-time staff has more than 40 years combined experience providing superior audio visual services at the Oregon Convention Center. The department offers a complete line of inventory and highly customizable systems ensuring you amazing control and flexibility over your show.

All AV electrical needs or patch fees are included with the use of OCC AV services and will not show up in your final invoice.

THIRD-PARTY AUDIO VISUAL

Third-party AV providers are welcome at the OCC. Access times will need to fall within the contracted times. Due to liability reasons, at no time can third party providers work in uncontacted spaces. If additional set-up time is needed by your AV provider, arrangements for a move-in day will need to be made with your Sales Manager.

Unless included as part of your contract, storage for third-party AV is not provided and must take place within your contracted space.

Events opting to use a third-party AV provider will incur power charges based on the equipment requirements. Patch fees may also apply depending on your AV needs.

It is important to notify the Event Manager as soon as possible when using third-party AV so that ingress/egress and electrical needs can be addressed.

DECORATORS

DECORATOR AND DISPLAY COMPANY RULES OF CONDUCT

Decorator and Display companies are required to set-up and tear down within the dates and times specified in the client's License Agreement with the OCC.

All decorators/contractors must enter at the Security Console entry between Bay 9 and Bay 10 on the loading dock. All contractors must be identified with a badge while on-site. OCC has a badging system that will provide picture identification for all decorator staff and crew.

Charges will be incurred for all equipment, pallets and/or waste materials left on the loading dock beyond the contracted time.

Shows with ten-foot aisles must have booths set on the floor box grid in the exhibit halls. Prior approval must be given and charges agreed to for a show to set off the standard grid.

It is important that decorators provide accurate, timely floor plans noting any electrical floor boxes or special needs for OCC approval.

Any damage, facility charges or other costs incurred by display, decoration or labor contractors are the responsibility of the Licensee.

Freight must be stacked or stored in approved areas only. Freight may not, at any time, be stacked against fire exits, fire pull stations or fire hose cabinets. Freight may be stored on the loading dock (depending on availability) at the prevailing rate for events that rent 90,000 square feet or more. Contact your event manager for more information.

ELECTRICAL SERVICE

Electrical services are provided exclusively through the OCC. Exhibitor order forms are available on-line at <https://www.oregoncc.org/exhibitors> or through the Operations Department by calling 503.235.7578. (Re-selling OCC electrical services is not permitted.)

Floor plans of the exhibit halls and ballrooms showing locations of electrical floor boxes are available upon request. A labor charge will be added if exhibit booths are not lined up on the designated floor boxes. The OCC charges for electrical service in all meeting rooms, ballrooms, lobbies and exhibit halls. Contact your Event Manager for further information and pricing.

The complimentary electrical service in the OCC meeting rooms is for client use only. Clients will receive one complimentary connection (as outlined below) and cannot transfer this complimentary connection to an AV provider.

If the client is utilizing a complimentary lectern and microphone in their set, they are permitted to plug one (1) device into the power available on the lectern at no charge (i.e., the presenter's laptop). If the client is not utilizing a lectern in their set, they may plug one (1) device into the 120v receptacle at the front of the room at no charge.

All other use of electrical service in the meeting rooms will be charged at the OCC's current rates.

Client and third-party Audio Visual providers must use their own extension cords to extend preordered power to their equipment. Any client or third-party Audio Visual provider supplied extension cords must be UL listed, 120v, 14-3 or larger, double insulated extension cords that are in good condition with no missing ground pins or visible defects in the insulation. The use of client or third-party Audio Visual contractor supplied extension cords does not allow access to OCC power at no charge.

If the client would like the electrical charges added to the master invoice, please contact the Event Manager.

All OCC equipment that is not returned will be charged to the responsible party (master account or third-party Audio Visual provider's credit card). Please inform the Event Manager when finished with cords/equipment so it can be picked up and placed back into inventory.

If you have any specific questions contact the OCC Operations Department at 503.235.7578.

EMERGENCY/SECURITY

ATHLETIC TRAINERS

An Oregon Athletic Trainer is required for athletic events such as cheerleading, dance, Taekwondo, fencing, softball, volleyball, etc. Trainers have a different type of training than EMT's and can assess an injury and, if necessary, prevent the injured person from competing.

Clients arrange for trainers through the Oregon Athletic Trainers' Society (www.oatswebsite.org). Trainer certification and license numbers are on file in the Security Department.

Additionally, clients are required to have a med tech on duty to care for event attendees when the expected attendance of an event is 1,000 or more. (See *Emergency Medical Technicians (EMT'S)*) for more information.)

EMERGENCY MEDICAL TECHNICIANS (EMT'S)

Every event with an expected attendance of 1,000 or more is required to have an EMT on-site during event hours. There may be certain times when OCC will require one or more medical technicians to work directly with a specific event if necessary. Contact your Event Manager for the prevailing hourly rate and to order coverage for your event.

The OCC has two fully equipped First Aid Rooms one located in the Pre-Function A Lobby and the other located outside Exhibit Hall E. EMT's may be contacted by picking up any house phone and dialing "0" or contacting any OCC staff member.

EVENT SECURITY/THIRD-PARTY SECURITY PROVIDERS

Show managers wishing to hire security services specifically for their events must select a company from the Qualified Security Providers List on the OCC website. (Specific types of events, at the discretion of the convention center management, may be required to hire third-party security services.) The companies on this list have applied, met certain criteria (experience, licensing, equipment, etc.) and have been approved to provide security services within the Convention Center. The application process is ongoing but those on the list must re-apply every two years. Security providers not previously approved will not be allowed in the building without prior written consent of the OCC Executive Director.

The following outlines the procedure for contracted security staff members to enter the convention center:

- Twenty-four (24) hours prior to the start of the event, the security contractor will provide the Security Office with staff sign-in sheets which include the event name and dates, the first and last name of each staff member working the event, the DPSST numbers of security staff members working and each person's scheduled work hours.
- Contracted security staff must access the Convention Center through loading dock door S and report to the Security Office.
- If contracted by the event, the agent will direct them to the show manager's office. If contracted by the OCC, the agent will provide work locations, duties and responsibilities.
- Contracted security staff members working graveyard shift hours will be issued a radio so they can remain in communication with the OCC Security Department.

LOST AND FOUND

All lost and found articles are catalogued and stored for thirty (30) days. After that time, items are donated or disposed of at the sole discretion of the OCC.

Any inquiries regarding lost and found items should be directed to 503.235.7575 or to your Event Manager.

OCC SECURITY

The Oregon Convention Center's security staff provides 24-hour coverage for general building security. Event security must be hired from the Qualified Security Providers List. (See *Third Party Security Providers* for more information.)

Please contact your Event Manager for detailed information regarding what may be required for your event, or if you have any specialized needs.

Due to the complexity of the facility, there are minimum requirements for security staff and loading dock patrol agents, particularly during ingress/egress of an event. These vary depending upon the nature and size of the event. Please contact your Event Manager for detailed information regarding staffing or if your event requires any specialized security due to the needs of a specific guest speaker, sporting/athletic activity, etc.

Certain events may require police officers. If this is the case, the Department of Special Services Manager will contract this service directly with the police union. The show will be billed for all service through the OCC billing process.

EXHIBITOR SERVICES

The Exhibitor Services Department promotes and sells a full range of exclusive in-house services directly to exhibitors, provides a point of contact for exhibitors who are interested in purchasing additional services and assists exhibitors and show management during an event.

The department representative contacts exhibitors for upcoming shows and sells facility services including audio visual, utilities, telephone, internet connections, WiFi, booth cleaning and porter service.

Most services can be purchased in advance, online, at discounted rates. Exhibitors may order services on-line at <https://www.oregoncc.org/exhibitors>.

SERVICE DESK

The OCC provides a service desk to assist exhibitors with ingress and orders for services, including electrical, compressed air, water fill/drain, natural gas, telephone, internet connections, WiFi, booth cleaning, porter service and audio visual services.

Please work with your Event Manager to determine when the service desk will be staffed. Desk staffing may include full staffing during heavy times or a “Hot Phone” if fulltime staffing is not required.

The service desk is located next to your decorator’s service area.

FACILITY INFORMATION

ANIMALS

Animals or pets, with the exception of ADA Service Animals, are not permitted in the OCC except as an approved exhibit, activity or performance legitimately requiring the use of animals. The request for approval for such animals to be on the premises must be received in writing in advance (a minimum of seven (7) business days) prior to the event and must be approved by the OCC Executive Director or designee. Minimum qualifications for consideration include:

- CLIENT and/or ANIMAL HANDLERS will be responsible for any legal actions or liabilities if the animals harm anyone.
- The animals will not be allowed in the facility outside of show hours.
- The animals must be contained in the exhibitor's area.
- All clean-up after the animals will be the responsibility of the show or exhibitors.

The ADA defines a service animal as any guide dog, signal dog or miniature horse individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA.

BALLOONS/FLYING OBJECTS

No helium (or lighter-than-air) filled balloons are permitted in the facility without the express written permission of the OCC Executive Director or designee.

No flying objects (including drones) are permitted in the facility without the express written permission of the OCC Executive Director or designee. Minimum qualifications for consideration include:

- CLIENT and/or DRONE OPERATOR will be responsible for any legal actions or liabilities if the drones harm anyone.
- Secure space plan as follows:
 - DRONE OPERATOR or CLIENT will secure a safe area for takeoff/landing which will be monitored by someone not operating the drone.
 - The position of the drone relative to people and obstructions will be monitored by someone not operating the drone.
 - DRONE OPERATOR or CLIENT will ensure there is adequate fly space between any people and the ceiling or other low hanging items (lights, air handling, etc).
 - The drone will not be flown within 10' of walls or other obstructions.

- DRONE OPERATOR will complete full, routine checkups before and in-between flights, assessing the rotors, battery, positioning software, remote contract, etc.
- Flight will not occur once 50% of battery capacity has been reached.
- If any of these standards are not met, drone operations will be halted by DRONE OPERATOR or CLIENT.

BUILDING ACCESS

OCC Security secures the building each night and opens the building in the morning. Event Managers assist in determining the daily opening and closing times of the building. Please communicate your access needs to your Event Manager during the planning process.

Exterior Lobby Side Doors – An OCC Security Agent unlocks the lobby doors each day on an as needed basis. The decision on which doors to unlock, and when, is event-driven and is based on the information provided by the client. Factors considered when determining which doors to unlock include the show manager’s security concerns, valuables in lobby areas, attendee entrance points, public or private event and if, and where, there will be badge checking or ticket taking. Perimeter lobby doors should be unlocked as soon as these factors allow.

Interior Doors – OCC Security Agents unlock doors for an event based on the information provided by the Event Manager. A client can request to not have a door unlocked until on site. If a door is typically used as a “pass through” and a client requests that staff not enter, a sign is placed on the door stating “Do Not Enter without Permission of Show Management”.

Loading Dock Doors – These doors remain locked unless a dock agent is posted at the door. Generally, loading bay doors are an exception to this rule but they should not be left open for extended periods of time.

CABLES

When possible, cables must be flown or run over doors in order to avoid trip hazards. If flying isn’t possible due to set design, electrical and/or audio visual cables must be secured with approved gaffer’s tape or cable ramps to conform to safety standards.

OCC Management reserves the right to inspect installation of all cables installed by third-party audio visual contractors.

CHANGEOVERS/ROOM TURNS

Each meeting room set will be provided with a specific size of skirted staging (based on availability), a head table with linen and skirting, heating/cooling as required during event hours, house lighting within the room, one lectern with a wired microphone, tables, chairs and one daily cleaning at no additional cost.

Any changes to the initial meeting room set during the term of the agreement will be subject to the prevailing rate for a room turn. Please contact your Event Manager for more information.

CLEANING

Cleaning of contracted areas is included in the basic room rental. However, depending on the nature of these events, additional cleaning fees may be incurred.

The Event Manager will be able to assist in identifying areas that have potential cost implications. The OCC is the exclusive provider of cleaning and vacuuming of aisle carpets (at the prevailing rate) in exhibit type events. Cleaning of exhibitor booths is also an exclusive service provided by the OCC and can be arranged on-line at <https://www.oregoncc.org/exhibitors>.

Clients and exhibitors are asked to remove all signage and exhibit materials by the end of their contracted move-out time. The OCC is not responsible for any items left beyond the contracted time. In addition, if there is an inordinate amount of debris left, there will be a charge to the event for removal by the OCC staff. Your subcontracted decorator should oversee the removal of all debris prior to departure to avoid additional charges by the OCC.

ELEVATORS AND ESCALATORS

OCC has four freight elevators. Freight elevators 2 and 4 access the Oregon Ballroom. They are accessible via the service corridor behind the A, B and C meeting rooms on the exhibit hall floor level. Freight elevator 15 accesses the Portland Ballroom via the service corridor directly behind the ballroom. Freight elevator 18 accesses the parking garage, loading dock and Portland Ballroom service area.

Use of any freight elevator must be arranged through the Event Manager. For the safety and well-being of all individuals, freight elevators are not licensed for passenger use.

Oregon Ballroom Elevators (2)	Portland Ballroom Elevator (1)	Garage Freight Elevator (1)
Rate Load: 11,500 lbs.	Rate Load: 5,000 lbs.	Rate Load: 20,000 lbs.
Door Size: 9'8" W x 10' H	Door Size: 4'6" W x 8' H	Door Size: 10' W x 10' H

Interior Dimensions:
10' W x 12' D x 10' H

Interior Dimensions:
5'4" W x 8'9" D x 8' H

Interior Dimensions:
9'10" W x 24' D x 10' H

There are a total of seven public elevators inside the OCC: Four service P2 (Lower Garage), P1 (Upper Garage), Level 1 (Exhibit Hall Level) and Level 2 (Portland Ballroom/OCC Admin) on the west side of the facility. Two service Level 1 (Exhibit Hall Level), Lobby Level, Level 2 (Oregon Ballroom) and Sky View Terrace Level on the North side of the facility. One services Level 1 (Exhibit Hall Level), Lobby Level and Level 2 (OCC Admin/Portland Ballroom).

In consideration of all individuals needing use of these elevators, furniture and equipment cannot be transported in public elevators.

There are seven sets of escalators connecting the Exhibit Hall/Meeting Room Level 1 with the Lobby Level and the Ballroom Level 2.

FLOOR LOADS

Exhibit Halls: 350 lbs. per sq. ft. capacity

Ballrooms: 125 lbs. per sq. ft. capacity

Meeting Rooms: 125 lbs. per sq. ft. capacity

Lobbies: 125 lbs. per sq. ft. capacity

Please inform your Event Manager if there are any concerns regarding floor load capacities.

FLOOR PLANS

All floor plans must be pre-approved by the Fire Marshal and the Event Manager prior to any booth space being sold. The approvals must take place a minimum of thirty (30) days prior to the first contracted event day.

All tradeshow booths must be set on a 30-foot center with minimum 10-foot aisles. When laying out 10' x 10' booths, all utility boxes must fall on the back of the booth so that utilities are accessible. Failure to do so will result in additional labor charges billed to show management.

Contact your Event Manager for a copy of the OCC floor plan template in AutoCAD (dwg or dxf format); other formats are available upon request.

FLOOR TYPES

Exhibit Halls: Concrete

Ballrooms: Carpet

Meeting Rooms: Carpet

Lobbies: Carpet

FOG/SMOKE/HAZER/LASER LIGHTS

Fog machines, smoke effects or laser light shows will not be permitted without the express written approval of the OCC Executive Director or designee.

Approved use of fog machines or water-based hazers will require a smoke watch during scheduled usage. Smoke watch is charged at the prevailing rate.

HAZARDOUS MATERIALS/SUBSTANCES

Exhibits, equipment, materials or substances that, in OCC's opinion, might be dangerous to persons, property or the environment will not be permitted on OCC premises. Licensee shall be liable for any clean-up of such materials. Please refer to Oregon Convention Center License Agreement for additional information.

KEYS/SECURE CORES

Keys for meeting rooms, ballrooms and exhibit halls and secure cores may be ordered from the Event Manager with advance notice (a minimum of thirty days prior to the event).

Two standard keys per room are complimentary. Additional keys are available for a fee. See rate sheet for current rates. Keys are to be returned on the last day of the event. There is a fee for unreturned keys.

LIGHTING

Lighting during ingress/egress will be at energy efficient levels suitable for working. Additional lighting during these times will be assessed at the scheduled rates based on actual usage.

House lighting levels during event days are arranged with your Event Manager. Specialty lighting requirements are available, for a fee, through the OCC's Audio Visual Department.

LOADING DOCK

Exhibitor and freight entry to the Oregon Convention Center is via the main loading dock off N.E. First Avenue.

The facility features nineteen (19) loading bays, all with load levelers, and 20-foot high by 18-foot wide door capacities.

There is 8,000 square feet of indoor dock space with direct access to exhibit halls. Our docks feature two drive-in ramps and direct access to exhibit hall floors from three roll-up doors.

Each exhibit hall has limited drive-in access through the roll-up doors. Roll-up door sizes vary from 20 to 22 feet tall to 18 to 20 feet wide. Specific measurements of roll-up doors are available from your Event Manager.

Due to commitments to other events and building requirements, not all bays and load in areas will be available at all times. Therefore, it is important to communicate event dock loading and/or unloading needs with the Event Manager as soon as possible.

Personal vehicles cannot park in the loading dock area except for temporary loading or unloading. Assigned docks will be open for unloading and loading only (no parking). Ten, twenty-minute parking spaces are available directly across from the main loading dock to be used for quick access.

LOADING DOCK STAFFING

Dock Agents work inside the facility at the rollup or man doors located on the loading dock and are responsible for verifying exhibitor ID's, safe practices and to keep the traffic in and out of the building moving smoothly and efficiently. The Dock Agent is always a member of the OCC Security Team. Clients may not arrange for this service without prior approval from the Director of Event Services and the Department of Special Services. All orders are based on a four-hour minimum.

Dock Marshals work outside on the loading dock and N.E. First Avenue to monitor and direct traffic to the appropriate bay doors, to keep traffic moving and to keep vehicles from blocking access points and driveways. Dock Marshals are not required to be members of the OCC Security Team and may be hired by the client through a third-party security provider.

Dock Agents and Dock Marshals work as a team and maintain radio communication at all times.

LOBBY SPACE

All OCC lobby spaces serve as entrances for facility guests, delegates and members of the public.

Lobby space is available on a limited basis for shared use with other OCC functions. Portions of public spaces may be used for registration, food functions and limited exhibits with prior approval per the license agreement. A rental charge may be incurred at the prevailing rate.

Please discuss your specific needs with your Sales Manager.

PRODUCT SALES/MERCHANDISE

Sales of event-related products are permitted within contracted event space, excluding all common areas. Any common area required for event-related product sales needs to be discussed in detail with your Sales Manager. Net Square Footage (NSF) fees may apply.

PROPANE

The use of propane within the building must be approved by the OCC and the Fire Marshal's Office. It is imperative that you contact your Event Manager if you, or one of your exhibitors, requires the use of flammable gas.

Specific propane permits are mandatory per the office of the Fire Marshal.

RIGGING

OCC Production Services must review and approve all rigging in the facility. A rigging plot showing loads and method of suspension is due to the OCC thirty (30) days prior to your event day for final approval. No live loads are permitted in the ballrooms and must be approved by OCC Production Services in exhibit halls.

All rigging is subject to inspection at a prevailing hourly rate. Any changes required by OCC Management will be made at the expense of Show Management. Technical information and load capacities are available upon request. A detailed rigging policy is available on the OCC website in the Production Services section.

Please contact your Event Manager if your set requires rigging of any kind.

SMOKING

The Oregon Convention Center prohibits smoking within the building and within 25 feet of all building entries, outdoor air intakes and operable windows. Smoking of any kind, including vaporizers, is strictly prohibited inside the facility.

Designated smoking areas include the covered shelter on the corner of N.E. First Avenue and N.E. Holladay Street and across the street from the OCC on the corner of N.E. First Avenue and N.E. Oregon Street.

Events in Exhibit Hall A may arrange, through the Event Manager, for a special area just outside the exit doors for an enclosed smoking area.

STORAGE

OCC storage space is limited; therefore, the facility cannot receive goods prior to move-in or store them past the contracted move-out time. Any goods arriving prior to the authorized move-in times will be refused and be required to be delivered at the scheduled move-in time. It is important that your exhibitors have the correct shipping information for your contracted decorator as exhibitors cannot ship directly to the OCC.

Show Management is responsible for the arrangements and related costs for off-site storage before, during, and following the license period as outlined in the License Agreement.

If items are being shipped to the OCC for a move-in, it is imperative that the exhibitors place the name of the event and the event date directly on the shipping label in order for it to be accepted and delivered accordingly.

Freight must be stacked or stored in approved areas only. Freight may not, at any time, be stacked against fire exits, fire pull stations or fire hose cabinets. Freight may be stored on the loading dock (depending on availability) at the prevailing rate for events that rent 90,000 square feet or more. Contact your Event Manager for more information.

WASTE REMOVAL

See *Waste Diversion Policy* on page 39 for more information.

FIRE MARSHAL REGULATIONS

GENERAL FACILITY RULES

1. All decorative materials must be flame proofed or of a type acceptable to the Fire Marshal's Office. Use of bark dust, mulch, chips or hay, etc., is not allowed unless pre-approved by the Fire Marshal's office.
2. No flammable gasses, liquids or solids, are allowed in any building, enclosed tent or structure. Two (2) 16.4 oz. bottles of propane are permitted in a booth at any one time. All other bottles must be stored outside the building and secured.
3. Booths with canopies larger than 10' x 10' are not allowed unless approved by the Fire Marshal's Office. All canopied booths must have a working smoke detector properly mounted in the canopy. If cooking in a canopied booth, you must have a fire extinguisher.
4. Any enclosed structure larger than 100 sq. ft. in floor area must have a working smoke detector properly mounted in the structure. All doors or windows to the structure are to be left open.
5. All natural gas lines used to run a fireplace, etc., must have a shut-off valve by the appliance(s) and be accessible. All persons working in the booth shall be instructed in the location and operation of the shut-off valves to the appliances and to the building. All natural gas fireplace displays must have a safety pilot kit providing automatic shut-off if no flame is detected. Additionally, each fireplace must have a carbon monoxide detector with an alarm and a protective barrier to safeguard against the risk of being burned. No wood burning fireplaces are permitted.
6. Portable space heaters are not allowed unless approved by the Fire Marshal's Office.
7. See "Motorized Vehicles" for display vehicle requirements.
8. Displaying of any vehicle containing LPG gas propane shall have such containers reduced to atmospheric pressure before bringing them into the building.
9. All exhibitors are to keep all their exhibit items, tables, chairs, etc., within their assigned booth space. Nothing is to be placed in any aisle.
10. Empty cardboard boxes are not to be stored in booths overnight.
11. Obstructions blocking utility floor boxes must be relocated by the exhibitor upon request.

PUBLIC ASSEMBLY PERMIT

Finalized floor plans must be submitted to your Event Manager for review and Fire Marshal approval prior to selling exhibit space. The OCC will submit an application on your behalf for the public assembly permit and any applicable charges will be included in your final invoice. If any additional permits are required, per the Fire Marshal, your Event Manager will follow up with more information.

Public assembly permits must be submitted no later than 21 days from the date of the event. If submitted after that date, the fee may be doubled. Please submit floor plans to accompany the assembly permit to your event manager no later than 28 days prior to your event in order to ensure your permits are submitted on time.

FOOD AND BEVERAGE

CATERING SERVICES

Catering services are provided by **pacificwild** and are exclusive to the OCC. Taking a cue from our surroundings, **pacificwild** catering's fresh, seasonal menus are inspired by the region's bounty. We believe we've landed on the perfect, delicious balance of sophistication and approachability by simply spotlighting the quality and variety of our locally grown ingredients. Let us create your next unforgettable Portland experience, by cooking from the source to put the culture, flavors and passion of the Pacific Northwest on your plates and in your glasses. Like Portland, **pacificwild** catering presents a rich palette of regional flavors. Our passion for seasonal ingredients and sustainability transform an event at the Oregon Convention Center into more than a pleasant experience and good meal. It is an expression of our commitment to supporting and maintaining Oregon's rich natural resources, promoting its culinary and cultural heritage and imbuing every occasion, from 10 guests to 10,000, with a sense of place and our unique spirit.

CONCESSION SERVICES

We proudly brew Portland Roasting coffee at two locations – one across from the “B” Meeting Rooms and one located near the “D” Meeting Rooms. Hours are determined by the Food and Beverage Management Staff with recommendations based on demographics provided by the Sales Department and Show Management. In most cases, at least one location will be open when there are 500 or more guests in the building.

Our cafés and concessions offer a wide variety of entrées, snacks and beverages for any time of day and for any type of appetite. From fresh bakery goods and organic coffee, to deli sandwiches, to classic hot sandwiches and sausages, to local microbrews, wines and spirits, you will always find something to your liking. For the heartier appetite, we also offer a variety of entrées and appetizers in our specialty stands, ranging from delicious Asian stir-fry selections to mouth-watering pizza or Mexican dishes.

GUEST SERVICES

ATMS

The OCC contracts with Peregrin Financial Technologies for ATM services. The company owns, manages and maintains the machines. The transaction fee to users is \$3.

The machines are located in the MLK lobby next to Stir, in Pre-Function A at the bottom of the escalator and in the South Ginkoberry Lane Lobby across from Portland Roasting. Upon request, the company will provide portable ATMs for shows at a cost to the client of \$300 each.

Questions regarding the machines or for arranging a portable machine for a specific show should be directed to the Guest Services Manager.

VISITOR INFORMATION CENTER

The Visitor Information Center (VIC) is staffed, by volunteers, based on the number of people attending events in the building. In most cases, the VIC is staffed when there will be 1,000 or more people in the building.

It is a goal of the program to assist visitors in making their experiences at the Convention Center pleasant, informational and educational. This is accomplished, in part, by:

- Providing a warm welcome and excellent customer service at the VIC desk.
- Directing guests to events and appointments in the building.
- Answering general information questions.
- Performing light computer research for guests.
- Keeping the VIC area neat and stocked with informational materials.
- Providing assistance in identifying desired locations and services for visitors.
- Conducting public art tours of the OCC.

MARKETING

ADVERTISING

The Oregon Convention Center offers a variety of advertising options for show managers and other interested groups or companies. These include city light pole banner placement, spire and crescent specialty lighting, exterior reader board event listings and facility-wide static and digital signage.

For interior and exterior advertising opportunities for your event, including electronic signage, banners, and website advertising or advertising packages, contact your Event Manager.

BROADCAST RIGHTS/RECORDING

The Oregon Convention Center reserves the right to videotape and record events for its own records, publicity and promotional purposes.

The Licensee may not engage in any broadcasting, telecasting, videotaping, audio recording or transcription activity, without written permission from the OCC Executive Director, provided all such recording is for business associated with the stated event functions. The Licensee is responsible for all costs associated with such broadcast and/or recording rights.

The Licensee shall make all arrangements for such recording and notify the Event Manager in writing.

LOGOS/PHOTOGRAPHS/OCC IMAGES

Copies of the OCC logo for reproduction and inclusion in your literature are available from your Sales Manager or via the OCC website at <https://www.oregoncc.org/planners/event-services/show-marketing-and-branding>.

Photos of the Center can be found at the following locations:

<https://www.flickr.com/photos/oregonconventioncenter>

<https://www.pinterest.com/oregoncc/>

MEDIA

If your event is expected to attract media attention, please advise your Event Manager so they can explain the options available for live remotes, taping, additional lighting, etc., which may be requested.

PHOTOGRAPHY/VIDEO

The OCC retains the right to take photographs of an event for its own records and/or for publicity purposes.

MOTORIZED VEHICLES

RULES AND PROCEDURES

All motorized vehicles owned by the OCC are to be operated by licensed/authorized OCC personnel only.

Motorized carts (segways, scooters, golf carts, etc.) used for convenience are not allowed in carpeted areas (this excludes carts used by patrons with disabilities).

Vehicles that are on display are subject to the following conditions:

- Gas tanks are less than one-fourth full.
- Gas caps are locked or sealed.
- Batteries are disconnected.
- Drip pans are placed under vehicles.
- Vehicles are clean and dry.
- Keys are left in the OCC Security Office, if unattended, and the Fire Marshal has approved the display.

Please consult your Event Manager if you have any questions. (Permit and fees may apply.)

Bicycles, skateboards, roller blades, roller skates or other types of recreational transportation are not to be used in the facility at any time, unless approved by your Event Manager.

DISPLAY VEHICLES

Automobiles and trucks may be displayed in some lobby areas. Carpeted and marble areas require protective measures, which may be provided by the OCC's Operations Department. Applicable costs are applied for vehicle ingress/egress at the prevailing rate.

See "Motorized Vehicles" for display vehicle requirements.

Displaying of any vehicle containing LPG gas propane must have such containers reduced to atmospheric pressure before bringing them into the building.

Contact your Event Manager regarding any planned vehicle display.

VEHICLES FOR LOAD IN/LOAD OUT

A limited number of vehicles are permitted in the exhibit hall for load in and/or load out. Vehicle ingress and egress is managed at the dock by OCC dock agents. Contact your Event Manager regarding any planned use of vehicles for load in and/or load out.

PARKING

In addition to the ample street and bus parking in the surrounding area, the Oregon Convention Center provides on-site parking in its clean and secure underground parking garage. Eight hundred spaces are available on the garage's two levels. Disabled parking is available in the OCC parking garage. All OCC lots are on a first-come, first-served basis and available parking is not guaranteed. In addition, there is public parking in the Lloyd Lot (corner of N.E. MLK and Lloyd Boulevards) via a credit card only pay box; in and out privileges are not available at this location.

Enter the garage via its N.E. First Avenue or N.E. Lloyd Boulevard entrance. Clearance on the P1 level is seven feet; clearance on the P2 level is nine feet.

Overnight parking in the garage is prohibited.

The parking garage offers four Electric Vehicle (EV) charging stations (two on each level). Spaces are indicated by brightly-lit green murals and are available on a first-come, first-served basis.

(There are other privately-owned lots operating in the vicinity which promote "convention center parking" but are not affiliated with the OCC in any way.)

An exhibitor parking lot (containing 160 spaces) is available at a cost to show management or to individual exhibitors. The lot is located directly across from the main loading dock on N.E. First Avenue and can be reserved in advance of an event. When reserved as part of the License Agreement, the exhibitor lot can provide in and out privileges. When not reserved, this space is available for daily parking and uses a credit card only pay box at the exit (in/out is not allowed). Also, this lot may accommodate limited overnight parking for trucks, trailers and utility vehicles for an additional fee (no overnight RV parking is permitted). Contact your Sales Manager to reserve this lot.

Parking is not permitted on the loading dock or in any of the loading bays except for the purpose of loading and unloading. In addition, parking is not allowed on any sidewalk or plaza area around the facility.

Street parking is available daily within walking distance to OCC.

Short term drop-off/pick-up zones are available adjacent to the OCC on N.E. Martin Luther King, Jr. (MLK) Boulevard and on N.E. Holladay Street.

Portland TriMet MAX light rail trains stop directly adjacent to the OCC, as well as daily streetcar and bus service (Line 6).

The OCC has bike racks outside all main building entrances and on both levels of the parking garage. There are designated motorcycle-only parking spaces in the garage. (Motorcycles pay the regular parking rates.)

The OCC does not permit overnight parking for recreational vehicles or mobile homes in its parking garage or in any of its satellite parking lots.

Tour buses may use the turn-out lanes provided along N.E. Martin Luther King, Jr. (MLK) Boulevard and N.E. Holladay Street to drop off passengers only. Drivers must stay with their buses at all times. Buses are not permitted to park in these lanes for extended periods.

Uber and Lyft designated turn-out lane is located on MLK Jr. Blvd just north of our main entrance.

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SHIPPING AND RECEIVING

The OCC has a limited capacity to store and manage freight shipped to the facility prior to your show.

The OCC does not accept freight shipments on behalf of exhibitors before or during scheduled move-in times. Show Management will be responsible for consignment of all freight shipments. Show Management is responsible for all arrangements and related costs for off-site storage before, during and following the license period outlined in the License Agreement.

All freight should be shipped directly to your show decorator.

The OCC accepts materials under 150 pounds no more than three (3) days prior to the event. The fee for freight handling, storing and delivery to your event space is \$.20 per pound with a \$25.00 minimum handling fee. If you have two or more shipments arriving separately, the \$25.00 minimum will apply to each shipment.

All shipments must be clearly marked with the following information on each package:

Oregon Convention Center
777 NE Martin Luther King Blvd.
Portland OR 97232
Event/Show Name (BOLD)
Event Date(s)
OCC Event Manager's Name
Your Full Name or Licensee's Full Name

Should you have special deliveries, please contact the Event Manager.

SIGNAGE

Easels and temporary signage are limited in public spaces due to the electronic kiosks provided throughout the facility. If signage is necessary in public spaces, it must be approved by your Event Manager and be of a professional convention quality (no hand-made or paper signs taped to boards are permitted).

BANNERS

The OCC has specific approved areas for banner hanging inside the facility which do not block any permanent facility directional signage. Please contact your Event Manager for detailed information, locations and labor rates.

Signs, banners, and posters may not be physically attached to any part of the OCC or to any of the furnishings or fixtures of the OCC without prior approval.

For exterior street pole banner information contact your Sales Manager.

EVENT DIRECTORIES

The OCC has electronic event directories located throughout the building to note the location of your event. The kiosks do not serve as an option to post your full schedule of events. Please contact your Event Manager for more information about the use of the kiosks.

OUTDOOR SIGNAGE

The OCC has four, double-sided outdoor LED signs. Your event and event date will be listed outside at least one week prior to your event start date.

STAFFING

ADMISSIONS STAFF

Specific roles at the OCC are filled exclusively by the IASTE B-20 Union, referred to hereafter as 'Admissions Staff'. The roles included in this exclusivity are ticket taking, badge checking, staffed luggage and coat checks, meal or session badge scanning, ushers, gate attendants, elevator operators and any other position that acts as an entrance monitor. These positions are not open to staffing by third-party security, temporary labor organizations, event staff or volunteers and must be scheduled by the Event Manager.

The roles listed above are not all encompassing in the roles that Admissions Staff *may* fill, rather they are the positions they are *required* to staff if a show determines they have a need. Admissions Staff may be hired for directional assistance or similar positions should a client elect to do so, but they are not required to hire Admissions Staff to fill this type of position.

If the client determines there is not a need for any of the positions listed above, they are not required to hire Admissions Staff.

Cancellations will carry a two-hour minimum labor rate charge per scheduled Admissions Staff member, billed to the client, if they should cancel the need for staff after 6 pm the day before the scheduled shift(s). If the cancellation request is made before 6 pm the day before the scheduled shift, the client will not incur fees. If an event is cancelled due to weather or a natural disaster and has Admissions Staff scheduled, the client will not be required to pay the two-hour minimum.

SUSTAINABILITY

We are constantly working to be the greenest event facility in the world — and the first choice as a venue for green meetings. Together, our administration, staff and partners, have worked to earn the highest level of certification from the U.S. Green Building Council's® Leadership in Energy and Environmental Design™ program. Earning LEED Platinum® is rare, and we conducted more than 30 efficiency projects in the last decade to earn this certification. We offer an extensive waste recycling, composting and food donation program, have upgraded 70 percent of our lighting fixtures, and manage storm water through our innovative rain garden.

In 2014, we earned APEX/ASTM certification, the first standards created uniquely for green meetings and events. This program, verified by the Green Meeting Industry Council (GMIC), gives us a roadmap for planning sustainable events, helping vendors and guests practice green habits, and working with our community to support the environment. To maintain our certifications, we continue to track our results, raising the bar in our industry.

(USGBC® and its related logo, LEED® and its related logo, and the LEED® Certification trademarks are owned by the U.S. Green Building Council and are used with permission.)

COMPOSTING

The OCC collects food scraps and waste for compost. Collection points are located throughout the facility and are marked “Food Only”. We can no longer compost non-food compostable items.

DONATIONS

If you would like to leave items in the facility for donation, you must get pre-approval to ensure the material or items can be donated. You must provide in writing (via email) the details of the material being left (type/quantity) to your event manager as well as who will be picking up the items and when.

Items left for pre-approved donation may include, food and beverage, conference materials, building materials, and items deemed reusable by OCC.

RECYCLING

The OCC is committed to recycling and provides recycling areas within the exhibit halls for exhibitor use. In addition, there are specialized recycling containers with designated labels throughout the facility to meet event waste needs.

Please identify any specialized waste removal needed for your event. This includes debris from theme décor set-ups (trees, plants, bark-mulch, etc.) or as a result of your event activities (food sampling, non-reusable crates/wrapping, etc.).

There are additional costs to Show Management for removal of excessive trash, pallets, bark dust, mulch, etc. The Event Manager will be able to advise you in greater detail.

More information about the OCC's sustainability efforts and service offerings is available at <https://www.oregoncc.org/about/sustainability>.

SUSTAINABILITY COORDINATION

The OCC has an in-house Sustainability Coordinator as a first point of contact for any questions related to “greening” an event.

Varying levels of sustainability services are available for a minimal fee and can be ordered through the Event Manager.

WASTE DIVERSION POLICY

The purpose of this policy is to reduce the amount of waste (e.g. material that cannot be recycled, composted, donated, or reused by the company that produced it) brought in and left behind at the Oregon Convention Center. In support of this goal, OCC has determined that it must change its approach to waste management and partner with our stakeholders. OCC has developed this policy to further encourage innovation, waste minimization, and re-use. Along with a waste diversion deposit OCC will prohibit certain materials in the building and the full deposit will be forfeited if materials are left in the building that cannot be recycled, composted, or donated. The deposit will fund the additional labor required by OCC to sort materials and pay disposal fees.

As part of the policy, the following items are prohibited and not allowed in the facility:

- Any hazardous substance or item containing a hazardous substance
- Any signage that cannot be recycled, or reused excluding decals or window clings
- Foam core signage
- Helium balloons

- Single use plastic bags used for purchases and conference bags provided by show management or vendors to collect show items

The following items are allowed in the building, however, they must be removed at the end of the event:

- Banners (Vinyl)
- Electronics, furniture or equipment
- Carpet, carpet scraps, or carpet padding
- Items that are unable to be donated such as plaques or trophies
- Pallets

The following Recyclable items generated by the event be placed into proper receptacles:

- Styrofoam (please check with your Event Manager to make sure this is currently recyclable onsite)
- Cardboard Boxes and Signs
- Construction Debris
- Food Donations
- Food Scraps
- Glass Containers
- Kitchen Grease
- Paper
- Plastic Film and Shrink Wrap
- Plastic Containers, Pots and Buckets
- ** Plants, Trees and Yard Debris
- Metal Containers
- Scrap Metal
- Vinyl Tablecloths
- Wood

**Pre-approval required and additional fees may apply

OCC provides recycling containers for exhibitors, decorators and attendees that include separate streams for recyclable, compostable and landfill materials.

TELECOMMUNICATIONS/INTERNET/NETWORKING

As the exclusive provider of Telecom and Internet Services at the Oregon Convention Center, OCC Telecom provides a complete array of telecommunications services. From basic individual services to complex building-wide networks and extreme bandwidth demands, the OCC will provide for all your communication needs. All services are in-house and on-site technical and customer service support provides peace of mind during your event.

INTERNET SERVICES

With a versatile and robust network, the OCC can provide several internet connection options to meet your needs and budget. These include shared or dedicated bandwidth, multiple WiFi and wired service levels, LAN infrastructure, and complimentary WiFi zones.

The OCC has several WiFi internet options available to clients, exhibitors and attendees through the use of our extensive building-wide WiFi network. Our network has the capacity of over 4,000 simultaneous users with the ability to add additional bandwidth when needed. Internet access speed can range from 1Mbps to over 1GB.

High speed access is provided exclusively by the OCC for large groups and is available throughout the facility. Customer support for this service is provided on-site. There are several options available including custom log-in and sponsorship pages. Please contact OCC Telecommunications at 503.731.7834 for a custom quote.

The OCC also offers a pay as you go WiFi Internet that can be purchased on-site by connecting to the OCC WiFi network & opening a web browser to access the sign-up page. Basic WiFi provides up to 3Mbps per connection & Business Class WiFi provides up to 10Mbps per connection. Service can be purchased for up to 5 devices and up to 5 days. Support for this service is accessed via toll free technical support.

OCC also offers complimentary WiFi zones in Stir, outside of both Portland Roasting locations, Holladay Lobby and in the Ginkoberry Concourse.

TELEPHONE SERVICES

The OCC provides single-line analog or multi-line digital phone services. For a fee, speaker and conference phones, long distance access, voice mail and other services may be provided upon request. House phones are available in each meeting room, ballroom lobbies and pre-function areas.

TICKETING

All licensees of ticketed events at the Convention Center receive and approve a copy of the OCC Box Office Policies. (Copies are available from the OCC Sales Department.)

Advance Ticket Sales – The OCC provides advance ticket sales through TicketsWest, the facility’s approved and contracted ticket sales provider. TicketsWest offers advance ticket sales through a call center, online and at regional outlets. Any exceptions to the use of TicketsWest for advanced sales must be approved, prior to sales beginning, by the Guest Services Manager and the OCC’s Deputy Director.

On-site Ticket Sales – On-site ticket sales are an exclusive service provided by OCC staff. All on-site and advance ticket sales are coordinated by the Guest Services Manager who works with the Event and Show Managers during the event planning process.

Tickets are sold via a computerized ticketing point of sale software system. Cash and credit/debit cards are accepted forms of payment unless the Show Manager requests cash only sales. The client is billed for labor costs, ticket printing and credit card fees. These charges are entered into EBMS by the Guest Services Manager and applied to the client’s settlement and final invoice.

Day of event sales are conducted by the OCC part-time ticketing staff. For each show, the staff includes a supervisor and ticket sellers. Scheduling is done through the Guest Services Office.