



OREGON

Oregon  
Convention  
Center

Living  
Our

GO

DELIGHT.

CLIENT  
SERVICES GUIDE

## WE ARE A CENTER IN MOTION.

Defined by you and what you can accomplish inside our walls.

We don't decide the future.

We provide a place where you can.

Where you can

Join. Change. Dismantle. Engage.

*Cherish, Love, Uphold, Refute, Challenge, Galvanize and Improvise –*  
until you figure out what will come next.

## THIS IS A PLACE OF ACTION.

There are no nos, no if onlys, no maybes.

There is only right now.

Ready? Go.

## WELCOME

On behalf of our entire team, welcome to the Oregon Convention Center (OCC)—and thank you for trusting us with your vision.

At OCC, we're more than a venue. We are your partner in creating unforgettable experiences. Every gathering, large or small, is an opportunity to inspire, connect, and move communities forward. That's why we put people at the heart of everything we do from our guests to your team, and everyone in between.

We are committed to providing you with exceptional service, thoughtful solutions, and a collaborative planning experience. Our team is passionate, creative, and ready to support you at every step, whether you're bringing an ambitious conference, a beloved annual tradition, or something entirely new to life.

As a LEED® Platinum-certified venue and a proud part of Metro, we hold ourselves accountable to values that reflect our region: equity, sustainability, innovation, and inclusion. We welcome everyone. And we mean it.

This **Client Services Guide** is designed to help you navigate the many services and resources we provide. It reflects our commitment to not just meeting expectations, but exceeding them.

If your question isn't answered here, please don't hesitate to reach out. Our team is here for you.

Thank you for the opportunity to serve you. We can't wait to see what we create together.



Warmly,

**Cindy Wallace, CMP, CMM, PMP**  
Executive Director  
Oregon Convention Center

For a deeper dive into our service options such as production, technology, eticketing, and more, please visit [oregoncc.org/en/plan/event-services](https://oregoncc.org/en/plan/event-services).



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## DUE 90 DAYS PRIOR TO THE EVENT

- ☐ Preliminary schedule of event
- ☐ Preliminary floor plans for exhibit hall and registration
- ☐ List of third-party contractors
- ☐ Police labor needs
- ☐ Food and beverage requirements

## DUE 60 DAYS PRIOR TO THE EVENT

- ☐ Preliminary floor plan and room set specifications
- ☐ Audiovisual equipment requirements
- ☐ Electrical and telecom needs
- ☐ Ancillary or ICW (in conjunction with) event room assignments and planning contacts
- ☐ Branding and signage plan
- ☐ Building access schedule and needs
- ☐ Staffing requirements (dock agent/marshal, medical, admissions, coat/luggage check, box office)
- ☐ Third-party security plan
- ☐ Preliminary exhibitor list
- ☐ Exhibitor load-in/load-out plan and truck bay loading/unloading requirements
- ☐ Event ticketing and credential/badge plans
- ☐ Event parking ingress/egress times
- ☐ 75% of anticipated food and beverage charges

## DUE 30 DAYS PRIOR TO THE EVENT

**A comprehensive event plan must be submitted to your event services manager no later than 30 days prior to the first move in date. Failure to provide required information by the established deadlines will result in additional fees and labor charges.**

- ☐ Balance of rental fee
- ☐ Certificate of insurance
- ☐ Final event agenda and production schedules (including third-party contractors)
- ☐ Final floor plans (required for fire marshal approval)
- ☐ Contact names and phone numbers of key event staff members
- ☐ Special sustainability needs (donation items, recycling, etc.)
- ☐ Rigging plots
- ☐ Food and beverage orders, concessions plan, and/or special meal requests

## DUE 14 DAYS PRIOR TO THE EVENT

**At 14 days prior to the event, advance rates no longer apply.**

- ☐ Review of OCC event document and floor plans

## DUE SEVEN (7) BUSINESS DAYS PRIOR TO THE EVENT

- ☐ Signed approval of OCC event document and floor plans
- ☐ Signed food and beverage banquet event orders (BEOs)
- ☐ Food and beverage final guest guarantees and remaining balance of actual charges



## ADA AND ACCESSIBILITY

It is the OCC's intention to provide all reasonable accommodations 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 at [oregoncc.org/accessibility](https://oregoncc.org/accessibility).

It is the responsibility of the client to ensure that the event meets all ADA requirements and provides reasonable accommodations for all attendees such as listening devices, sign language interpreters, readers, descriptive services, and other assistive technologies like real-time captioning.

## ANIMALS

Animals or pets, except for 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) before the event. It must be approved by the OCC senior director of event operations.

Minimum qualifications for consideration include:

- Purpose of animal in the exhibit, activity, or performance.
- Client and/or animal handlers will be responsible for legal actions or liabilities if the animals harm anyone.
- Animals will not be allowed in the facility outside of show hours.
- Animals must be contained in the exhibitor's area.
- All clean-up after the animals will be the responsibility of the show or exhibitors.

## BUILDING ACCESS

Public Safety 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.

The MLK Lobby entrance is the designated entrance so that we may effectively welcome guests while enhancing safety within the center. The MLK Lobby entrance will be the main entrance, while the parking garage will be a second. If additional entry points are desired for your event, contact for event manager for additional options.

## CONFETTI

Plastic and metal confetti are prohibited at OCC and will incur excessive cleaning fees if used. If you plan to use paper or tissue confetti, please connect with your event manager in advance to discuss approval, cleaning expectations, and additional fees.

## DISPLAY VEHICLES

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

- Gas tanks are less than 1/4 full
- Gas caps are locked or sealed
- Batteries are disconnected; an exception is made for electric vehicles
- Drip pans are placed under vehicles
- Vehicles are clean and dry
- Fire marshal approval

## DISPLAY VEHICLE KEYS

- OCC is not responsible for storing vehicle keys.
- Keys must remain on-site at all times with the vehicle owner or the client.

- Display vehicle keys should not be stored in the vehicle.
- If the vehicle owner leaves the property, the vehicle must remain unlocked in the case that the vehicle needs to be moved for safety reasons.

Automobiles and trucks may be displayed in some lobby areas. Carpeted areas require protective measures, which the OCC's Operations team may provide. Applicable costs apply for vehicle ingress/egress at the prevailing rate. Displaying any vehicle containing liquefied petroleum gas (LPG), such as propane, must have containers reduced to atmospheric pressure before bringing them into the building.

## DRONES

Drones are only permitted in the venue with the express written permission of the OCC senior director of event operations.

## EVACUATION PROCEDURE

The official evacuation assembly area is at *The Dream* (Martin Luther King Jr.) statue near the MAX Light Rail station at the corner of NE MLK Jr. Blvd and Holladay Street.

View the Emergency Guidelines and evacuation assembly area map at [oregoncc.org/en/files/emergency-guidelines](https://oregoncc.org/en/files/emergency-guidelines).

## EXCLUSIVE SERVICES

The following services are exclusive to OCC:

- All utilities including electrical power, internet and Wi-Fi
  - Booth and aisle cleaning
  - Dock agents and marshals
  - Door monitoring
  - Food and beverage
  - Medical technicians
  - Rigging
  - Ticket taking and scanning
  - Badge checking
  - Meal or session badge scanning
- ## FIRE MARSHAL REGULATIONS
1. All decorative materials must be flameproofed 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 gases, 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, a fire extinguisher is required.
  4. Any enclosed structure larger than 100 square feet 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. 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. 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 woodburning fireplaces are permitted.

6. Portable space heaters are not allowed unless approved by the fire marshal's office.
7. Displaying any vehicle containing liquefied petroleum gas (LPG), such as propane, must have containers reduced to atmospheric pressure before bringing them into the building.
8. No hanging signs with solid fabric underside. The fire suppression system needs to be able to flow water through signs in a fire. Mesh is an acceptable alternative.

## FLOOR LOADS

### EXHIBIT HALLS

350 lbs. per square foot load capacity (concrete)

### BALLROOMS

125 lbs. per square foot load capacity (carpet)

### MEETING ROOMS

125 lbs. per square foot load capacity (carpet)

### LOBBIES

125 lbs. per square foot load capacity (carpet)

Please inform your event manager if there are any concerns regarding floor load capacities.

## FLOOR PLANS

Floor plan information and requirements must be submitted to the event manager 60 days prior to move in. Late information may result in additional fees or labor charges.

Floor plans must be completed and submitted to the fire marshal 30 days prior to move the first contracted day. All floor

plans must be pre-approved by the fire marshal and your event manager. Once approved, any changes within seven (7) days of the event will incur charges.

All trade show 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 be along the back of the booth so that utilities are accessible. Failure to do so will result in additional labor charges billed to show management.

Event services will provide up to two revisions of CAD drawings at no charge. Additional revisions will be charged to the licensee at the prevailing labor rate.

Trade show floor and floor plan design drawings are not complimentary and will be charged at the prevailing labor rate.

Contact your event manager for a copy of the OCC floor plan template in AutoCAD (DWG or DFX format); other formats are available upon request.

## FOG, HAZER, LASER LIGHTS

Fog machine effects or laser light shows will not be permitted without the express written approval of the OCC senior director of event operations.

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

The use of lasers at your event requires an additional permit through the fire marshal.

## FOOD AND BEVERAGE

### CATERING

Levy is our dining and hospitality partner at OCC and oversees all aspects of food and beverage. You can expect to see the very best of Portland represented through chefs from the surrounding area, cuisine showcasing diverse cultures, locally sourced



ingredients, and sustainable produce from nearby farms.

[View the Levy Catering Menu.](#)

### RESTAURANTS AND CAFÉS

Our restaurants and cafés 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, your guests will always find something to their liking.

### FREIGHT ELEVATORS

Oregon Ballroom Elevators (2 and 4)	
Rate Load	11,500 lbs.
Door Size	9’8” W x 10’ H
Interior Dimensions	10’ W x 12’ D x 10’ H
Portland Ballroom Elevator (15)	
Rate Load	5,000 lbs.
Door Size	4’6” W x 8’ H
Interior Dimensions	5’4” W x 8’9” D x 8’ H
Garage Freight Elevator (18)	
Rate Load	20,000 lbs.
Door Size	10’ W x 10’ H
Interior Dimensions	9’10” W x 24’ D x 10’ H

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 pre-arranged through your event manager. For the safety and well-being of all individuals,

freight elevators are not licensed for passenger use.

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

### HELIUM BALLOONS

No helium or lighter-than-air filled balloons are permitted in the facility.

### KEYS AND SECURE CORES

Keys and secure cores for meeting rooms, ballrooms, and exhibit halls may be ordered from the event manager with advance notice (a minimum of 30 days prior to the event).

The OCC provides one complimentary standard key per room. Additional keys are **\$12 each**. Secure core keys are **\$73 per core**. Keys are to be returned on the last day of the event. Fee for standard keys not returned is **\$125 per key**. Fee for secure core keys not returned is **\$275 per key**.

### LIGHTING

Lighting during ingress/egress will be at energy-efficient levels suitable for working. House lighting levels during event days are arranged with your event manager.

### LOST AND FOUND

All lost and found articles are cataloged and stored for 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 OCC’s [Lost Item Report](#).

### MULTIMEDIA AND USAGE RIGHTS

#### MEDIA RIGHTS

The OCC reserves the right to capture

events using photographs and video for its records, publicity, and promotional purposes.

## LOGOS AND PHOTOGRAPHS

The OCC logo for reproduction and inclusion in your materials is available from your sales manager or via the OCC website on our marketing and branding page at [oregoncc.org/en/branding](https://oregoncc.org/en/branding).

Photos of OCC can be found at [flickr.com/photos/oregonconventioncenter](https://www.flickr.com/photos/oregonconventioncenter).

## MUSIC LICENSING

As stipulated by the U.S. Copyright Act, performing rights organizations such as ASCAP, BMI, and SESAC collect composer royalties for the public performance of their music.

Per OCC's client agreement, client licensees are responsible for the licensing of any music used at their events.

The OCC is only able to provide licensed music via the selection of channels included with our Comcast DMX service, which can be used legally within our facility. Using any other music source may incur a fine if the client has not paid for its use, whether it be Spotify, iTunes, CD, YouTube, etc., or a live performance of copyrighted music.

The OCC does not arrange copyright licenses for event clients. Please refer to the designated Performing Rights Organization (ASCAP, BMI, SESAC, or other) for more information.

## ROOM TURNS

A one-time room set shall be provided complimentary for the run of show in ballroom and meeting room space as specified in the license agreement. Any changes to the initial room set will be subject to a room turn fee.

## RIGGING

ON Site Audio Visual is the exclusive rigging provider for all rigging within the venue as defined in our rigging rules and regulations.

## PROPANE

The use of propane within the building must be approved by OCC and the fire marshal's office. You must 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.

## PERSONAL TRANSPORTATION

### MOBILITY

Mobility vehicles for the use of personal transportation are permitted in the venue.

### MOTORIZED

Motorized personal vehicles such as standing/sitting scooters, carts, and Segways are permitted only on the concrete exhibit floors.

### RECREATIONAL

Mortorized Personal Vehicles such as standing/sitting scooters, carts and Segways are permitted only on the concrete exhibit floors. Single-wheeled motorized vehicles are prohibited.

## PUBLIC SAFETY

Public Safety provides 24-hour coverage for general building security.

Event-specific security must be hired from the approved security providers list located at [oregoncc.org/en/security](https://oregoncc.org/en/security).

Please contact your event manager for detailed staffing information 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, Public Safety leadership will

contract this service directly with the police union. The event will be billed for all services through the OCC billing process.

## **SIGNAGE**

Your event manager must approve signage in public spaces and be of professional convention quality. No hand-made or paper signs taped to boards are permitted. Signage materials must comply with OCC [sustainability guidelines](#). Foam core and other non-recyclable signage is prohibited inside the OCC.

## **SHIPPING AND RECEIVING**

The OCC will not accept delivery of any show materials or freight for an event that has an official service contractor; freight or shipping carriers must deliver freight to the show management's official service contractor.

In the case that an event does not have an official service contractor, the following terms and conditions apply:

Material may be received no more than three (3) days prior to the move-in day of the event. All shipments received by dock staff will remain on the loading dock until the commencement of move-in. At that time, the shipments will be the responsibility of show management to transfer to desired contracted spaces.

Each shipment will incur a \$25 freight handling fee in addition to a storage fee:

- Shipments that arrive via box(es) will be charged a \$5 per pound storage fee.
- Shipments that arrive via pallet will be charged a \$1 per pound storage fee.

The delivery address must reference the name of the event, location (i.e. hall or meeting room), event date(s), and show contact name. Please see address example provided.

### **Event/Location/ Event Date(s)**

#### **Show Contact Name**

#### **Oregon Convention Center**

777 NE Martin Luther King Blvd.  
Portland, OR 97232

## **SMOKING**

Smoking and vaping are prohibited within the building and within 25 feet of the building.

## **STORAGE**

Crates, cardboard boxes, hazardous materials, waste products, gases, and other packaging materials are prohibited from being stored or staged within the venue or on the loading docks.

Limited storage of required show management and event contractor equipment may be permitted within contracted space and storage must be identified on the floor plan.

## ATMS

There are five ATMs conveniently located throughout the facility. If you would like to place additional ATMs for your event let your event manager know, they will place the ATM on your floor plan and place the appropriate electrical orders.

## AUDIOVISUAL

ON Site Audio Visual is our preferred audiovisual and production services provider.

They offer unbeatable audiovisual production, planning, simplified billing and easy coordination between all convention center services. Their sales and management team has expertise in producing superior events and has state-of-the-art equipment, expanded production and live-streaming technology services to meet and exceed client expectations.

ON Site Audio Visual will be the exclusive rigging provider for all rigging within the venue as defined in our rigging rules and regulations.

Should you choose to use an outside audio visual provider for your event, access times are required to fall within the contracted times.

If additional set-up time is needed by your audiovisual provider, arrangements for a move-in day will need to be made with your sales manager. Storage for third-party audiovisual is not provided.

## BRANDING

Enhance visibility and customize your event for success. Branding opportunities are available inside and outside our walls.

- Spire and crescent lighting
- Outdoor banners interior
- Banners
- Digital displays

- Window clings
- Restrooms
- Locker decals
- Elevator wraps
- Escalator wraps

[Visit the Marketing and Branding](#) page at [oregoncc.org/en/branding](https://oregoncc.org/en/branding) 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. Your 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 carpet and exhibitor booths.

Show management and exhibitors must remove all signage, exhibit materials, and place debris in the appropriate recycling bins, with a broom swept floor by the end of their contracted move-out time. Any debris left will incur a charge to the event for removal.

The OCC is not responsible for any items left beyond the contracted time.

## ELECTRICAL

Edlen is the exclusive provider of electrical services at the OCC.

The resale of electrical services is not permitted. Floor plans 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. There are charges for electrical service in all meeting rooms, ballrooms, lobbies and exhibit halls.

Client and third-party audiovisual providers must use their own extension cords to extend preordered electrical services to

their equipment. Any client or third-party audiovisual 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 audiovisual contractor supplied extension cords will incur an electrical services fee.

All equipment that is not returned will be charged to the responsible party. Please inform the event manager when finished with cords/equipment so it can be picked up and placed back into inventory.

## EVENT SECURITY

Show managers wishing to hire security services specifically for their events must select a company from the approved security providers at [oregoncc.org/en/security](https://oregoncc.org/en/security).

Specific types of events, at the discretion of the OCC 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 OCC.

## EXHIBITOR SERVICES

Edlen 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.

Visit [oregoncc.org/en/exhibit](https://oregoncc.org/en/exhibit) to order services, get pricing, and review our terms of service.

Please work with your event manager to determine when the service desk will be staffed. Service desk staffing may include staffing during heavy times or a “hot phone” if full staffing is not required.

## GUEST EXPERIENCE

### ADMISSIONS

Admissions staff roles include ticket taking or scanning, badge checking, meal or session badge scanning, and any other position that acts as an entrance monitor. This is an exclusive service.

Please provide staffing requests to your event manager and they will schedule the positions needed.

### TICKETING

OCC has partnered with TicketsWest for ticket sales services; this is not an exclusive service and clients may use other ticket sales providers. Ticket taking/scanning and any door/access monitoring is an exclusive service of OCC. Ticket service fees, ticket sales labor costs, and credit card fees are applied to the final invoice.

If OCC ticket sales service is used, arrangements must be made with our guest experience manager.

### ADA REQUIREMENTS FOR TICKETED EVENTS

If OCC is used as the ticket sales service provider, we will ensure the requirements below are met. If another service is used, the client is responsible for ensuring ADA compliance.

- Ensure that individuals with disabilities have an equal opportunity to purchase tickets for accessible seating during the same hours, during the same stages of ticket sales (i.e. pre-sales, promotions, lotteries, wait-lists, etc.), through the same methods of distribution, and in the same types and numbers of ticketing sales outlets (i.e. telephone, in-person, web) as other patrons.
- Ensure that individuals with disabilities have an equal opportunity to purchase tickets for accessible seating under the



same terms and conditions as other tickets sold for the same event or series of events.

- Inform individuals with disabilities, their companions, and third parties purchasing tickets for accessible seating on behalf of individuals with disabilities of the locations of all unsold or otherwise available accessible seating for any ticketed event or events at the facility.
- Identify and describe the features of available accessible seating in enough detail to reasonably permit an individual with a disability to assess independently whether a given accessible seating location meets his or her accessibility needs.
- If provided, ensure that materials such as seating maps, plans, brochures, pricing charts, or other information identifies accessible seating and relevant information with the same text or visual representations as other seats.
- Ensure the price of tickets for accessible seating for a single event or series of events is not higher than the price for other similar tickets.
- Ensure that an individual with a disability can purchase three additional tickets for seats in the same row that are contiguous with a wheelchair-accessible space.

## WELCOME AGENT

The welcome agents assist guests in making their experiences welcoming, pleasant, and informational. A welcome agent will be scheduled during your event hours by your event manager. They are at the welcome desk in the MLK Lobby.

All these services are free to you and your attendees. If you would like detailed information to include in your event

program and/or website, please let your event manager know.

We provide the following amenities:

- Complimentary self-serve cloud-based printing and copying (black and white, 8.5 x 11" paper only)
- Wheelchairs and electric scooters can be reserved up to 30 days before the event by calling 503-731-7800
- Cinema seats to allow folks that are short to more easily view the speaker and/or screen in a classroom setting
- KultureCity Sensory bags
- Directions and wayfinding
- Local travel resources
- Lost and found
- MagicBox kiosk for unique Portland-themed gifts
- Buckman Publishing featuring local independently published books

## INTERNET

The OCC has several Wi-Fi internet options available to clients, exhibitors, and attendees using our extensive building-wide Wi-Fi network.

Our network has the capacity of over 8,000 simultaneous users with the ability to add additional bandwidth when needed. Standard internet access speeds range from 1Mbps to 10Mbps, with overall bandwidth availability up to 10Gbps.

High-speed internet access, along with on-site customer support, is provided exclusively by the OCC. There are several options available, including custom log-in and sponsorship pages. Please contact us at 503-731-7834 for a custom quote.

Complimentary Wi-Fi provides up to 512Kbps per connection and is available in all lobbies and meeting rooms. This

service is available for simple tasks such as checking email, text-based social media, or light web browsing.

## LACTATION SPACES

OCC has Mamava® lactation pods for guests needing private lactation space to pump or breastfeed. The two pods are located in Pre-Function A and Pre-Function E, and open with a phone app or code 8008.

## LOCKERS

The OCC has locker rentals available for short-term storage of personal items and luggage. These salmon-colored lockers are reservable with a mobile device and a credit card. There are three convenient locations throughout the building.

- [Holladay Lobby](#) (north end of the building)
- [MLK Lobby](#) (near main entrance)
- [Ginkoberry Concourse](#) (south end of the building)

## LOADING DOCKS

Management and oversight of the loading docks is an exclusive service of OCC. Dock staff are required during all exhibitor move-in, and move-out times. Your event manager will determine the staffing needs based on the size and complexity of your event.

Exhibitor and freight entry to the OCC is via the main loading dock off NE First Avenue. The facility features 18 loading bays, all with load levelers, and 20-foot high by 18-foot-wide door capacities.

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.

Personal vehicles may not be parked in the loading dock area except for temporary loading or unloading.

## CHILDREN ON THE LOADING DOCK

For their safety, children aged 16 and younger are not permitted on the loading dock area. Infants/toddlers aged 3 and younger are permitted on the loading dock area when in a stroller or securely attached to an adult.

## MEDICAL

### ATHLETIC TRAINERS

An Oregon licensed athletic trainer is required for all athletic events. Clients can arrange for trainers through the [Oregon Athletic Trainers' Society](#).

### EMERGENCY MEDICAL TECHNICIANS (EMTS)

All events with an expected attendance of 1,000 or more are required to have an EMT on site during event hours.

The OCC has two fully equipped first aid rooms one located in the Pre-Function A and one located near the Exhibit Hall E Lobby.

EMTs may be contacted by picking up any house phone and dialing 7849 or contacting any OCC staff member.

## PARKING

The OCC has on-site parking. There are 800 spaces, along with accessible parking, available. All parking is on a first-come, first-served basis. 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.

An exhibitor parking lot containing 120 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 NE First Avenue. Contact your sales manager for rental information.

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 venue.

Shuttle buses may use the turn-out lanes provided along NE MLK Jr. Blvd and Holladay Street to drop off passengers only. Drivers must always stay with their buses. Buses are not permitted to park in these lanes for extended periods.

## TELEPHONE

Single-line analog or multi-line digital phone services are available. 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.

## TRANSPORTATION

TriMet MAX Light Rail stop directly adjacent to the OCC, as well as daily Portland Streetcar and bus service (line 6).

Bike racks are located 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 regular parking rates.

A rideshare designated turn-out lane is located on NE MLK Jr. Blvd, just south of the main entrance.

**We are continually working to be the most sustainable 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 LEED Platinum®, 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 over the years, OCC has identified, prioritized, and implemented numerous energy and water efficiency projects within the venue.

We also manage storm water through our innovative rain garden and have implemented a Waste Diversion Policy to ensure we divert as much material from landfills as possible. To maintain our certifications, we continue to track our results and seek out opportunities to improve while influencing change in our industry.

## 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. Please provide in writing (via email) the details of the material being left (type/quantity) to your event manager so that our staff can ensure we have a donation plan in place prior to the end of the event. These items may include food and beverage items, conference materials, building materials, and items deemed reusable by OCC.

## RECYCLING AND COMPOSTING

Paired trash and recycling options are provided in the exhibit halls and throughout our lobby spaces. Our kitchen regularly donates food and also participates in a robust composting and food waste

reduction program.

Please identify any specialized waste removal, recycling or composting needs for your event. Drop boxes for waste disposal may need to be ordered to accommodate show-generated bulk waste, broken crates, exhibits, and other large items. 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 [oregoncc.org/about/sustainability](https://oregoncc.org/about/sustainability).

## WASTE DIVERSION POLICY

The purpose of OCC's policy is to promote innovation while reducing waste and collaborating with stakeholders. To achieve this, certain materials are prohibited, and a waste diversion deposit is required. If non-recyclable, non-compostable, or non-donatable materials are left in the building, the full deposit will be forfeited. This deposit will cover sorting labor and disposal fees.

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

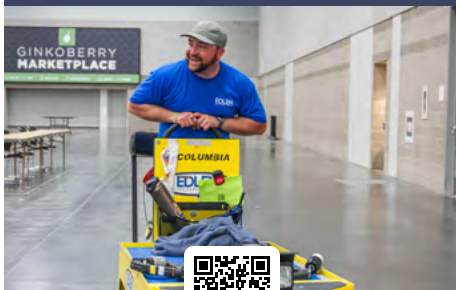
Learn more about our Waste Diversion Policy at [oregoncc.org/en/waste-diversion](https://oregoncc.org/en/waste-diversion).



## LOOKING FOR A LINK YOU SAW INSIDE THIS GUIDE?

Check out the summary of links below for easy access to the info you need on [oregoncc.org](https://oregoncc.org).

### EXHIBITOR SERVICES



[oregoncc.org/en/exhibit](https://oregoncc.org/en/exhibit)

### RIGGING RULES AND REGULATIONS



[oregoncc.org/en/rigging](https://oregoncc.org/en/rigging)

### ADA AND ACCESSIBILITY



[oregoncc.org/en/accessibility](https://oregoncc.org/en/accessibility)

### SUSTAINABILITY



[oregoncc.org/en/sustainability](https://oregoncc.org/en/sustainability)

### MARKETING AND BRANDING



[oregoncc.org/en/branding](https://oregoncc.org/en/branding)

### CATERING SERVICES



[oregoncc.org/en/catering](https://oregoncc.org/en/catering)

### GUEST EXPERIENCE



[oregoncc.org/en/guest-experience](https://oregoncc.org/en/guest-experience)

### APPROVED SECURITY PROVIDERS



[oregoncc.org/en/security](https://oregoncc.org/en/security)

### SPIRE AND CRESCENT LIGHTING



[youtu.be/g8Jqsa7QfKQ](https://youtu.be/g8Jqsa7QfKQ)



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