



# Event Planning Guide

Fresno Convention & Entertainment Center  
848 M. Street, 2<sup>nd</sup> Floor, Fresno, CA 93721  
Phone: 559-445-8100

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

Subject to change without notice.

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# Welcome

Thank you for selecting the Fresno Convention & Entertainment Center for your upcoming event. As an SMG managed facility, you have our pledge of the highest level of personal service, professionalism, and performance in the event industry. We have prepared this planners guide to provide you with information about our facility and to assist you through the initial planning process. We encourage you to stay in contact with our devoted staff that is ready to assist you in all of your planning needs in order to make your event a success from start to finish.



Dear Valued Customer:

Thank you for giving the Fresno Convention & Entertainment Center the opportunity to host your upcoming event. It is our pleasure to serve you and your patrons. The affordability and user-friendliness of this facility is our trademark.

We are very proud of our facility, our experienced and dedicated workforce, and our sincere desire to do everything possible to ensure the success of your event. We are here to serve you.

This event planning guide is designed to assist you with most event-related issues, ranging from building policies and procedures, fire safety regulations, facility specifications, and inventory rental rates. During your early stages of event planning, one of our knowledgeable and experienced Event Managers will contact you directly to assist you with all of your planning needs. Your Event Manager will provide you with a written estimate of the costs associated with your event and assist you with developing an event layout. Your Event Manager will personally supervise all aspects of your event as it relates to facility operations.

After you have had an opportunity to review the event planning guide, please do not hesitate to call or email me at [Bill.Overfelt@smgfresno.com](mailto:Bill.Overfelt@smgfresno.com) if you have any additional questions or concerns about our facility. In the meantime, thank you again for this opportunity and we look forward to serving you.

Sincerely,

William C. Overfelt  
General Manager

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# Administration Office

The Convention Center's administrative office is located on the second floor of the Convention Center, entrance on Inyo Street. Our office hours are Monday through Friday 9 AM to 5 PM. The administration office is closed on Saturdays and Sundays.

Main Office Address: 848 M. Street, 2nd Floor Fresno, CA 93721

Front Desk: 559.445.8100

Fax: 559.445.8110

Website: [www.fresnoconventioncenter.com](http://www.fresnoconventioncenter.com)

# Box Office

## Hours

The Convention Center's box office is open Monday through Friday from 10 AM to 6 PM. The box office is closed on weekends unless there is an event going on. On event days, the box office will open two hours prior to event start time until one hour past event start time.

## Location

The main Convention Center box office is located at 700 M. Street, Fresno CA 93721 at Selland Arena. If you have any questions about upcoming events, ticket pricing and seating inquiries, please contact the center's box office at 559-445-8200. Tickets bought at the center's box office can also be purchased online at Ticketmaster.com.



# Sales Department

The Fresno Convention & Entertainment Center gives all clients the opportunity to work with our efficient and responsive Sales and Marketing Department. When you are ready to book an event at the center, one of our experienced Sales Managers will review your proposed event requirements including anticipated dates, space needs, and rate structures. Potential date and space availability in the center's booking schedule will be discussed in detail. Following the initial booking of your event, your Sales Manager will administer a contract to you. The contract is both the centers and licensee's legal commitment to one another. We encourage you to contact your Sales Manager with any questions regarding current booking policies and procedures.

## Facility Purpose

The Fresno Convention & Entertainment Center (FCEC) serves the Greater Fresno area by offering state of the art facilities which can accommodate conventions, trade shows, concerts, public expositions, meetings, business activities, social, and community events. Owned by the City of Fresno, and operated by SMG, the FCEC enhances the economy of Fresno by attracting events while generating new economic benefits throughout the area.

## Event Type Definitions

The following terms, as defined here, are generally recognized throughout the industry and have been adopted by the FCEC.

1. **Conventions/Tradeshows:** An assembly of people who specialize in one particular area of interest. A convention is generally a meeting function with some exhibition needs. A tradeshow is composed primarily of exhibits with limited technical sessions that are relative to the particular trade. Neither conventions nor tradeshows are typically opened to the general public and a registration fee for participants is usually imposed.

2. Public Expositions: Consumer or special interest shows conducted or produced for the purpose of attracting a primary audience from the general public of the Greater Fresno community, and for which an admission charge is levied.
3. Meetings: An assembly of people for a wide variety of purposes: business, religious, social, or educational. Based upon the nature of the event, a registration fee or some other restriction may be imposed to control access to these functions.
4. Miscellaneous Events: Events within this grouping include activities such as, but not limited to, proms, graduations, dances, dinners, musical and theatrical productions, and various civic events. Admission to these events is limited by the size of the space rented, anticipated attendance, or by an admission charge levied on the participants.
5. First Option: Provides a prospective client with the first right of refusal on specified space through a fixed date. If a contract is not executed by this date, the space is released to be resold. Should another group of equal booking priority wish to book the dates, in whole or in part, as specified in the Second Option definition prior to the fixed date specified, the holder of the First Option will be given three (3) business days to finalize and execute a written License Agreement for the space.
6. Second Option: Provides for a second group of equal booking priority to enter into a commitment to book specific space and dates in the FCEC should the space and/or dates, in whole or in part, being held under the First Option above be released by the First Option group. The commitment is in the form of a binding License Agreement contingent upon the space and/or dates being released under the defined procedure.

### Booking Reservations

Reservations for FCEC space more than fourteen (14) months in advance of the requested dates are normally handled by the Fresno Convention & Visitors Bureau (FCVB) and are subject to the guidelines in Sections IV A and B below. Reservations for FCEC space less than fourteen (14) months in advance of the requested dates are normally handled by the FCEC and are subject to the policies outlined herein.

### Business Evaluation

To maximize the Hotel/Motel Tax, FCEC and FCVB staffs will consider the relative merits of each potential booking on a case-by-case basis.

The FCEC reserves the right to bump any date that is considered a rehearsal or move-in day.

Guidelines include: room night generation; lead time of booking; peak demand time; arrival/departure pattern; length of stay; catered food and beverage functions; degree of cost sensitivity; use of FCEC exhibit/meeting space; FCEC “non-rental” revenue generators (i.e. utilities, labor, telecommunications, etc.); degree of industry influence; and potential for repeat/referral business.

It is recognized that many factors impact the desirability of any account. In order to achieve the maximum utilization of the facility, economic impact for the City and revenue generation, it may be appropriate to confirm groups that singularly do not meet the guidelines, but are beneficial to the City when viewed in the broader booking perspective. All bookings that do not meet these guidelines are at the discretion of the FCEC General Manger.

### Reservation Priorities

#### A. First Priority Events

Conventions, tradeshows and other group activities which are international, national, regional, or statewide in nature, which are not open to the general public, and which have a significant impact in terms of hotel tax



generated are given priority in selecting and reserving dates. Events in this category will typically use a minimum of 50% of the rentable space in the FCEC and generate a minimum of 825 room nights with a peak night of 275 rooms.

1. Reservations: Date requests for first priority events may be made as far in advance as necessary or appropriate as determined by the FCEC General Manager.
2. License Agreement: Only a formal "License Agreement" issued and executed by the FCEC will confirm space held for any event. No other communication, written or verbal, will be considered binding on behalf of the FCEC.
3. Options: As outlined in the definitions, all reservations will be subject to First and Second Options until a fully executed License Agreement is in place.
4. Deposits: Each License Agreement will include a deposit schedule. A minimum deposit equivalent to twenty-five percent (25%) of the total estimated rental and expenses may be required upon execution of the contract. A greater deposit may be required at the discretion of the FCEC General Manager depending upon factors such as the contract date in relation to the event date(s) and anticipated ancillary expenses. Preference may be given among First Priority events to those events that confirm returning to the FCEC on an annual or more frequent basis.

#### B. Second Priority Events

Second Priority for scheduling the facilities and dates in the FCEC is available to multiple day consumer or public exhibitions, tradeshows (not opened to the public), local corporate meetings, and other events that provide a positive impact on the generation of hotel taxes. Events in this category will typically use a significant amount of space in the FCEC and will generate hotel room nights in at least two (2) Fresno hotels, with a peak night room usage of 175. For consumer or public exhibitions, audited attendance at the FCEC must be a minimum of 10,000, with a daily average FCEC attendance of 3,000.

1. Reservations: Date requests for Second Priority Events may be made as far in advance as necessary or appropriate. Second Priority Events may not supersede requests for First Priority Events, nor can they challenge First Priority Events as a second option.
2. In booking Second Priority Events, preference will be given to groups who meet the guidelines specified herein for Special Consideration.
3. License Agreement: Only a formal "License Agreement" issued and executed by the FCEC will confirm space held for any event. No other communication, written or verbal, will be considered binding on behalf of the FCEC.
4. Options: As outlined in the definitions, all reservations will be subject to First and Second Options until a fully executed License Agreement is in place.
5. Deposits: Each License Agreement will include a deposit schedule. A minimum deposit equivalent to twenty-five percent (25%) of the total estimated rental and expenses may be required upon execution of the contract. A greater deposit may be required at the discretion of the FCEC General Manager depending upon factors such as the contract date in relation to the event date(s) and anticipated ancillary expenses.

#### C. Third Priority Events

Multiple days, local tradeshows, consumer shows (shows open in whole or in part to the general public and not meeting the criteria outlined in Section IV-B), seminars, food functions, and other social events will be categorized as Third Priority Events. These events generate few, if any, hotel rooms and utilize available FCEC space remaining from previously booked events, or are held during low FCEC demand times, or in periods with conflicting hotel room demand events, such as Fresno State Bulldogs football weekends, etc.

1. Reservations: Date requests for Third Priority Events may be made not more than fourteen (14) months in advance, unless the requested dates are known to conflict with high room demand events. Third Priority Events may not supersede requests for First or Second Priority Events, nor can they challenge First or Second Priority Events as a second option. Within the Third Priority category, preference will be given to long-standing public shows and tradeshow held on an annual basis in Fresno that has a proven track record of success.
2. License Agreement: Only a formal "License Agreement" issued and executed by the FCEC will confirm space held for any event. No other communication, written or verbal, will be considered binding on behalf of the FCEC. A signed, fully executed License Agreement for Third Priority Events will be required not more than thirty (30) days following the submittal of a Facility Use Application, at least thirty (30) days in advance of the event, or immediately at the discretion of the FCEC General Manager.
3. Refusal Options: As outlined in the definitions, all reservations will be subject to First and Second Options until a fully executed License Agreement is in place.
4. Deposits: A deposit in the amount of the total estimated rental and expenses may be required upon execution of the contract.

Third priority events are subject to review for Special Consideration based on the needs of the FCEC and the best interest of Fresno. Guidelines for Special Consideration include, but are not limited to:

- Event held during off-peak demand times defined mutually by FCVB and FCEC senior management
- Arrival / Departure Patterns
- Public relations value to Fresno
- Hotel Occupancy / Distressed Periods
- Conflicting Events such as CSUF Football, Basketball, etc.
- Potential for growth, annual, repeat, or multi-year bookings.

Special Consideration will require mutual agreement of FCEC & FCVB.

### **Protection Clause**

A protection clause may, upon approval of the FCEC, be granted to recurring consumer or tradeshow that have a proven record of success in the region, and which have produced significant economic benefit. If granted by the FCEC, the Protection Clause will offer a maximum of sixty (60) total days of protection. FCEC management will have discretion to split the protection period (i.e.; 30 days before and after or 45 days before and 15 days after), but in all cases the Protection Period shall be detailed in the License Agreement. The Protection Clause will read as follows:

*Licensor agrees that it will not license any portion of the FCEC facility to any competing event for a period of \_\_\_\_ days before Licensee's first event day and \_\_\_\_ days after Licensee's last event day (the "Protection Period"). A "competing event" is hereby defined as an event which has thirty-five percent (35%) or more of its net square footage of exhibit space showing/selling product lines the same or substantially similar to the product lines in the Licensee's event. However, a show that is open to the public shall never be deemed a competing event with a show open only to the trade and vice versa. The determination whether or not an event is a "competing event" shall be solely within the discretion of the FCEC General Manager and shall be based upon the product lines and/or exhibitor listings from both events.*

### **Subject to Change**

Booking Policies of the FCEC are subject to change without notice at the discretion of the FCEC General Manager. A copy of the most current revision is available in the FCEC administrative office.

### **Website & Event Calendar**

Information about upcoming events and ticketing information for the center can be found on the Fresno Convention and Entertainment Center's website at [www.fresnoconventioncenter.com](http://www.fresnoconventioncenter.com). Monthly event calendars, logos, and parking information can also be found in PDF format on the center's website.



# Food & Beverage

Pardini's Catering & Banquets is our exclusive caterer at the Fresno Convention & Entertainment Center. Since 1958, Pardini's has shown a commitment, above all else, to the quality of their food and the happiness of their customers. Pardini's professionalism, experience, and attention to detail is the reason we've chosen Pardini's as our partner and the reason we know your guests will be well served.

## Alcohol

- Pardini's Catering holds a license to sell alcohol; therefore, no outside alcoholic beverages may be brought into the facility for consumption under State law.

## Pardini's catering

- For catering services, please contact Jayne Shapazian at (559) 224-3188 or by email at [info@pardiniscatering.com](mailto:info@pardiniscatering.com) for menu and prices.

## General Catering Policies

- A signed contract is due sixty (60) days prior to the first scheduled food and beverage service.
- A fifty percent (50%) deposit is due sixty (60) days in advance (based upon estimated charges) and should accompany the signed contract.
- The remaining balance is due three (3) days prior to the first scheduled food and beverage service.
- Proper authorization must be secured from Pardini's Catering, and the State of California, if alcoholic beverages are to be featured for promotional purposes. A corkage fee may apply to certain promotional functions.

- All food and beverage storage space is reserved for Pardini's catering use. Arrangements may be made to rent storage space on-site, on a space available basis.

#### Concession Services

- For concession services, please contact Angelina Bingham at (559) 445-8135

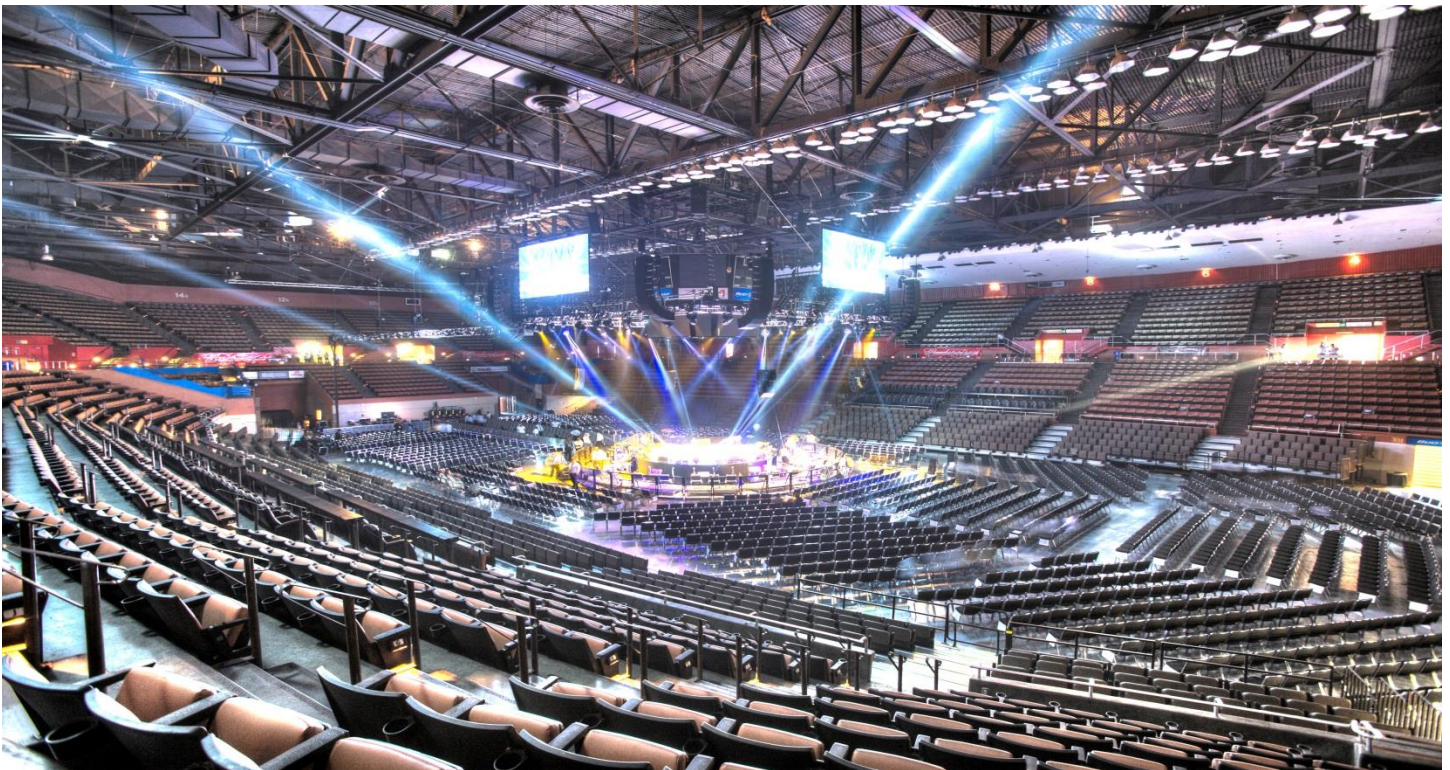
#### Vendor & Merchandise Sales

- All vendor and merchandise sales of novelties, CDs, tapes, t-shirts, photographs, printed material, etc., are coordinated through the Fresno Convention & Entertainment Center. Please review your contract specifications with your Sales Manager.

#### Outside Food & Beverage Vendors

- All temporary, outside food and beverage establishments must be approved by the center and Pardini's Catering. Without written approval, vendors will not be allowed to work on center's property.

**All food and beverage services, including alcohol, backstage catering, and concessions are provided by Pardini's Catering, exclusive caterer and concessionaire for the Fresno Convention & Entertainment Center.**



# Event Services

When you book an event at any of the facilities at the Convention Center, you will be assigned an Event Manager who will work closely with you on details of your event. Your Event Manager will help you understand the center's policies and procedures while working with the center's respective departments so that your event is a success from start to finish. Any and all information pertaining to your event should be communicated to your Event Manager no later than sixty days prior to your contracted event dates. This includes, but is not limited to move-in/move-out schedule, the

setup of your meeting rooms, exhibits, food and beverage needs, requests for municipal services, and a schedule of all activities.

### **Air Conditioning**

Air conditioning is provided in each facility respectively, as required on show days only. All additional air conditioning required for each facility, during the move-in and move-out, will be billed at the prevailing rates. Air conditioning will not be provided at any time while the loading dock doors are open.

### **Animals**

With the exception of guide, signal or service dogs, animals are not permitted in any of the center's facilities without prior approval. If permitted, an animal waiver must be signed and kept on file with your event manager prior to the event.

### **Audio Visual**

The center's facilities are limited on audio and visual equipment. Please discuss with your Event Manager the amount and type of equipment you will need for your event. Your Event Manager can advise you on labor costs associated with operating equipment within each facility.

### **Automated Teller Machine**

There is one ATM located on the west concourse of the Selland Arena.

### **Broadcasting Rights & Recording Fees**

In consideration for granting advertising, radio broadcasting, television transcriptions, live broadcasts, or recording rights from the center, there is a minimum origination fee of two thousand, five hundred (\$2,500.00) dollars per day or per performance. Any record album covers or video tape broadcasts that were made at the center shall contain credits acknowledging the center.

### **Carpeted Areas**

Precautions must be taken to avoid any damage to permanently carpeted areas. When using carpeted areas as exhibit space, protective materials must be placed on top of the carpet before setting up any booth displays, vehicles, freight, etc.

### **Crate Storage**

Crate storage is permitted only in designated areas and must be indicated on floor plans submitted for preapproval. Crate storage near exhibit halls and on loading docks must be preapproved prior to the first move in day of your event.

### **Damage to Facilities**

As the licensee, you are responsible for any damage caused by your staff, contractors, exhibitors, or attendees. A pre and post walk through can be scheduled to verify the condition of the facility prior to your event. All damage, except for normal facility wear and tear, is the responsibility of the licensee.

### **Decorative Materials**

All decorative materials displayed or installed in the center must be flameproof in accordance with the Public Safety and Fire Regulations. No holes may be drilled or punched into any building surface and tape is strictly prohibited on any building surface, carpet, or equipment, with the exception of approved tape or gaff tape. The use of "glitter" is not permitted in the center. Adhesive backed decals may not be given away or utilized without the expressed permission of the center. Any costs incurred by the center for the removal of these items will be charged to the licensee.

## Electrical

The center's in house electrical department takes care of all event power and lighting needs for clients and exhibitors. The electrical staff works directly with the Event Manager and client to ensure that all electrical and lighting needs are met in a timely and efficient manner.

## Freight Deliveries

The center cannot accept shipments of freight or materials (including overnight mail or C.O.D. services). All shipments to be delivered to the center should be delivered during move-in times and accepted by an event representative. All loading and unloading of exhibits must be through designated loading docks and freight doors. The only exception will be for hand-carried materials, when necessary, and with the prior approval of the center. **Important:** Freight may not be transported on passenger elevators. Passenger elevators are for use by the general public and may not be blocked. Please arrange all of your freight deliveries with your decorator. For all other questions regarding freight please ask your Event Manager.

## Gratuities

It is the policy of the Fresno Convention & Entertainment Center that individual employees may not accept any type of gratuities from clients. It is management's intention for our employees to provide exceptional service to all clients and guests without anticipation of additional compensation. We appreciate your understanding and adherence to our policy and its intent.

## Hazardous Materials

All hazardous materials must be registered with center. Hazardous materials (chemicals, gases, batteries, paints, oils, petroleum products, solvents and sharps) are the responsibility of the licensee and/or exhibitor. The licensee and/or exhibitors using these items are responsible for their removal from the center's property. Any materials that are brought into the facility must be accompanied by applicable Material Safety Data Sheets. All items must be placed in clearly marked product safe container, safely stored and secured and disposed of properly according to state, local, and federal regulations. Items may not be left in the facility for later pick up or disposed of in facility trash receptacles or sewage systems. Hazardous waste items left in any of the facilities will be disposed of at the expense of the licensee.

## Helium Balloons

Helium balloons may not be distributed or sold inside the facility. If helium balloons are released for any reason within the facility, labor costs associated with removal of the balloons from the ceilings will be charged to the licensee.

## Housekeeping

The center staff takes great pride in the care of all of the facilities. Every aspect of the facility is thoroughly maintained to provide you with a clean, attractive environment to house your event and welcome your members, registrants, patrons and guests. During your event, the center's housekeeping department will maintain all public common areas (i.e., lobbies, hallways, rest rooms and meeting rooms) except when said areas are utilized as exhibition space. The center operates with a "clean hall to clean hall" policy, please discuss this with your decorator and Event Manager. Porter Service is not available. Please contact your Event Manager for all housekeeping guidelines.

## Internet & Telephone

All internet and telephone services are provided to the center by the City of Fresno's IT Department. The City of Fresno (COF) is the exclusive onsite contractor for your telephone, Wi-Fi, and internet needs. Please contact the COF IT Department directly at (559) 445-8130 for all of your connectivity needs.

## Keys

At your request, the Convention Center has the capability to change door locks for the majority of the meeting rooms and dressing rooms. The cost per lock is \$75.00 (move-in/move-out), inclusive of 3 keys. Lost keys will be charged at

fifty dollars (\$50) per lost key. Note: It is important to understand that no doors may be locked, chained, or otherwise secured by show management.

### **Loading Dock**

There are multiple loading dock locations at the Fresno Convention & Entertainment Center. The center has special rules and procedures in place to ensure the safety of all staffing, exhibitors, and deliveries service personnel. An onsite dock guard may be assigned based on the volume of traffic flow and client's needs. All loading docks remain the responsibility of the center. Upon the request to use the loading dock the licensee may be required to supply a detailed schedule covering all move-in and move-out activities, including anticipated freight deliveries, general service contractor materials, and exhibitor access times. This information is important due to events moving in concurrently with one another. **NOTE:** Any vehicle left unattended will be subject to ticketing and towing at the owner's expense.

### **Lost & Found**

All lost and found items are logged and taken to the administrative office located on the 2nd floor of the Convention Center, entrance on Inyo Street. To inquire about any lost items please contact the main desk at 559-445-8100.

### **Meeting Rooms**

The meeting rooms at the FCEC were designed to be operated principally as general assembly and meeting room facilities and generally not as exhibit facilities. Exhibits permitted in the meeting rooms are traditionally limited to table top or pop-up exhibits. The movement of equipment and supplies into the meeting rooms is limited to those items that can be hand-carried or dollied. No forklifts or electric carts will be allowed on the carpet. Freight access to the meeting rooms is through the loading docks.

### **Novelty & Program Sales Policy**

The sale of programs and novelties at the center for commercial/public activities is subject to control by the Fresno Convention & Entertainment Center. The number of sellers assigned to each event will be determined by the center's management based upon anticipated attendance and the volume of merchandise offered. No personnel will be allowed to sell without prior approval by center. The center will charge thirty percent (30%) of total gross receipts on all novelty sales which includes sales tax. Please discuss this provision with your Sales Manager. There will be no exceptions to the above rules without the specific consent of the General Manager.

### **Overtime Rent**

There is a fee associated with being in the center after contracted hours. Rent is to be paid at \$200.00 per hour.

### **Paramedic/Emergency Medical Services (EMT)**

The center recommends that life safety be considered in the planning stages of all events. Depending upon your event space and attendance, emergency medical staff may be required or recommended for your event. Please speak with your Event Manager about arranging for American Ambulance paramedics and emergency vehicles to be present during your event. Medical services provided by anyone other than American Ambulance will require a minimum of \$1 million medical malpractice and professional liability insurance.

### **Parking & Directions**

The center is surrounded by multiple parking structures and lots. The designated convention center lot is located directly behind Selland Arena on the corner of Ventura Street and "O" Street. Current attendee and exhibitor parking fees are \$10.00 per car per day. Please contact your Event Manager if you have specific parking needs.

### **Directions to Center**

#### From Southbound 99 Freeways:

Take the Ventura/Kings Canyon exit, east approx. 7-10 miles, turn left onto "O" Street to the parking lot entrance.

#### From Northbound 99 Freeways:

Merge onto Freeway 41 north, use Van Ness exit (Civic Center), turn left onto Van Ness Ave., then right onto Ventura St., turn left onto "O" St. to the parking lot entrance.

#### From Southbound 41 Freeways:

Take the "O" St. Exit, turn right onto "O" St. and continue north to the parking lot entrance.

### **Police & Security**

The center has an exclusive in-house security department. Please discuss all security and staffing needs with your assigned Event Manager to ensure the safety of attendees and property. The center may determine if security or police detail needs to be increased. This coverage may be required at the expense of the licensee.

### **Public Areas**

Please note that clear access to lobby restrooms, elevators and all exit and entrance doors must be maintained for concurrent events in the same building. These areas are considered public areas and are not under the control of the licensee. All activities using public areas, such as registration, special exhibits or displays, temporary advertising, etc., must be noted on the floor plan submitted (90) days in advance to your event manager to be approved by the center and the Fire Marshal. All motorized vehicles, forklifts, gas or electric carts, etc., may not be operated in lobbies, concourses or any carpeted area of the center.

### **Rigging & Hanging**

Rigging at the FCEC is subject to approval by SMG and must meet industry standards. Please consult with your Event Manager. All rigging in the facilities is performed by IATSE certified riggers, no exceptions. A letter of approval from the FCEC structural engineer may be required, at the discretion of the General Manager, for any lighting and/or sound equipment that you are requesting to hang in the steel structure of the facility. Please contact your Event Manager for more information.

### **Rooms Sets & Changeovers**

The center provides the initial standard hall and meeting room setup at no charge. Additional changes, removal or additions of setup will be associated with an additional cost. All non-exhibit uses (e.g., meeting rooms, meal functions, seminars, etc.), are set per your specifications based on the terms outlined in section 1(E) of your license agreement with the Center. Set-up plans should be submitted a minimum of sixty (60) days prior to the first day of use, and are subject to the center's available inventory. The licensee is responsible for the rental of additional equipment or change of initial setup. Please communicate any changeovers with your Event Manager.

### **Shipping & Deliveries**

The center does not have a formal shipping and receiving department. Shipments to the center should be delivered no earlier than your event move in date. If shipments arrive at the center prior to the move in date a holding fee will be charged. The center has limited storage areas for event packages. The center is not liable for packages left over after an event. All shipments for exhibits should be coordinated with your decorator or Event Manager. Material handling equipment (forklifts, carts, dollies, or pallet jacks), will not be supplied by the center. Personal Owned Vehicle deliveries (passenger cars, mini-vans, company vehicles, trucks, tractor-trailers, and other "off the road" type vehicles) will be directed to the preapproved unloading area marked on your event floor plan.

### **Signs & Banners**

We encourage Licensee and general service contractors to contact the center as early as possible to determine feasibility, labor responsibility and costs associated with the placement of signs and hanging of any banners. The center prohibits affixing any signage on the facility's glass, walls, doors, ceilings or superstructure, inside or outside. No holes may be drilled or punched into any building surface and tape is strictly prohibited on any building surface, carpet or equipment, with the exception of approved tape or gaff tape. Please discuss with your Event Manager to locate



appropriate placement of all signage. **NOTE:** Commercial advertising signage or displays set in public areas must be pre-approved by Center's management and are subject to a 25% fee to the facility.

### **Smoking**

Smoking inside all of the Center's facilities is prohibited. Smoking is permitted outside each facility in designated smoking areas. Ashtray units are located and supplied at all entrance doors for those who wish to smoke.

### **Staging**

The center has multiple sized stage risers for all of your event needs. Stage tops come in 4ft x 8ft pieces. All staging equipment is based on availability. Based on the amount of equipment placed on top of the centers in house stage it is at the sole discretion of the center to determine if extra staging support is required. All additional costs and information associated with stage weight limits should be discussed with your Event Manager.

### **Trash Removal & Recycling**

For all events, the first dumpster pull is complimentary. All additional trash pulls will be charged to the licensee. If trash volume exceeds the normal amount of dumpsters provided, additional dumpsters can be ordered upon request at the expense of the licensee. The center is committed to recycling and provides receptacles throughout the common areas for your event recycling needs. The center participates in an ongoing recycling program in Fresno County.

### **Union Labor**

SMG is a party to a Union Agreement with the IATSE Local 158 in which the membership has been granted certain work related jurisdictions. The Union Agreement applies to some event types and all facilities that encompass the Fresno Convention & Entertainment Center (FCEC) contracted by SMG. Please discuss the applicability of the Union Agreement with your Event Manager. The Licensee acknowledges this association; further the Licensee understands and agrees it will comply with the terms and conditions of the Union Agreement as administered by SMG with respect to the event herein described. All union questions and concerns should be reviewed with your Event Manager.

### **Water Services**

The center can provide water services for your event upon request. Water stations with 5 gallon bottles and disposable cups can be provided at an additional cost and must be reserved two weeks in advance. Glassware and ice pitchers can be reserved with Pardini's Catering at (559)224-3188. For spa or special events that require water, please discuss with your Event Manager.



# Finance & Insurance

Our Finance Department is a group of business professionals that specialize in making sure your settlement is completed to the highest standard of accuracy. They strive for excellence, while making sure your event settlement process is as easy and friendly as possible. You can also be assured each member of the Finance Department is only a phone call away to answer any billing questions.

## Insurance Requirements

As additional consideration over and above the rental payments made by licensee herein, licensee shall, at its own expense, comply with all of the insurance requirements of the FCEC.

**Licensee (name or organization appearing on contract) must be named as insured on Certificate of Insurance. Insurance must cover all event days to include move-in and move-out.**

Licensee shall not occupy the premises until proof of the following insurance coverage has been furnished to the FCEC.

- a. Commercial general liability insurance, on an occurrence form, in the amount of One Million (\$1,000,000.00) Dollars per occurrence for bodily injury, death, property damage, and personal injury. The policy must include coverage for premises operations, blanket contractual liability (to cover indemnification section), products, completed operations, and independent contractors. If the user's activities involve the sale of alcohol, then liquor liability in the same amount is also required. **If the user's activities involve**

**pyrotechnics, then an additional one million (\$1,000,000) general liability insurance is required. See sample Certificate of Insurance on next page.**

- b. Automobile liability insurance in the amount of One Million (\$1,000,000.00) Dollars per occurrence to provide coverage for any owned and non-owned vehicles used by the licensee on the Facility premises, including loading and unloading hazards. This must name the City of Fresno and SMG as additional insured.
- c. Workers' compensation and employers' liability coverage as required by California Statute.
- d. All coverage provided by the licensee are primary to any insurance or self-insurance program SMG or City of Fresno has for the FCEC and the licensee and their insurance shall have no right of recovery or subrogation against the Operator.
- e. All policies must be issued by companies authorized to do business in the State of California and assigned a rating of B+VI or better, per Best's Key Rating Guide, latest edition.
- f. SMG must receive thirty (30) days written notice prior to any cancellation, non-renewal or material change to the required insurance policies. This written notice must be sent to SMG Fresno Convention & Entertainment Center, 848 "M" Street, 2<sup>nd</sup> Floor, Fresno, California 93721.
- g. Evidence of the required insurance policies must be provided to your Event Manager by submission of an original certificate of insurance thirty (30) days prior to the lease period.

**CERTIFICATES MUST STATE: "The City of Fresno, SMG, their officers, agents, employees & volunteers are included as additional insured. It is further agreed that this insurance is primary to all other similar coverage carried by the City of Fresno, and/or SMG, and the Lessee and their insurance shall have no right of recovery or subrogation against the operator."**

- h. Alternate coverage to satisfy these requirements is subject to prior approval by SMG. Additional insurance coverage, as determined by SMG, may be required for your event.

When a certificate of insurance is issued by an agent outside of the State of California, the certificate must be countersigned by a California agent, including the agency name and address.

**Licensee must provide FCEC proof of required insurance 72 hours prior to event date. We require verification of insurance in the same limits defined in your license agreement with the FCEC from all outside service providers. If insurance has not been submitted by the above mentioned deadline, the Event Manager will purchase SMG Insurance of General Liability (MVP) on behalf of the client.**

### **SMG Insurance for General Liability (MVP)**

One million dollar General Liability, Hazard Class I, coverage may be purchased through the FCEC at the rate of \$0.68/person/day with a minimum of \$300.00.

Two million dollar General Liability, Hazard Class I, coverage may be purchased through the FCEC at the rate of \$0.81/person/day with a minimum of \$500.00.

General Liability Hazard Class II, coverage may be purchased through the FCEC; the rate is quoted on an event by event basis.

Please be aware that a minimum of two full business days is required to obtain underwriter approval and issue the appropriate certificate.

The SMG Insurance for General Liability (MVP) **does not** extend to any subcontractors of licensee. For additional coverage, please contact the center's main desk at (559)445-8100

## **Contractor Requirements**

All contractors wishing to provide service to events at the Fresno Convention & Entertainment Center are subject to approval by the FCEC prior to commencing work on-site. This applies to all contractors supplying any and all show services such as audio/visual, cleaning, decorating, rigging, etc. The licensee is required to notify the Event Manager of the selected contractors at least (90) days in advance of the event for the purpose of initiating and securing the appropriate agreements.

In order to qualify, a firm must submit the following:

1. A written request on company letterhead for consideration as an approved contractor. Include the following information:
  - address of firm
  - general office, emergency, and FAX phone numbers
  - names and titles of principal
  - individual responsible for coordinating firm's FCEC center operations
2. A copy of appropriate operating licenses for the state, county, and city.
3. A copy of current Certificate of Insurance confirming the firm's general liability, auto coverage, and worker's comp coverage applicable to FCEC activities (see example on page 37-39).
4. Additional submittals should include:
  - name of client currently staging an event at the FCEC
  - other appropriate letters of reference from comparable exposition facilities/exposition managers
  - copy of sample employee identification credentials
  - pictures of standard issue uniforms and variations
  - summary equipment inventory

The center will provide written notice if general contractor has been approved. Contractors without approval will not be allowed to work on center's property. If approved, all general contractors will need to be notified of centers policies and procedures.

## **Deposits**

Please review your contract for your event deposit schedule. Please contact your sales manager for any questions about your deposit schedule.

## **Settlement**

The final invoice of your event will be issued two weeks after your move out date. Any outstanding balance will be due within 10 days from the issued invoice. Any additional charges associated with your event will be added to the final settlement.

### Non-Ticketed Events

FCEC Director of Finance will issue a final settlement invoice within 30 days.

### Box Office Ticketed Events

A settlement appointment will be made with a representative with the Center's finance department on the evening of a performance or prior to the last day on multiple day events. For some events, settlement may occur on the next business day.



# Fire & Safety Requirements

In the interests of life safety and fire prevention/protection in the Fresno Convention & Entertainment Center, the following are the minimum fire and life safety requirements of the California Fire Code 2007 and NFPA 101 and these shall be applied to all shows (trade, commercial, or otherwise), and shall apply whether the exhibit is open or closed to the public.

## General Requirement

Combustible waste materials, empty cardboard boxes, etc., shall be deposited in metal containers with metal lids until removed from the building. Show management shall assume responsibility for adequate janitorial and rubbish pickup service performed daily. Show management shall advise all exhibitors that booths shall be cleaned of combustible rubbish daily (CFC304.1 & 304.1.1). Any tents or canopies that are to be erected on the exterior of the building will require a special permit obtainable from the City of Fresno Development Department, 2600 Fresno Street.

## Location

All presentations must be confined to areas designated for and maintained as assembly occupancies. No display or exhibit shall be installed or operated which interfere in any way with access to any required exit or any required exit sign, nor shall any display block access to or obscure access to firefighting equipment (CFC1028.2, 1028.3 & 901.8).

## Floor Plans

Plans for expositions in an acceptable form, shall be submitted to your Event Manager for approval by the City of Fresno's Fire Prevention Division thirty (30) days prior to the move-in of any exhibit. The plan shall show all details of the proposed exhibition. No exposition shall occupy any exposition facility without approved plans.

A minimum of four (4) copies of accurately scaled floor plans of the event shall be submitted to your Event Manager for submission to the Fire Marshal **prior to the sale of exhibit space or tickets**. Plans shall include the size and location of all aisles, utility floor ports, exits, exhibits, general service contractor's booths, food stands or bars, seating areas,

registration tables, information tables, and other displays. Plans for registration areas shall be reviewed and approved by the FCEC and Fire Marshal prior to making final arrangements. **The licensee is prohibited from covering artwork, building signage, pay telephones, concessions, or other building services without the written permission of the FCEC.** Lessee is required to construct, operate, and maintain the event according to the approved plans.

Preliminary floor plans indicating all spaces to be used for seating or exhibits must be sent to your Event Manager at least sixty (60) days before you publish or distribute any materials containing such information. Management reserves the right to make changes, deletions and additions, as are deemed necessary to the safe and efficient operation of the FCEC. Once a floor plan has been approved, any adjustment or obstruction to approved aisles must be reviewed and approved by the FCEC and the Fire Prevention Division. This review shall occur prior to entering into a contractual agreement with the exhibitor.

### **Cooking and Food Warming Devices**

All food preparation/cooking, which is part of a demonstration or exhibition in assembly, will be accomplished by means of electrical cooking devices. These cooking devices and their power supply will be governed and regulated by such applicable codes.

Portable Electrical Cooking devices shall be permitted only as follows (CFC308.3.7):

1. They shall be placed on a noncombustible surface,
2. They shall be separated from each other by a minimum horizontal distance of two (2) feet,
3. They shall be kept a minimum horizontal distance of two (2) feet from any combustible material.
4. A 2A-20BC fire extinguisher shall be located at each booth where these cooking-warming devices are utilized (CFC906.3.2).
5. The use of L.P. Gas cylinders and open flame cooking devices is **expressly forbidden**.

### **Cooking Areas/Kiosk/Trailers**

1. Each cooking area, kiosk, or trailer shall have one 2A-20BC & 2.5 gallon K type fire extinguisher (CFC904.11.5.1).
2. All propane or other tanks will be protected from the public and will be secured so as not to be turned over (CFC30035.3).
3. All cooking devices used inside a building and emitting grease-laden vapors must have fire suppression and vented to the outside in an approved method (CFC904.11).

### **Compressed Flammable Gases**

Flammable or combustible liquids, hazardous chemicals or materials, Class II lasers, blasting agents, and explosives **are prohibited**. Storage or use of flammable liquids is prohibited except that which is required for maintenance and operation of equipment. Storage in excess of ten gallons shall be in approved cabinets (CFC3404.3.4.4). Cooking appliances such as Coleman propane camping stoves are not permitted (electric fry pans, crock pots, or warming trays will be permitted). Fuel appliances, such as chafing dishes, shall use only sterno or some other solid flammable fuel with permit from Fire Prevention Division. Barbecuing inside the building is not permitted (CFC308.3.2 & 308.3).

### **Vehicles**

All vehicles parked in the FCEC during an event shall have locking gas caps or gas caps which are taped over their fuel supplies. Gas tanks must be reduced to one-quarter (1/4) tank or 5 gallons, whichever is less. The positive lead to the battery must be disconnected. FIRE WATCH REQUIRED. NO FUELING OR DEFUELING PERMITTED! (CFC314.4). All other gasoline-powered equipment shall be gas and vapor free.

Note: Up to twenty (20) gallons may be approved for large trucks or other vehicles were deemed acceptable by the Fire Prevention Division. FIRE WATCH REQUIRED.

Any autos, trucks, motorcycles, recreational vehicles (RVs), or other motorized vehicles displayed, shall have their batteries removed (or battery cables removed) and their fuel supplies reduced to not more than one-quarter (1/4) tank full or 5 gallons, whichever is less. All motor vehicle tanks containing fuel, or which have ever contained fuel, shall be furnished with locking type caps or sealed with tape to preclude "viewers" inspection. Garden tractors, chain saws, power plants, and other gasoline powered equipment shall be safeguarded in a similar manner. RVs with built-in propane (LP) tanks, or LP powered trucks, must have tank valves shut off. RVs with portable or removable LP must have these tanks removed. All fuel tanks shall be locked and sealed to prevent escape of vapors. One battery cable shall be removed from the battery used to start the engine. Fueling or de-fueling is prohibited.

When any liquid fueled, liquefied petroleum (L.P.) or compressed natural gas (CNG) powered vehicle of any type is used for display or service purposes within any building, the following conditions shall be required by the Fire Prevention Division.

1. It will be the responsibility of the Event Promoter and the facility representative to ensure compliance for all requirements and life safety issues by the Fire Prevention Division.
2. Plans shall be submitted in an acceptable form to the Fire Prevention Division for approval a minimum of thirty (30) days prior to the move-in of any exhibit. The plan will show all details of the exposition, including aisle width, travel distances, exits, and display configuration. Scale will be indicated on all plans.
3. Fire lanes and fire apparatus access shall remain clear at all times and be in code compliance.
4. Required means of egress shall be maintained at all times.
5. Fire extinguishers as required by the Fire Prevention Division shall be supplied.
6. Liquid fuel tanks shall have no more than  $\frac{1}{4}$  (one quarter) tank capacity or 5 gallons, whichever is less, with all caps taped shut or fitted with a locking device. Fueling and de-fueling of vehicles on premises or adjacent property is prohibited.
7. Any compressed natural gas (CNG) or propane (L.P.) fueled vehicle shall close the shut-off valve or tank outlet valve and run the engine until it stops. Valve(s) shall remain closed until the event is terminated.
8. Positive battery lead shall be disconnected and taped to prevent contact.
9. Extension cords are permitted as temporary wiring with the approval of the Fire Prevention Division (CFC605.5). While in immediate use:
  - Only hard usage cords will be approved. Each extension cord shall be plugged directly into an approved grounded receptacle and maintained in good condition without splices or damage. The current capacity of the cord shall not be less than the rated capacity of the appliance or fixture. All cords will be protected from damage or physical impact, and shall not be affixed to structures, extend through walls, ceilings, or floors, and shall not lie under doors, floor coverings, etc.
10. Vehicles shall not be moved during display hours.

**These items are not the entire contents of the codes which apply to assembly, exposition and convention facilities in the city of Fresno. There may be additional requirements which exclusively pertain to specific situations. If there are any questions, please contact your Event Manager, who will consult with the City of Fresno Fire Department regarding additional fire and safety requirements.**

### **Exhibit Booths & Structures**

Exhibit booths shall be constructed of noncombustible or limited combustible materials. Draperies, curtains, table coverings, and other similar loosely hanging furnishings and decorations shall be flame resistant as demonstrated by the National Fire Protection Association (NFPA) 701. Subject to event manager's review (CFC807.1.2). Exhibit structures shall be made of fireproof/flame retardant or treated materials not given to flammability. Expanded foam materials shall be fire-retardant. Structurally, any "built-up" (or double-decker) booth shall have the stamp of a qualified structural engineer attesting to its construction standards. All electrical installation shall be of standard 3-wire grounded wire in conduit. Particular attention shall be paid to neon electrical installation due to high voltage and breakable nature of this type of lighting. Exposed wire of any sort is never allowed (CFC605.1). All booths constructed within an exhibit hall shall provide for the safe exit of occupants. Two means of exit are required from exhibits, rooms, decks, or platform areas where:

- a. The intended occupant load of the exhibit exceeds 49 persons.
- b. The floor area exceeds 1,600 square feet (148.66 sq. m).
- c. The distance from any point in the floor area to an aisle exceeds 30 ft. (9.14m).

Stairs shall be:

- a. A minimum of 36" (91.44cm) wide.
- b. Stair risers shall be between 7" and 4" in height (17.78cm & 10.16cm). Treads shall have a minimum run of 11 " (27.94cm), exclusive of nosing.
- c. Curved or spiral stairs shall not be used unless approved by the local Fire Prevention Division.
- d. Handrails shall be provided on at least one side of every stairway.

Structures up to 12 feet (3.66m) high must withstand a wind force of 5 pounds per square foot (24.41 kg/sq. m). All construction will meet local, state, and federally mandated codes (i.e. California Building Codes). Guardrails will be provided for all moving equipment. Client must provide hand and eye shields for all heat generating devices. All exhibits, towers, and other components over 12 feet (3.66m) high will be engineered appropriate to their use and constructed from drawings bearing the stamp of a reviewing structural engineer.

#### **Exhibits with Enclosed Areas, with Ceilings:**

1. Covered or roofed areas shall be furnished with acceptable (and tested) battery-powered smoke detectors, which emit alarms audible outside of the enclosed or covered area.
2. There shall be fire extinguishers, minimum class 2A10BC\*, in each enclosed area.
3. There shall be a locally approved Fire Watch for enclosures larger than 300 square feet (92.90-sq. m) and at a prevailing rate of \$60/hour (4-hour minimum) during event hours.

#### **Exhibits with Multiple Levels**

1. Upper levels shall support a live load of 100 lbs. per square foot (488.24 kg/sq. m).
2. Guardrails shall be at least 42 inches (1.07m) in height and have intermediate rails through which a six inch (15.24cm) sphere cannot pass.
3. Stairways shall be at least 36 inches (9.15m) wide for occupancies of fewer than 50 people. Stairways shall be at least 44 inches (1.12m) wide for occupancies of 50 people or more.
4. Stairways shall support a live load of 75 pounds per square foot (366 kg/sq. m).
5. There shall be stairways, separate and remote from each other, from the upper deck, with an occupancy factor of twenty-five or more people, or where the upper deck size exceeds 500 square feet (46.45 sq. m).
6. Covered and roofed areas shall be furnished with acceptable (and tested) battery-powered smoke detectors which emit alarms audible outside of the enclosed or covered area, per local code.
7. There shall be fire extinguishers, minimum class 2A10BC\*, in each enclosed area covered by the floor above.
8. There shall be a licensed structural engineer's stamp of approval on all plans.

\* A 2A10BC refers to a capability and capacity rating of an extinguisher able to put out a fire 10 sq. ft. (.93 sq. m) in area of normal combustible material, flammable liquid, or electrical.

#### **Regarding "Upper Decks"**

1. Covered areas over 300 square feet (92.90 sq. m) will require a Fire Watch. Subject to review by Fire Prevention Division.
2. Covered or roofed area shall be furnished with acceptable (and tested) battery-powered smoke detectors, which emit alarms audible outside of the enclosed or covered area.
3. Exhibitor shall provide a Fire Watch who is qualified in the use of fire extinguishers and fire hoses from beginning until end of show.
4. Fire Watch shall be responsible for immediate notification, by radio, to in-house security of any problem, giving the exact location and description of the problem. Fire Watch shall then initiate attempts to extinguish or control the fire, or other situation, pending arrival of assistance.
5. If conditions allow, Fire Watch may be assigned responsibility for multiple, contiguous exhibits.
6. A clear firebreak of at least 10 ft. (3.04m) shall be provided between double-deck in covered area in excess of 1,000 sq. ft. (92.90 sq. m).



7. There shall be stairways, separate and remote from each other, from the upper deck, with an occupancy factor of twenty-five or more people, or where the upper deck size exceeds 500 square feet (46.45 sq. m).
8. Spiral stairways are not recommended for areas occupied by the public, visitors, or clientele, unless specifically approved by the Fire Prevention Division.

### **Exits & Aisles**

All required exits and exit signs, including entrance and lobby areas of each hall, will be unlocked and kept free of exhibits, booths, tables, registration desks, and all other obstructions during show hours (CFC1028.2, 1028.3 & 1028.5). Most public facilities in Fresno have pre-approved floor plans showing booth, seating, and table lay-outs that designate aisle width and exit requirements. Any deviation from these plans must have prior Fire Department approval, and all doors shall be unlocked whenever the building is occupied (CFC1008.1).

### **Flame Retardant Treatment**

All decorations, drapes, signs, banners, acoustical materials, hay, moss, split bamboo, plastic cloth, and similar decorative materials shall be flame retardant or treated with an approved flame retardant solution. Oilcloth, tarpaper, sisal paper, nylon, and other plastic materials that are not retardant are prohibited. The Fire Department will test any questionable material. Exception: (a) Any items that are for sale need not be treated; (b) Living plants need not be treated. For commercially treated materials, a California State Fire Marshal's Flame Retardant Certificate will be required. Non-certified persons wishing to treat their own decorative materials themselves must first obtain an application from the Fresno Fire Prevention Division.

### **Obstructions**

Aisles and exits as designated on approved plans must be kept clean and clear of obstructions. Booth construction must be substantial and fixed in a specified area for the duration of the show. Easels, signs, products, chairs, etc., must not be placed beyond the booth area into aisles (CFC1008.1, 1028.2, 1028.3 & 1028.5). All fire hose cabinets, fire extinguishers, pull stations, and emergency exits, including those inside an exhibit space, must be visible and accessible at all times (CFC901.8). Moveable partitions separating meeting rooms and halls must be able to be closed in case of emergency.

### **Tents**

1. NO SMOKING signs must be installed.
2. One 2A-10BC fire extinguisher must be present for 500-1,000 square feet with one additional fire extinguisher per 2,000 square feet.
3. Exits must be clearly marked and exit curtain must be a contrasting color.
4. Tent must be fire resistant per NFPA 701, with documentation on site.
5. The number of exits required by occupancy load:
  - a. 0-199 - 2 exits per tent
  - b. 200-499 - 3 exits per tent
  - c. 500-999 - 4 exits per tent
  - d. 1,000-1,999 - 5 exits per tent
  - e. 2,000 - plus - 6 exits per tent
6. Any cooking devices must be vented to the outside by approved method (CFC2404.15).
7. Any heating device must be outside and air-ducted in by approved method (CFC2404.15.1).
8. Proper aisles must be maintained.
9. Submittal of site and interior plan is required and must be submitted a minimum of 60 days prior to the event for approval (table layout, chairs, aisle width, distance between tents, etc.). Temporary occupancy load signs will be issued.
10. A minimum 12' fire lane must be maintained on all sides, free of guide ropes or other obstructions.

### **Temporary Permits**

1. A tent is any structure cover or enclosure constructed of canvas or other resistible fabric or similar material.

2. Permit Required: No person shall erect, use, or maintain any building or structure without first having obtained a permit from the Director of Planning and Development Department in the manner in accordance with Section 13-100.106.50.
3. Application for the setup, use, or maintenance of any tent is made to the Director on the form provided by the Department of Planning and Development and application not less than fifteen (15) days prior to the erection or use of said tent.
  - a. Address of the site on which the tent is to be erected and used.
  - b. Name and address of the owner of said property.
  - c. Name and address of the person for whom the tent is to be erected.
  - d. Name and address of the person erecting said tent.
  - e. A statement of the purpose for which said tent is to be erected and used.
  - f. Length of time said tent is to be maintained and used.
  - g. A fully dimensioned plot plan for the site showing the size of the tent, distances to other structures, property lines, and uses.
  - h. Location of available parking.
4. Permit Fee: A permit and inspection fee in amount of ninety (\$90) dollars shall be paid at the time the permit is issued.
5. Issuance at Permit: Within fifteen (15) days following the filing of an application, the Director shall render his decision. If the Director finds that the issuance of the permit would not be detrimental to the public safety, interest or welfare, then the Director may grant said permit. The applicant shall otherwise be denied.
6. Duration: In approving any permit, the Director shall specify the number of days the permit shall remain in effect provided, however, that no permit shall authorize erection and maintenance of any tent at any location for more than thirty (30) consecutive days. Any tent authorized under this section shall be promptly dismantled and removed when the permit expires.
7. Flame proofing: Any canvas or other fabric used in tent shall be flame proofed in accordance with the State Fire Marshall's Code.
8. Standards: Any tent in or under which ten or more persons may gather for any purpose shall be subject to the requirements of Chapter 24, 2007 California Fire Code, 2007 California Building Code. All other tents shall be subject to the requirements of the Planning and Development Department Tent Policy.
9. Electric Equipment: All electrical wiring and other electrical equipment shall meet the requirements of the electrical regulations of this Code and electrical permits shall be obtained for installation.
10. Zoning Ordinance: No permit shall be issued for any use contrary to the provisions of Chapter 12, Fresno Municipal Code. Any application for a tent permit which would allow a use contrary to the provisions of the Zoning Ordinance of the City of Fresno may not be accepted. The applicant must obtain approval of a land use entitlement (Site Plan Review or Conditional Use Permit) prior to issuance of the tent permit.
11. Sanitary Facilities: Toilet and other sanitary facilities shall be provided as required by the City of Fresno Health Officer or the plumbing section of the Development Department.
12. Inspection: No person shall use or occupy or permit the use or occupancy of a tent regulated by this section for any purpose until said tent shall have been inspected and approved for use by the Director. Before the Director may approve any such permit he shall first have been advised by the Fire Chief that the tent is in compliance with the fire prevention standards of this section, and the Health Officer that all sanitary facilities have been provided.
13. Animals: Animals utilized in conjunction with or displayed in tents permitted under these regulations shall be maintained off pedestrian malls and public property other than in locations approved by the Director.
14. House Trailers: House trailers associated with tent shows permitted herein shall at all times be maintained off pedestrian malls and public property other than in locations approved by the Director. House Trailers shall not discharge any waste except in approved receptors.

### Fire Watch/Crowd Management (Fire Truck)

Fire Truck will be charged at prevailing rate. Fire Watch/Crowd Management may not be required for all events. It will be determined by the Fire Prevention Division at the time of event plan and floor plan submittal. If you should have any questions regarding the Fire Prevention Division's decision, please send a letter to 911 H. Street, Fresno, CA 93721.

### Open Flame Devices (Candles, etc.)

Open flame devices are prohibited inside of the building. Exceptions: (a) They may be used as part of theatrical production, but only with the approval of the Fire Department. Candle holder requirements are as follows (CFC 308.3.1) Class I and II liquids and liquefied petroleum gases shall not be used.

- Liquid or solid-fueled lighting devices containing more than 8 ounces must self-extinguish and not leak fuel at a rate of more than 0.25 teaspoon per minute if tipped over.
- The device or holder shall be constructed to prevent the spilling of liquid fuel or wax at the rate of more than 0.25 teaspoon per minute when the device or holder is not in an upright position.
- The device or holder shall be designed so that it will return to upright position after being tilted to an angle of 45 degrees from vertical.  
EXCEPTION: Units that self-extinguish if tipped over and that do not spill fuel or wax at the rate of more than 0.25 teaspoon per minute if tipped over.
- The flames shall be enclosed, except as follows:
  1. Opening on the sides shall not be more than 0.375 inches in diameter.
  2. Openings on the top and the distance to the top shall be such that a single layer of tissue paper placed on the top will not ignite in ten seconds.
- Chimneys shall be made of noncombustible materials. Such chimneys shall be securely attached to the open-flame device. EXCEPTION: The chimney need not be attached to any open-flame device that will self-extinguish if the device is tipped over.
- Fuel canisters must be safely sealed for storage.
- Storage and handling of combustible liquids must be in compliance with Chapter 34, CFC.
- Shades, if used, shall be made of noncombustible materials and securely attached to the open-flame device holder or chimney.
- Candelabra with flame-lighted candles shall be securely fastened in place to prevent overturning and located away from occupants using the area and away from possible contact with drapes, curtains, or other combustibles.
- Lighted hand held candles are prohibited.

### Fireworks

It shall be unlawful for any person to possess, store, offer for sale, sell at retail, or use or explode any fireworks, provided that the fire official shall permit the use of fireworks for public or private displays when all of the provisions of **NFPA 1123** are met and after all necessary permits have been issued. Every such use or display shall be handled by a competent operator approved by the Fire Prevention Division and shall be of such character and so located, discharged or fired so as not to be hazardous to property or endanger any person.



# Resources

We know that vendors are an integral part of your event's success. At the Fresno Convention & Entertainment Center we have worked with some of the industry's leading providers. Our Preferred Vendor List is provided as a convenience for the patrons of Fresno Convention & Entertainment Center and does not necessarily constitute or imply favoring, endorsement, or recommendation.

## **Preferred Vendor List**

### **Airport**

Fresno Yosemite International Airport 559.454.2052

### **Ambulance Services**

American Ambulance 559.443.5900

### **Audio/ Visual**

AMS Entertainment 559.896.8280

Setting the Stage 559.907.5332

Light & Sound Solutions 559.875.1549

Live Light Inc. 559.453.1618

Media Solutions Inc. 559.977.5774

Speeda Sound Inc. 559.275.7197

Good Time Entertainment 559.221.2600

Expo Audio 559.495.3300

### **Barricade Rental**

Rusty Rocca 559.217.6341

### **Catering**

Pardini's Catering & Banquets 559.224.3188

**Decorators / Rental Service**

Expo Décor 559.495.3300

Classic Party Rentals 559.974.6927

Bargain Party Rentals 559.431.1234

Xpress Yourself 559.360.8636

KSB Designs 559.273.3733

Shelli Armstrong Events 559.905.1085

**Fire Department**

City of Fresno Fire Dept. 559.621.4199

**Hospitals**

Community Regional Medical Center 559.459.6000

Children's Hospital Central California 559.353.5745

St. Agnes Medical Center 559.450.3000

VA Central California 559.225.6100

**Hotels/ Motels**

Double Tree Hotel 559.268.1000

La Quinta Inn 559.442.1110

Super 8 Hotel Downtown Fresno 800.536.0519

**Photography**

Derek Lapsley 559.288.6544

**Dry Cleaner Services**

Express Cleaners 559.261.1200

Signature Cleaners 559.435.0902

Classic Cleaners 559.435.2883

**Printing, Signs & Banners**

Pacific Printing 559.252.1624

Professional Print & Mail Inc. 559.237.7468

Pro Screen Inc. 559.255.8079

Val Print 559.486.3112

**Police Department**

City of Fresno Police Dept. 559.621.7000

**Runner Service**

Jorge Torres 559.579.6016

**Taxi Services**

We Be Sober 559.367.2579

Scrip Taxi 559.222.2220

Azteca Cab 559.266.6669

Fiesta Cab Co. 559.222.1515

Yellow Cab of Clovis 559.237.1023

White Star Cab Transportation 559.487.1000

Yellow Cab 559.486.5700

Bulldog Cab Co. 559.222.3294

AAA 24 Hour Yellow Cab 559.229.2222

## **Urgent Care**

First Health Medical Center 599.227.2273

## **Visitors Bureau**

Fresno/Clovis Visitors Bureau 800.788.0836

## **Wifi /Internet/ Telephone**

Felipe Santana: City of Fresno 559.445.8130

## **Master Fee Schedule**

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**Air Conditioning & Heat** (Additional AC/Heat during move-in/out)

### **Fresno Convention Center - Exhibit Halls**

(Not available when the loading dock doors are open) \$100 per hour  
(Included in rent during show or meeting hours)

**Fresno Convention Center - Meeting Rooms** \$85 per hour  
(Included in rent during show or meeting hours)

**Saroyan Theatre** \$100 per hour  
(Not available when the loading dock doors are open)  
(Included in rent during show or meeting hours)

**Selland Arena** \$150 per hour  
(Not available when the loading dock doors are open)  
(Included in rent during show or meeting hours)

**Valdez Hall** \$85 per hour  
(Not available when the loading dock doors are open)  
(Included in rent during show or meeting hours)

**Broadcasting Rights and Recording Fees** \$2,500 per day

### **Trash/ Recycle Dumpsters/Services**

Dumpster (Includes Delivery & Pick Up) \$500 per Dumpster  
Additional Dumpster Pull \$350 per Additional Pull

### **Electric and Utilities**

	<b>Standard</b>
110 Volts Plug-In	\$85
220 Volts Plug-In	\$175
440 Volts Plug-In	\$200
208 Volt Converter	\$500
200 AMP Transformer	\$500
400 AMP Transformer	\$1,000
Power Strips	\$15 ea.
Extension Cords	\$15 ea.

### **Chairs**

(5746) Black Banquet Chairs \$1 ea./day  
(795) Pink Banquet Chairs \$1 ea./day

### **Tables with Skirting & Linen**

Table skirting for head tables (Meetings only) N/C  
Table with skirting \$20 ea./day  
1-20 Linen (Assorted colors) \$7 ea./day  
21-or more Linen (Assorted colors) \$5 ea./day

### **Tables**

(9) Cocktail Tables \$6 ea./day  
(107) Classroom Style 18"x 72" \$6 ea./day  
(55) 6ft Tables \$6 ea./day  
(140) 8ft Tables \$6 ea./day  
(394) 72" Rounds \$6 ea./day

### **Performance Stage**

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(9) 12 inch Risers	\$30 ea./day
(16) 18 inch Risers	\$30 ea./day
(10) 24 inch Risers	\$30 ea./day
(10) 36 inch Risers	\$30 ea./day
(21) 48 inch Risers	\$30 ea./day
(108) 4' x 8' Stage Tops	Included with Riser
60' x 40' Arena Stage	\$600 per day
<b>Podiums</b>	
(5) Freestanding	\$25 ea./day
(4) Table Top	\$15 ea./day
<b>Spotlights:</b>	
Theatre	\$200 ea./day
Arena	\$500 ea./day
<b>Truss Lights:</b>	
Hall I - (Rental only)	\$400 per event
Halls II, III or II & III combined - (Rental only)	\$200 per event
Halls I, II & III - (Rental only)	\$600 per event
Focus and Restore (Labor hours)	@ current Union scale
Additional hours of labor	@ current Union scale
<b>Pianos:</b>	
(1) Steinway Piano – Theatre only.	\$350 per day
(1) Baldwin 6' Grand Piano	\$250 per day
(2) Upright Pianos	\$100 ea./day
(1) Rogers Organ	\$150 per day
<b>Miscellaneous</b>	
(2) Flag Sets (City/State/US)	N/C
(6) Easels	\$5 ea./day
(5) Coat Rack	\$15.00
(8) Ticket Canisters	N/C
(10) Stanchions	N/C
Towels (Assorted Colors Available)	\$36 per dozen/\$3 per towel
Turn Over Fee (Does not include full reset of room)	\$125 per turn over
<b>Water Service</b>	
Water Station w/1 bottle	\$50 ea.
Water Refills – 5 gallon bottle	\$12 ea.
Water Usage (Pools, Spa, etc.)	\$250 per 500 gallons
<b>Overtime Rent</b>	
Overtime Rent	\$200 per hour
<b>Service Personnel</b>	
(1) Fork Lift (Driver not included)	\$350 per day
Boom Lift (Up to 45 ft. – driver not included)	\$475 per day
Additional Propane Tanks	\$40 per tank
Cleaning Personnel	\$25/hr./person (4 hr. min)
General Labor/Set-Up Personnel	\$25/hr./person (4 hr. min)
Piano Tuning	Est. \$125-\$200
House Technician	\$45/hr./person (4 hr. min)
Ushers/ Ticket Takers	\$22/hr./person (4 hr. min)
IATSE Union	@ current scale
<b>Audio/Video Equipment</b>	
Corded Microphones	\$30 ea./day
Lapel mic	\$100 ea./day

Wireless mic	\$100 ea./day
Portable PA System	\$400 ea./day
Portable PA System (Meeting rooms)	\$150 ea./day
Yamaha speakers	\$150 ea.
CD player/ cassette recorder	\$75 ea.
Yamaha Mixer (10 or 12 channel)	\$100 ea.
Yamaha mixer (16 channel)	\$175
Mackie mixer	\$300 per day
TV (27")/VCR combo	\$150 (\$75 ea.)

**Fire Watch / Fire Truck**

For enclosure larger than 300 sq. ft.	Prevailing Rate
Fire Truck	Prevailing Rate
False Alarm Pull	\$500 per false pull

**Paramedic/EMT**

2 Medical Personnel/EMTs with ambulance	\$150/hr./unit (4 hr. min)
1 Medical Personnel/EMTs without ambulance	\$75/hr./person (4 hr. min)

**SMG Insurance for General Liability**

Hazard Class I (\$1,000,000 limit)	\$.66/person/day (\$300 min)
Hazard Class I (\$2,000,000 limit)	\$.79/person/day (\$500 min)
Hazard Class I (\$3,000,000 limit)	\$.89/person/day (\$1000 min)

**Key – Room Security**

Meeting Rooms Locks Change	\$75 (3 keys included)
Lost Keys	\$50 each

**Parking**

Parking (Attendees and Exhibitors)	\$10.00 per entry/day
Seniors (65+)	\$5.00 per entry/day

**Police & Security**

Off-Duty Police Officer	\$65/hr./person (4 hr. min)
Security/Crowd Control	\$22/hr./person (4 hr. min)

**Voice/Data Service**

	Standard
Single Line	\$265
Multi Line (Two Lines)	\$365
Additional Line (Multi-Line)	\$175
Single Hand Set	\$50
Multi-Line Set	\$150
Conference Telephone	\$300

**Data**

	Advance	Standard
Net Station 256Kbps	\$300	\$400
Net Station 512Kbps	\$595	\$695
Net Booth/Net Room	\$1,095	\$1,245
Net Event	\$4,995	\$5,495
Additional Computer/Devices	\$100	\$125
Additional Wired Locations	\$350	\$425
Hub Rental (10 Base T Hub)	\$150	\$195
Cable Rental (50 ft. CAT5)	\$50	\$65
100 Mbps Upgrade (per location)	\$100	\$125
Wi-Fi Connectivity	\$10 per login/per day	

**Terms & Conditions**

Prices are subject to change without notice.  
 All equipment based on availability.  
 All equipment to be setup and operated by FCEC personnel.



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Any additional rental equipment outsourced by FCEC will be charged to licensee.

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## Electric and Utilities Service Order Form

PAYMENT FOR ADVANCE ORDERS MUST BE RECEIVED IN OUR OFFICE 14 DAYS PRIOR TO MOVE-IN DATE. MAKE ALL REMITTANCE PAYABLE TO: FRESNO CONVENTION & ENTERTAINMENT CENTER, ATTN: FINANCE DEPARTMENT.

Event Name: \_\_\_\_\_

Event Date: \_\_\_\_\_ Booth #: \_\_\_\_\_

Firm Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Payment Type: Check  Cash  VISA  MC  AMEX  DC   
\*WE DO NOT ACCEPT DINERS CLUB CREDIT CARDS\*

PLEASE PRINT

Name on Card: \_\_\_\_\_

Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Signature: \_\_\_\_\_

I ALSO AUTHORIZE SMG TO CHARGE ANY OUTSTANDING BALANCES AT THE TIME OF MOVE-OUT TO MY CREDIT CARD.

### Services

Qty	Description	Advance Rate	Floor Rate	Total
<b>120 VAC</b>				
	10 amp (up to 1000w)	\$80.00	\$110.00	\$
	20 amp (up to 2000w)	\$115.00	\$145.00	\$
<b>208V 1 Phase</b>				
	20 amp	\$210.00	\$360.00	\$
	30 amp	\$330.00	\$480.00	\$
	50 amp	\$570.00	\$695.00	\$
	100 amp	\$725.00	\$850.00	\$
<b>208V 3 Phase</b>				
	30 amp	\$480.00	\$720.00	\$
	60 amp	\$840.00	\$1,150.00	\$
	100 amp	\$1,200.00	\$2,000.00	\$
	Other (Please Specify)	Call for prices and availability of services not listed		
	<b>Totals</b>	\$	\$	\$

ACORD		<b>CERTIFICATE OF LIABILITY INSURANCE</b>			Date (MM/DD/YY)	
<b>PRODUCER</b> XYZ Brokerage Inc. 123 Pine Tree Drive Fresno, CA 93721 Phone (559) 123-4567      Fax (559) 123-4567		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.				
<b>INSURED</b> Tenant's Name Mailing Address (As it appears on the Lease Agreement)		COMPANIES AFFORDING COVERAGE				
<b>CONTACT</b>		COMPANY A:      XYZ Insurance Company				
		COMPANY B:				
		COMPANY C:				
		COMPANY D:				
COVERAGES						
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A	<b>GENERAL LIABILITY</b>	AB123456789	XX/XX/XX	XX/XX/XX	<b>GENERAL AGGREGATE</b>	1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				PRODUCTS - COM/POP AGG	1,000,000
	<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				<b>PERSONAL &amp; ADV INJURY</b>	1,000,000
	<input type="checkbox"/> OWNERS & CONTRACTORS PROT				EACH OCCURRENCE	1,000,000
	<input checked="" type="checkbox"/> Products, Completed op & Independent stores.				<b>FIRE DAMAGE (Any one fire)</b>	50,000
A	<b>AUTOMOBILE LIABILITY</b>	CD123456789	XX/XX/XX	XX/XX/XX	<b>COMBINED SINGLE UNIT</b>	1,000,000
	<input checked="" type="checkbox"/> ANY AUTO				BODILY INJURY (Per Person)	
	<input type="checkbox"/> ALL OWNED AUTOS				BODILY INJURY (Per Accident)	
	<input type="checkbox"/> SCHEDULED AUTOS				PROPERTY DAMAGE	
	<input type="checkbox"/> HIRED AUTOS					
<input type="checkbox"/> NON-OWNED AUTOS						
	<b>GARAGE LIABILITY</b>				AUTO ONLY - EA. ACCIDENT	
	<input type="checkbox"/> ANY AUTO				OTHER THAN AUTO ONLY	
					EACH ACCIDENT	
					AGGREGATE	
	<b>EXCESS LIABILITY</b>				EACH OCCURRENCE	
	<input type="checkbox"/> UMBRELLA FORM				AGGREGATE	
	<input type="checkbox"/> OTHER THAN UMBRELLA FORM					
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b>	EF123456789	XX/XX/XX	XX/XX/XX	WC STATUTORY LIMIT	OTHER
	<input type="checkbox"/> THE PROPRIETOR/PARTNERS/EXECUTIVE OFFICERS ARE: <input type="checkbox"/> INCL <input type="checkbox"/> EXCL				EL EACH ACCIDENT	100,000
					EL DISEASE - POLICY LIMIT	500,000
					EL DISEASE - EA.	100,000
<b>DESCRIPTION OF OPERATIONAL/LOCATIONS/VEHICLES/SPECIAL ITEMS</b> City of Fresno, SMG, their officers, agents, employees & volunteers are included as additional insured. It is further agreed that this insurance is primary to all other similar coverage carried by the City of Fresno, and/or SMG, and the licensee and their insurance shall have no right of recovery or subrogation against the operator.						
CERTIFICATE HOLDER			CANCELLATION			
Fresno Convention & Entertainment Center/ SMG 848 "M" Street, 2nd Floor Fresno, CA 93721			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED ON THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES.			
Acord 25-s (1/95)			Acord Corporation 2004			



## Live Animal Waiver

**Policy.** Live animals meeting the following general criteria may be permitted in the facility at Center's sole discretion, and by proper execution of this Waiver: 1) certified Service Animals, i.e., guide dogs, either working or under directed training; and 2) animals which are part of an approved Exhibit or professional seminar *and* licensed for the purpose under applicable California law (statute). Pets; companion animals, and service animals not in current service or under directed training are not permitted in the Center.

**Control.** Permitted Class III animals will be under leash control at all times while in or on Center grounds, or secured in a cage/kennel or other secure enclosure. Permitted Class I and Class II animals will be secured in an approved cage or secure enclosure at all times while in or on Center grounds. California Code applies.

**Indemnification and Loss or Damage.** The Party executing this waiver accepts full responsibility to determine and obtain any permit or license required under City, County or State regulation; and to bear the full cost of, and hold harmless and defend Fresno Convention & Entertainment Center/SMG from any loss or damage or injury, or any action or suit arising there from, caused by any permitted animal, to any person or thing in or on Center grounds, *arising from whatever cause or provocation.*

**Rejection or Removal.** Center in its sole discretion may deny entry to, or cause to be removed, any animal which it finds to be maintained or otherwise treated or behaving in an unsafe, inhumane or unsanitary manner; provided that Center will defer in such matters to State of California or other authority having jurisdiction.

ACKNOWLEDGED AND AGREED:

\_\_\_\_\_ By: \_\_\_\_\_  
 Event Name and Date Licensee Date

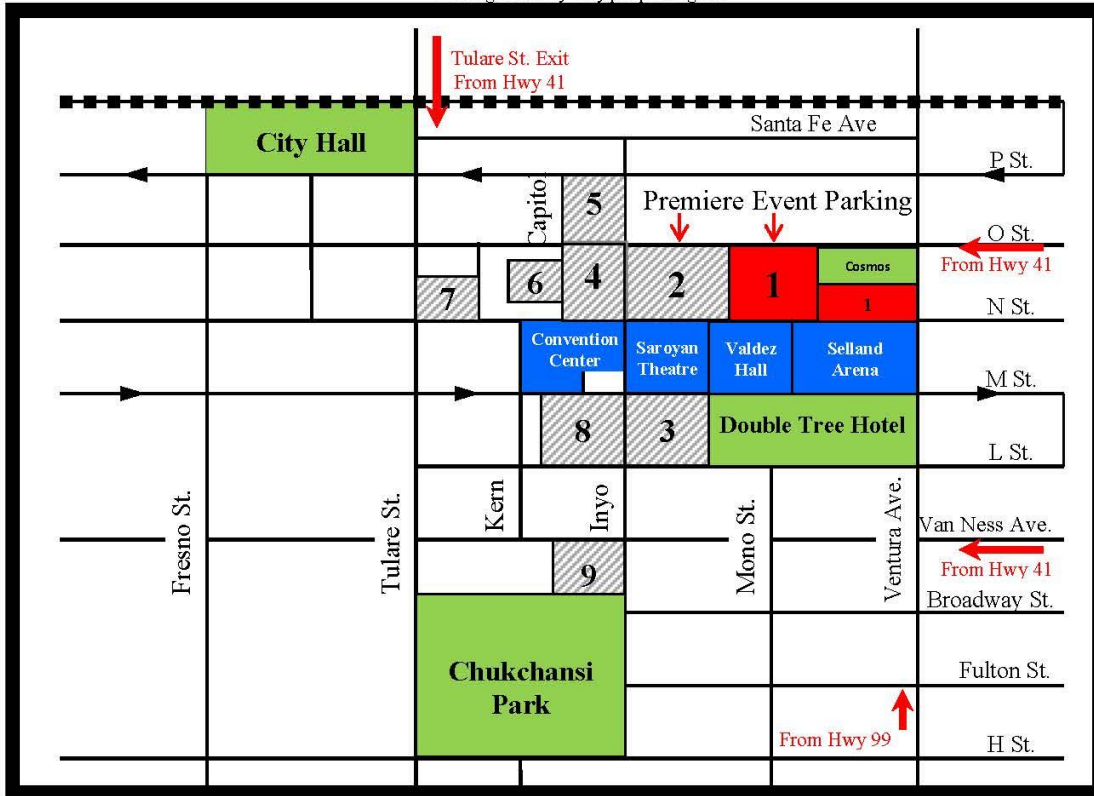
ACCEPTED: Fresno Convention & Entertainment Center/ SMG

\_\_\_\_\_ Signature \_\_\_\_\_  
 Name Date



To avoid delays on "O" Street please use alternate exits on Tulare Street or Van Ness Avenue  
from Highway 41

\*Parking fees may vary per parking lot.



Parking	Entrance	Capacity	Parking Management	Phone
1- Premiere Event Parking FCEC Parking Lot	"O" Street	319	Fresno Convention & Entertainment Center	559.445.8100
2- Premiere Event Parking City of Fresno Garage	"O" Street & Inyo Street	1500	SP+ Parking	559.264.2425
3- Double Tree Hotel Garage	"L" Street	300	Double Tree Hotel	559.268.1000
4, 5 & 6- Civic Center Square Lots	Inyo Street	300	Civic Center	559.485.4700
7- Pavilion Parking Lot	"N" Street	470	ABM	559.264.5648
8- Tower Garage	"L" Street	100	SP+ Parking	559.264.2425
9- Spiral Garage	Inyo Street	591	SP+ Parking	559.264.2425
			Parking Operator	559.252.6464
			Parking Meters	559.621.7275

**Highway Exits:**  
Southbound Highway 41: Tulare Street; "O" Street; Van Ness Ave  
Northbound Highway 41: Van Ness Ave  
Southbound or Northbound Highway 99: Ventura Ave

City of  
**FRESNO**  
 REQUEST FOR VOICE/DATA SERVICES  
 848 M Street  
 Fresno, California 93721  
 (559) 445-8130

EVENT \_\_\_\_\_ DATE \_\_\_\_\_ BOOTH/ROOM \_\_\_\_\_  
 COMPANY \_\_\_\_\_ INSTALL DATE/TIME \_\_\_\_\_  
 CONTACT \_\_\_\_\_ REMOVAL DATE/TIME \_\_\_\_\_  
 E-MAIL \_\_\_\_\_ PHONE \_\_\_\_\_ EXT \_\_\_\_\_  
 ADDRESS \_\_\_\_\_ CELL \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ FAX \_\_\_\_\_

IN ORDER TO QUALIFY FOR OUR **ADVANCED** RATE: FORM AND PAYMENT MUST BE RECEIVED **FIFTEEN (15) DAYS PRIOR TO EVENT MOVE IN DATE**. ALL ORDERS RECEIVED WITHIN **FOURTEEN (14) DAYS** WILL BE BILLED AT THE **STANDARD** RATE.

VOICE SERVICES	(TYPE)	(QTY)	ADVANCED	STANDARD	TOTAL
<b>Single Line</b>			\$215.00	\$265.00	
<b>Multi-Line</b> (Two Lines)			\$315.00	\$365.00	
<b>Additional Lines</b> (Multi-Line)			\$135.00	\$175.00	
For each line ordered please select type: (A) Unrestricted or (B) Restricted/local and 1-800 only.					
<b>Single Handset*</b>			\$35.00	\$50.00	
<b>Multi-Line Handset*</b>			\$100.00	\$150.00	
<b>Conference Telephone*</b>			\$250.00	\$300.00	
*All equipment must be returned. Replacement costs for equipment not returned: \$35/handset, \$100/multi-line handset, \$400/conference telephone.					
DATA SERVICES		(QTY)	ADVANCED	STANDARD	TOTAL
<b>NetStation</b> (DHCP NAT'd IP Address)					
<b>NetStation Basic</b> – wired 128Kbps synchronous Internet connection.			\$300.00	\$400.00	
<b>NetStation</b> – wired 256Kbps synchronous Internet connection. The above NetStation products are for one device only, no additional devices may be added.			\$595.00	\$695.00	
<b>NetBooth/NetRoom</b> (DHCP IP Address, Static upon request) A wired shared (10 Base-T) Internet connection to a single exhibit floor/room location for two (2) computers/devices. Additional devices may be added.			\$1,095.00	\$1,245.00	
<b>NetEvent</b> (Static Public IP Addresses, DHCP available upon request) A wired private (10 Base-T) connection (dedicated VLAN). Internet access for 29 computers/devices, up to two additional inter-networked Facility locations. Additional devices and locations may be added.			\$4,995.00	\$5,495.00	
<b>ADDITIONAL OPTIONS:</b>					
<b>Additional Computers/Devices</b> Additional computers or devices to NetBooth, NetRoom, or NetEvent (each)			\$100.00	\$125.00	
<b>Additional Wired Locations</b> (May be added to NetEvent service only)			\$350.00	\$425.00	
<b>Hub Rental</b> – 10 Base-T Hub (\$150 replacement if not returned)			\$150.00	\$195.00	
<b>Cable Rental</b> (Ethernet patch cable – Up to 50 feet)			\$50.00	\$65.00	
<b>100 Mbps Upgrade</b> (per location) This is an upgrade only of an existing order, LAN connection speed only			\$100.00	\$125.00	

WI-FI CONNECTIVITY \$15.00 FOR 24 HOURS OR \$5.00 FOR 1 HOUR PER DEVICE

GRAND TOTAL

LATE ORDERS WILL BE FULFILLED IN THE ORDER RECEIVED. ADVANCED ORDERS WILL BE FULFILLED FIRST.

IF ANY SPECIAL DATA AND/OR NETWORKING EQUIPMENT OR SERVICES ARE REQUIRED WHICH ARE NOT DETAILED ON THIS FORM, PLEASE E-MAIL: [felipe.santana@fresno.gov](mailto:felipe.santana@fresno.gov)

Booth/Room Layout <div style="text-align: center; color: red; font-weight: bold;">Drop Location</div> <div style="text-align: center;">Back</div> <div style="text-align: center; border: 1px solid black; width: 40px; height: 40px; margin: 10px auto;"></div> <div style="text-align: center;">Front</div> Attach map if available	Make checks payable to: City of Fresno ISD 2600 Fresno Street, RM #1059 Fresno, California 93721	I authorize the charges detailed within this request form to be charged to my credit card and/or master account listed here.	<div style="text-align: center; font-weight: bold; border: 1px solid black; padding: 2px;">AMEX – VISA – M/C</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;"></td> <td style="width: 20%; font-size: x-small;">Exp. Date</td> </tr> <tr> <td colspan="2" style="height: 20px;"></td> </tr> </table> Credit Card Billing Address <hr/> City _____ State _____ Zip Code _____		Exp. Date		
	Exp. Date						

Print Name \_\_\_\_\_

CARD HOLDER/AGREEMENT SIGNATURE

Revised 11/10/10

Customer No: \_\_\_\_\_



The Fresno Convention & Entertainment Center now offers wireless service in all its facilities. Payment is easy; simply use your credit card to purchase connectivity through your device at \$2 for one hour or \$15 for 24 hours.

### **STEPS TO FOLLOW TO CONNECT TO OUR WIRELESS SERVICE**

#### **Windows Vista**

- 1) From the **Start menu**, choose **Connect To**.  
- The Connect to a network window will open.
- 2) Select the wireless network named **Convention Center WIFI**
- 3) Click on the **Connect button** on the bottom right of the window.

#### **Windows XP**

- 1) From the Start menu, choose **Settings** or **Control Panel**, then **Network Connections**.  
**OR** Right click on **My Network Places** icon from your desktop and choose **Properties**.
- 2) Double click on **Wireless Network Connection** to view available wireless within range.
- 3) Click on **View Wireless Networks** on bottom of the window;  
choose the network named **Convention Center WIFI**.
- 4) Select the network and click on the **Connect button** on the bottom right of the window.

#### **Macintosh OS X (10.4.x or above)**

- 1) At the top right toolbar, click on your **AirPort** icon. Select **Turn Airport On**.
- 2) Click **AirPort** icon again.
- 3) Choose the wireless network named **Convention Center WIFI**.
- 4) From the AirPort menu, choose **Use Interference Robustness**.

**After you have connected to the wireless network, please open your browser; you will then be presented with a splash page that will guide you in the payment process. For additional support you may contact Felipe Santana at 559-333-7808.**