



MOSCONE CENTER

HANDBOOK FOR MEETING PROFESSIONALS

Moscone Center North & South



Welcome!

The entire Moscone Center team is looking forward to working with you toward a smooth and very successful event! We've created this handbook to give you an overview of the facility and to answer most of your basic questions. And if you don't find the answers you need here, please do not hesitate to ask your Event Manager.

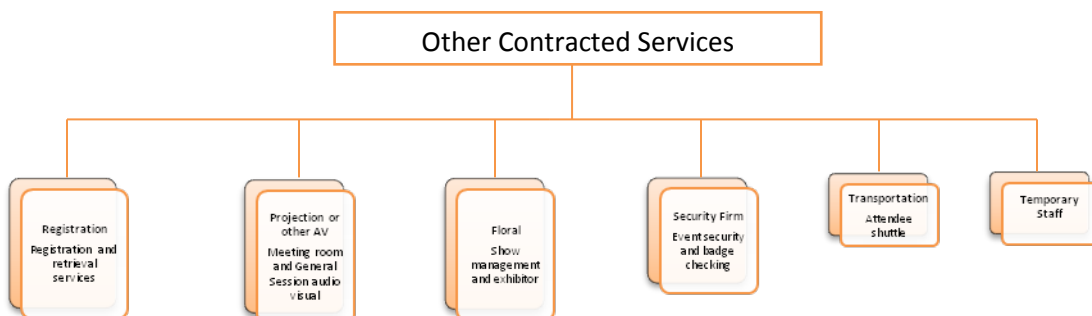
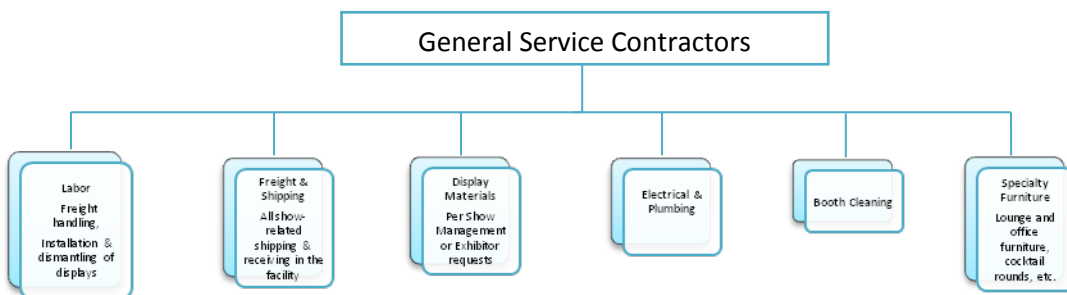
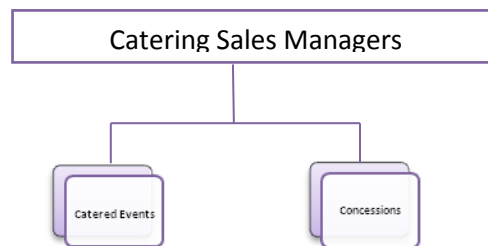
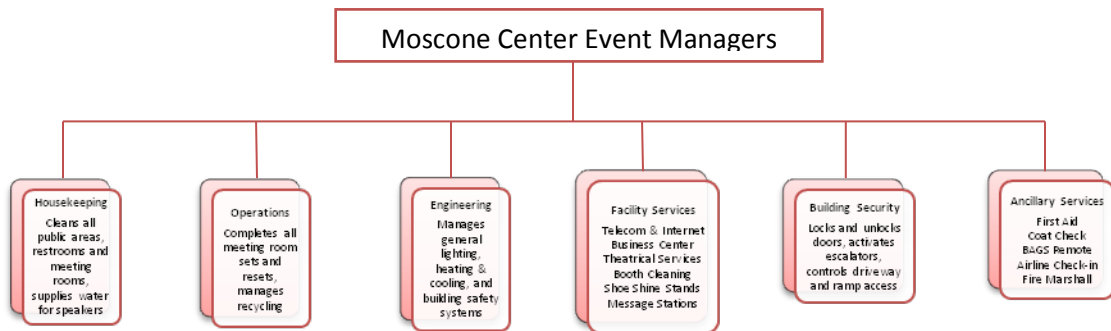


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Meet Your Moscone Center Team



Timeline of Important Dates

MOSCONE	
Signed License Agreement	18 months
Preliminary Floor Plans <small>Review prior to booth sales. Include use of lobby, food service, and registration areas</small>	12 months
Include Event Manager & Catering Sales Manager on mailing list	12 months
Exhibitor Prospectus/Preliminary Show Directory	12-9 months
General Contractor/Subcontractor List	12-9 months
Preliminary Labor and Equipment Requirements <small>Review estimated labor costs for Police, Fire, House Head, First Aid, and any equipment rental.</small>	12-9 months
Event Timetable Finalize Move-in Schedules for: Show Office Registration Exhibits Meetings & General Sessions Special Events	6 months
Exhibitor Service Kit & Exhibitor List	6-3 months
Final Floor Plans <small>Include Exhibits, Registration, Lobbies, Public Space</small>	90 days
Security Plan	60 days
Event Set-up Requirements and Diagrams	45-30 days
Final Rental Payment	30 days
Certificate of Insurance	30 days
List of Exhibitor Appointed Contractors	30 days
SAVOR...SAN FRANCISCO	
Deposit	30 days
Final Payment	30-3 days
Final Guarantee	30 days -72 business hours

Budget Planning Review

In order to help you plan your budget below is a list of ancillary expenses that you may encounter. More detailed information about these items can be found in this guide. Your Event Manager is happy to provide you with an estimate for any of these charges.

Moscone Center

Advertising Banners
(Marketing Promotional Opportunities)

Broadcast Rights

Business Center Services

Coat/Luggage Check

Damages

Equipment Rental

Fire Watch

First Aid

General Session Labor (I.A.T.S.E.)

Insurance

Lock Changes

Miscellaneous Equipment

Novelty & Program Sales

Permits

Police

Room resets/changeovers

Staging

Trash Pulls

Window Cleaning (Window Graphics)

Savor...San Francisco

Catering

Concession Services

Table Cloths

Facility Services

Booth Cleaning

Household/Theatrical Services

Internet Services

Telephones

Projection

Labor

Microphones

Event Planning at Moscone Center - A to Z

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act or ADA went into effect in January 1992 and is intended to provide a clear and comprehensive national mandate to end discrimination against those with visual, hearing, mobility and other disabilities.

The Moscone Center is accessible to persons with special needs. For a list of accommodations provided, please visit the “Accessibility” page on the Moscone Center web site at the following link:

<http://www.moscone.com/pdf/guidelines/MosconeAccessibility.pdf>

In addition to facility accessibility, the following ADA needs can be accommodated:

- Interpreter
- Assistive Listening System
- Audio Recording of Printed Materials
- Braille Materials
- Large Print Materials
- Special Diet

Animals

With Show Management approval, animals for exhibition purposes are welcome at Moscone Center. While here, the following policies must be observed:

- Animals must be under the control of a handler at all times.
- Animals may not be within 100 feet of any food service area.
(This policy does not apply to service animals)

ATM Machines

Moscone Center has two on-site ATM machines located in the North & South Lower Lobbies.

Audio Visual Services/Projection Presentation Technology

Projection Presentation Technology, our preferred, in-house A/V supplier, offers a full range of audio visual, sound reinforcement, slide projection, and other related services. They have many value-added services available to complement your meeting or convention. Services include digital signage, presentation management, content capture-recording, audience polling, and creative design. In addition, they are the only authorized operator for the Moscone Center sound system permanently installed throughout the facility.

Projection Presentation Technology has been partners with the Moscone Center for over 20 years and their equipment is housed and maintained on-site so there are no trucking or drayage charges for their equipment. They provide competitive pricing along with an extremely knowledgeable staff and ample back-up equipment. If you choose Projection Presentation Technology as your A/V supplier, you will be provided one complimentary hardwired microphone per room, per day. For further details, please contact Projection Presentation Technology at (415) 974-4077.

Moscone Center Sound System

The Moscone Center has a permanently installed sound system throughout the facility. While use of this sound system is available at no cost, there are costs for labor. The only cost associated with the use of the in-house sound system is for a sound technician to manage the equipment.

Additionally, Projection Presentation Technology is the only authorized operator for the center's permanent sound systems. If you choose to contract with another audio-visual supplier, they will utilize Projection Presentation Technology for your sound services. This will not add to your costs or duplicate any labor, but it will guarantee that only trained staff, knowledgeable in the system's operation, will be working with our technically sophisticated equipment.

Labor for Microphones

If you use Projection Presentation Technology as your primary A/V supplier, they will provide one complimentary microphone per room. Otherwise, all microphones are charged at the standard rate. Furthermore, please note that Projection Presentation Technology provides all microphones for use with our permanent sound system. Labor charges will apply for installation, operation, and removal of microphones even if the microphones themselves are free. These are labor charges which you would incur regardless of your A/V supplier.

House paging is available in Exhibit Halls. Please see the section on **Paging System** for more information.

Baby Changing Stations

There are baby changing stations located in both Men's and Women's restrooms on each level of the Moscone Center. Look for the baby changing station signs outside the restrooms.

Business Center

Business Centers are located in both **Moscone North and South lower lobbies**. Services include photocopying, office supplies, email receipt and UPS services. The Business Center can be open during your exhibit hours. Please let your Event Manager know if you would like the Business Center to be opened during your event.

Moscone Center Business Centers use UPS for shipping. FedEx services can be arranged through your General Service Contractor. Additionally, there are FedEx drop boxes at nearby hotels. More information on our Business Centers can be found here:

<http://www.moscone.com/mtgplanners/facsvcs/bizcenter.shtml> .

Cleaning

- **Booth Cleaning**

You are responsible for returning the exhibit floor in the same condition as you received it. All cleaning of the exhibit floor is provided by your booth cleaning contractor. Additionally, your booth cleaning contractor is responsible for cleaning carpeted registration areas, all decorator-provided trash receptacles, and build-out meeting rooms on the exhibit floor.

Our Facility Services Department can provide a full range of booth cleaning services to you and your exhibitors. Please contact the Facility Services Department at:

facilityservices@moscone.com or (415) 978-4080 for more information.

- **Facility Cleaning**

The Moscone Center staff will maintain all public spaces, refuse receptacles and restrooms during your event. We'll also refresh your meeting rooms and replenish the headtable with complimentary water service between sessions. Currently, 90% of our cleaning chemicals and supplies are certified green, creating a safer environment for both staff and attendees. Please check with your Event Manager if there is any area you are unsure about.

Coat/Parcel Check-in Services

The Moscone Center is pleased to partner with Guest Services of America to provide you with one of the best coat and parcel check-in services available in San Francisco.

If you would like to arrange for coat and parcel services for your attendees, please contact Sebastian Hernandez, VP, Guest Services of America directly at:

(707) 235-6554

Gsa.Sebastian@gmail.com

Damage to the Facilities

As the contracted Licensee, Show Management is responsible for any damage caused by staff, contractors, exhibitors, speakers, or attendees. This is intended to help us recover costs for repairing damage to the facility (which exceeds reasonable wear and tear) caused by anyone connected with the event.

Decorative Materials/Helium Balloons

Materials may not be taped, nailed, tacked, or otherwise affixed to ceilings, painted surfaces, fire sprinklers, columns, fabric, or decorative walls.

Additionally, all decorative materials for exhibition must be flameproof in accordance with the Public Safety and Fire Regulations. Please refer to the [Fire Management Plan](#) for details.

Helium balloons are permitted at Moscone Center, however, your General Service Contractor will charge a fee for retrieval of stray balloons.

Driveways

The primary use of the Moscone Center's Howard Street driveways is to accommodate safe access for vehicles and pedestrians directly related to the center's events. First priority for driveway use is for shuttle buses, taxis, and related vehicles servicing the event's needs, as well as for access at any time by emergency vehicles.

The driveways are each one-way, east-to-west traffic zones that are managed during events by Moscone Center traffic control staff. Use is granted to shuttle bus companies as contracted by Show Management, with the understanding that the Moscone Center's rules and policies are in force. This includes the requirement to reduce vehicle emissions by shutting off engines if vehicles remain in the driveways for more than five minutes.

Other use of the driveways is limited to appropriate placement of graphics for directional and event identification purposes and portable food and beverage carts used by SAVOR...San Francisco.

Applications for other uses of the driveway areas will be considered under the following conditions:

- No use would limit or interfere with the orderly or safe functioning of the primary uses described above.
- Such use is requested directly by the event licensee utilizing the related portion of the Moscone Center (Moscone North or Moscone South).
- Such use would not impact or interfere with any other event utilizing the Moscone Center or the surrounding Yerba Buena Gardens.
- Activities, equipment or materials associated with such use would comply with all appropriate ordinances or laws, including those governing the use of amplified sound.
- Any vehicles or material used for purposes of exhibition or demonstration would not constitute a commercial presence through the use of advertising graphics or messages, or by providing any type of consideration to the sponsoring organization (e.g., sale of space, trade/barter).
- The owner of such vehicle or exhibit/demonstration material is a registered non-profit organization as defined under the federal tax code (e.g. 501c3, 501c6, etc.)
- If permission for such use is granted, the licensee assumes all liability for the actions or omissions associated with such use.

Drone/Unmanned Aerial Vehicle Policy

Drones, Unmanned Aircraft Systems ("UAS"), Unmanned Aircraft ("UA"), Remotely Operated Aircraft ("ROA"), and Unmanned Aerial Vehicles ("UAVs"), are all terms occasionally used to identify unmanned aircraft and are individually and collectively referred to in this Policy as "UAVs." Operator may permit the operation of UAVs inside and in close proximity to the Facility, provided that Licensee complies with the following terms and conditions, and guarantees that the following conditions are strictly adhered to:

General Conditions:

For the use of UAVs at the Facility, Licensee must:

- Provide to Operator a written, detailed description of the proposed UAV (including make, model number, and manufacturers guidelines), and the location, date, and time proposed for the UAV operation;
- Provide to Operator evidence of Liability insurance covering the use of UAV(s) at the Facility in an amount not less than those required under the Agreement.
 - ***The Certificate of Insurance must stipulate that the provider's coverage specifically amends the aircraft exclusion to allow for the type of UAV Licensee proposes to operate at the Facility and name the Indemniteses as an additional insured.***
- Provide documentation satisfactory to Operator (in Operator's sole discretion) that the UAV operator has been trained and is qualified to operate the UAV.
- Ensure compliance at all times with all applicable laws, rules, regulations, and procedures issued by federal, state, and local governmental authorities or the operator of any airports or nearby sporting facilities, including without limitation the Federal Aviation Regulations ("FARs") and any rules and regulations issued by the FAA or the TSA as amended, modified or supplemented from time to time.
- Secure written approval from Operator before any UAV is operated in or near the Facility or in connection with Licensee's Event.

Indoors:

In addition to the General Conditions set forth above, Licensee agrees and shall ensure that:

- Attendees are advised that UAVs will be used during the event.
- UAVs are prohibited from flying over populated areas.
- UAVs are not flown in lobbies, meeting rooms, restaurants, or other common areas.
- UAVs weigh less than 55 pounds.
- UAVs carrying weapons are prohibited.
- UAVs are prohibited from flying within 18" of any building structure including sprinklers.
- UAVs fly only in the defined exhibit booth space as expressly approved by Operator in accordance with the General Conditions, above.
- Attendees are protected from UAVs with the use of netting, plastic, or other Operator-approved safety features.

Outdoors:

Nothing in this Policy constitutes or shall be construed to constitute permission from the Operator to operate any UAV outside of the Facility, but Operator recognizes that UAV operation may take place at Licensee's event(s). Therefore, in addition to the General Conditions set forth above, if a UAV is operated outside of the Facility, Licensee shall ensure that:

- A valid Certificate of Waiver or Authorization (for public entities) or a Commercial Exemption or Special Airworthiness Certificate (for private entities) is secured from the Federal Aviation Administration and provided to the Operator together with a representation and warranty that such Exemption or Certificate is valid.
- The UAV is operated less than 400 feet above ground, away from airports and air traffic, and within sight of the operator, and comply with any temporary airspace restrictions as may be in place.
- Prior written approval is secured from the City and County of San Francisco and provided to the Operator.

Emergency Medical Services

Licensed First Aid staffing is required in one or more of the First Aid centers on-site **during any hours that your attendees are in our facilities, including registration, conference sessions, receptions, and special events.** Any event that provides on-site child care is required to staff at least one First Aid Center with a paramedic during all hours that child care is open. Staffing should start one-half hour prior to the time attendees arrive and extend at least 15 minutes beyond attendance hours to allow for adequate set-up and closing time for the First Aid facilities. In addition, we recommend you consider staffing at least one First Aid center during your move-in/out periods when your exhibitors are working on-site, as most injuries occur during this time.

The Moscone Center has contracted with King-American Ambulance to provide First Aid services. We offer three levels of service based on the size of the event and the activities taking place. Shifts must be scheduled for a minimum of four hours. Your Event Manager will place the service call for you and you'll be billed on your final settlement.

EMT vs Paramedic

Emergency Medical Technicians (EMT's) are trained in emergency response. EMT's carry oxygen, automated defibrillators, glucose paste, and first aid supplies. EMT's can give out aspirin and other first aid supplies, assess a patient's need for a particular level of care, and take basic medical facts about the patient. EMT's cannot intubate a patient or start an IV.

Paramedics are trained in emergency medicine. Paramedics have the ability to do all the above plus: start IV's, defibrillate, administer a list of nearly 25 medications to treat emergencies such as chest pain, shortness of breath, allergic reactions, asthma attacks, and CPR cases. Paramedics have the advantage of being able to start advanced airways procedures such as intubation or needle cricothyrodomy (for choking patients who can't clear the object with the Heimlich Maneuver). Paramedics start the definitive care process for patients before they ever reach the emergency room. We recommend that any event that allows children under the age of 16 into the event, staff a paramedic during event hours.

First Aid facilities are located in Moscone North, Moscone South and the Esplanade Ballroom. Staffing in each office is dictated by the activity in that area of the building.

FIRST AID/EMERGENCY MEDICAL SERVICES			
Level 1 Service*	Non-transport		
For single hall events			
One Emergency Medical Technician (EMT)		\$54/hr	4 hour minimum
Level 2 Service* (preferred)	Non-transport		
One Paramedic		\$81/hr	4 hour minimum
Level 3 Service**			
One 3 person crew (1 Paramedic & 2 EMTs)			
with transport (ambulance)		\$162/hr	4 hour minimum
***Additional transports w/2-person crew		\$130/hr	4 hour minimum

*These levels can be combined to provide appropriate levels of service for your event's specific needs. Please note that Moscone Center Management retains the right to require certain levels of staffing.

* *When transporting a patient, one EMT remains behind in First Aid Office.

* * *Must be combined with other levels of service.

Emergency Preparedness Guidelines

The Moscone Center Emergency Preparedness Plan outlines the actions to be taken should an emergency occur during your event. The Moscone Center Emergency Preparedness Plan can be found here:

[FIRE MANAGEMENT PLAN](#) or turn to p. 30

In addition to reading this plan, please consider the following suggestions to prepare your staff for any emergency that may arise on-site:

- Make sure your staff is aware of our "511" system for reporting injuries and emergencies.
- Designate an emergency meeting area – this could be your host hotel or a street corner nearby – should an evacuation become necessary.

- Set up a phone tree so that staff members know who to call in case of an emergency, whether it's personal or city-wide.
- Obtain personal emergency contact information from your staff.

Equipment Inventory

Following is a current inventory of the equipment available at The Moscone Center North/South. Please understand that this equipment must be shared between concurrently running events, so be sure to confirm availability with your Event Manager. Please see the section on Room Sets and Resets for further information on equipment included in your rental.

Should your event requirements exceed inventory, Show Management will be responsible for the rental costs of additional equipment.

EQUIPMENT	MOSCONE NORTH	MOSCONE SOUTH
Chairs, stacking	12,000	7,000
Tables, 8'x18" classroom	875	900
Tables, Banquet 66" Round	140	140
Tables, Banquet 72" Round	300	325
Risers, 6'x8'x24"-32" platforms	50	50
Staging, 4'x8'x48"-72" platforms	50	50
Step Units	15	15
Standing Lecterns	17	30
Tabletop Lecterns	8	8
Hardwood Dance Floor, 3'x3' sections	100	100

Revised: 07/2015

Staging

Risers

Risers, 6'x8'x 24" or 32" high, will be provided in meeting rooms for headtable and/or production purposes. Risers for use in other areas are available at \$2 per square foot installed and removed for the duration of the event.

Performance Staging

4'x8'x48", 60", or 72" staging is available at \$3 per square foot installed and removed for the duration of the event.

Dance Floor

Hardwood dance floor sections are available for \$5 per 3'x3' section.

Exhibit Halls/Exhibits

General Information

The Moscone Center North & South has 442,000 square feet on one level over five halls of exhibit space. All exhibit space is located one level down from the main lobby entrance.

MOSCONE SOUTH				
	Dimensions	Square Ft.	Ceiling Height	Loading Docks
Hall A	275' x 298'	94,980	37'*	5
Hall B	275' x 180'	50,500	37'*	No direct access
Hall C	275' x 358'	110,965	37'*	4
Total	275' x 836'	260,560		9
MOSCONE NORTH				
Hall D	270' x 514'	138,684	28'	9
Hall E**	188' x 226'8"	42,756	24'	No direct access
Total		181,440		9
Utilities for all Exhibit Halls (Located in floor ports)				
Electricity (See Electrical System below for more detail)	30'			
Telecom/Internet	30'			
Water- (3/4" hose)	60'			
Air (3/4" pipe)	60'			
Drain (1 1/2" pipe)	60'			

*Please contact your General Service Contractor for detailed information on the support arches and the overhangs at the far ends of Halls A and C.

**Permanently carpeted and equipped with exhibit hall floor ports.

All exhibit halls (with the exception of Hall E) have concrete flooring with an unlimited weight bearing capacity. However, the freight ramps are rated at 16,000 pounds per truck axle.

All exhibit space is rented on a "clean-hall-to-clean-hall" basis. Please contact your General Service Contractor to discuss booth cleaning services.

Carpeted Areas

The only permanently carpeted area designated specifically for exhibits is Hall E. If you are planning to use meeting room and lobby space for exhibits, please let your Event Manager know. These areas have limited provisions for installation of electrical or telephone services to exhibits and no provisions for other utilities such as plumbing.

Electrical System in Exhibit Halls

Halls A, B and C are served via four utility tunnels/substations and an embedded duct/floor box system. These systems carry power via cables from the utility tunnels to 155 locations on the floor.

All floor boxes have a 60 ampere, 120/208 volt outlet. The 277/480 volt, 3-phase is available only in the tunnels and requires additional cabling.

Halls D and E are served via four substations and an embedded duct/floor box system. Power cables are directed from the substations to 164 floor locations. All floor boxes have a 60 ampere, 120/208 volt outlet. The 277/480 volt, 3-phase is available through a ceiling-mounted duct.

Heating, Ventilation and Air Conditioning (HVAC)

Halls A, B and C are served by nine constant volume fans, two 780-ton chillers and two water tube boilers. Climate control is achieved in several ways including: using outside air, using a combination of outside and returned air, or using a chiller for cooling or a boiler for heating. There is always a minimum of 10% fresh air allowed into the system providing five to six changes of fresh air every hour to the exhibit spaces.

Halls D and E are served by five large supply air handlers, four vane axial return fans, three 700-ton chillers and steam to the water head exchanger. Climate control is the same as in Halls A, B and C with the exception of zone reheats in Hall E (meeting spaces can be heated/cooled individually). All systems are arranged to supply 100% outside air during normal operations for six to seven changes of fresh air every half hour.

If smoke is detected in Halls A, B and C, or when a sprinkler alarm is activated, all fans stop. The dampers reposition and eight direct drive vane axial fans exhaust the supply air ducts and intake fresh air from under the soffit on Folsom St. until all smoke has been flushed out of the entire area.

In Halls D and E (under the same conditions) the system is designed to protect adjacent areas and paths of egress while exhausting only the alarmed area and supplying outside air into adjacent areas.

In addition, the facility maintains 90,000 gallons of water in storage for sprinkler systems.

Exhibitor Appointed Contractors (EACs)

A list of all Exhibitor Appointed Contractors who will be providing services to your exhibitors should be given to your Event Manager no later than 30 days prior to your first move-in day.

It is essential that you designate a check-in area for all EACs. Exit 17 is available for this purpose in Moscone South. In Moscone North we suggest using your General Service Contractor's service desk. Please note that EACs are not permitted to store equipment at the Moscone Center.

Freight Ramps and Loading Docks

- Moscone South has 9 loading docks in total, with 4 on the West side and 5 on the East side. Please note that Hall B does not have designated loading docks.
- Moscone North has 10 loading docks. Please note that Hall E does not have designated loading docks.
- Trucks delivering freight to the Moscone Center cannot exceed 52' in length (tractor and trailer) and 14' in height.
- While the Moscone Center exhibit hall floors are rated for unlimited loads, the freight ramps are rated at 16,000 pounds per truck axle (Federal Highway Standard).

General Service Contractors/Decorators

The General Service Contractor provides Show Management and exhibitors with a wide range of services. These services include, but are not limited to:

- Installation & dismantling of displays
- Creating and hanging signage and banners
- Floor covering
- Drayage (freight deliveries from carrier to booth)
- Providing booth furniture
- Electrical Services
- Plumbing

The Moscone Center does not directly accept shipments of event-related freight or materials.

- **Freight Deliveries**

Your General Service Contractor or freight handler is responsible for all material handling services for show related freight and material consigned to arrive in accordance with your contractor's schedule.

- **Hand-carried Material**

Hand-carried material is defined as that which can be carried in by one individual in one trip without assistance from wheeled devices. Please check with your drayage contractor to understand how this process works.

Loading docks and receiving areas are staffed and managed by your General Service Contractor. All activity should be coordinated through them, including POV (Personally Owned Vehicle) programs.

General Session/Production Services

For any large party or general session, you must submit 9 large floor plans to the building for departmental and Fire Marshal review. Floor plans must include proper equipment dimensions as well as dimensions for staging, aisles, and distances from the walls.

- **House Head**

If your event includes a general session or a large meeting that utilizes staging, lighting, large-scale video and sound reinforcement, or a major theatrical presentation, you need to plan on including our House Head as part of your team. Regardless of whom you select as your audio/visual supplier or your production company, the facility's House Head must be utilized. The House Head is appointed by the facility to help assist you and the IATSE crews to install, operate and strike your General Session. The House Head acts as the union steward for the crew and offers a thorough understanding of jurisdictional requirements. He is an experienced technician who understands our building systems and has a responsibility for using them correctly and efficiently. Please contact our Theatrical Services Department for hourly rates and additional information.

- **Theatrical Services**

If you're planning to use staging, special lighting, scenery, rigging, or other theatrical features, our Theatrical Services staff is an important part of your planning process, as they can provide all of these services as well as payrolling union labor. If you don't already have one, ask for one of our Theatrical Services brochures for a more detailed description of what we offer.

Hours of Operation

Standard operating hours for our facilities are from 7:00 am until 11:00 pm, although arrangements for activity before and after these hours can be made through your Event Manager.

Insurance

Licensees utilizing the San Francisco Convention Facilities are required to have insurance coverage in effect during their entire occupancy including move-in, event days and move-out. The Licensee will be responsible for providing the following insurance:

- **Comprehensive General Liability:** With limits not less than \$1,000,000 each occurrence, combined single limit, for bodily injury and property damage including coverage for personal injury, contractual, operation of mobile equipment, products and liquor liability (if applicable).
- **Workers' Compensation:** Covering Licensee's employees.
- **Employer's Liability Insurance:** With limits not less than \$1,000,000 each accident, covering injury or death to any employee which may be outside the scope of workers' compensation insurance. (This coverage is usually included in Workers' Compensation insurance.)
- **Automobile Liability:** With limits not less than \$500,000 each occurrence, combined single limit, for bodily injury and property damage, including coverage for owned, non-owned and hired vehicles including loading and unloading operations.
- **Additional Insureds Endorsement Form**

Note: Comprehensive General Liability and Automobile Liability insurance policies required by agreements for use of The Moscone Center must name on the policy additional insureds:

- The City and County of San Francisco
- SMG
- The Moscone Center Joint Venture
- The San Francisco Redevelopment Agency
- The Trustees of the Moscone Center Project
- All directors, members, officers, agents, employees, affiliates, and subsidiaries of each of the above.

A Certificate of Insurance, an Additional Insureds Endorsement Form, and complete copies of policies (if requested) satisfactory to SMG, shall be furnished sixty (60) days before the first day of the event. The certified copies of the Certificate of Insurance, and the Additional Insureds Endorsement Form, or policies, if requested, shall provide that they may not be cancelled without thirty (30) days advance written notice to SMG.

The Certificate of Insurance and the Additional Insureds Endorsement Form should be forwarded to:

The Moscone Center
Attn: Insurance Certification
747 Howard Street
San Francisco, California 94103
Fax: 415-974-4073
Email: events@moscone.com

Keys & Locks

Meeting room keys are available for use during your event. A limited number of locks can be re-cored to accommodate your specific needs. The charge for this service is \$50 per cylinder. Keys are typically provided to only one of your staff members who will then be responsible for their return. While there is no deposit collected, there will be a charge of \$50 per key for any keys not returned by your final move-out day.

Lighting

Meeting Room Lighting

Meeting rooms are equipped with fluorescent, incandescent and metal halide fixtures. Different levels of lighting can be achieved by using one or all of the systems in a room. Most incandescent and some fluorescent lighting offer adjustable levels.

Meeting room lighting is controlled in two different ways – either from a wall control panel or with a lighting remote.

Lights over A/V screens can be individually deactivated by Moscone Engineering staff. Please discuss timing for this or have your A/V contractor schedule this with your Event Manager.

Exhibit Hall Lighting

Exhibit hall lighting is a combination of fluorescent and metal halide. Lighting levels in Exhibit Halls A, B, C & D and the Swing Spaces (100, 101, 105, 106) are controlled by Facility Engineering. The lighting levels in all these spaces can be adjusted in 25% increments.

Full lighting in all exhibit halls is provided from 30 minutes before to 30 minutes after show floor hours. At your request, we can extend full lighting to accommodate photography needs. We appreciate your help in keeping this to a minimum in order to conserve as much energy as possible. Work light levels will be maintained during move-in and move-out and during hours that the show floor is closed. Individual lights can be deactivated over the booths of exhibitors who request this service. This should be scheduled with your General Service Contractor.

Public Space Lighting (Lobbies & Corridors)

Full lighting will be provided in these areas during all event hours, unless otherwise requested.

Exterior Lighting (Entrance Canopies & Driveways)

Full exterior lighting will be provided during event hours that extend beyond daylight in either the morning or evening.

Lost & Found

Items found during your event will be turned in to a designated lost and found location. Following an event, found items are held for a maximum of 30 days, after which unclaimed items will be disposed of or donated.

Medical/Hazardous Waste Disposal

Current law requires all businesses which generate medical waste to treat that waste, or have someone else treat it, prior to disposal.

Types of Medical Waste Requiring Special Handling

- **Laboratory wastes** – specimen or microbiologic cultures, stocks of infectious agents, live and attenuated vaccines, and culture mediums.
- **Blood or bodily fluids** – liquid blood elements or other biohazardous bodily fluids, or articles contaminated with blood or other biohazardous bodily fluids.
- **Sharps** – syringes, needles, blades, broken glass.
- **Contaminated animals** – animal carcasses, body parts, bedding materials
- **Surgical specimens** – human or animal parts or tissues removed surgically or by autopsy.
- **Isolation waste** – waste contaminated with excretion, exudates, or secretions from humans or animals who are isolated due to the highly communicable diseases listed by the Centers for Disease Control as requiring Biosafety Level 4 precautions.

The disposal of medical/hazardous waste, the treatment and transportation of medical/hazardous waste must be pre-arranged with a qualified medical/hazardous waste disposal company.

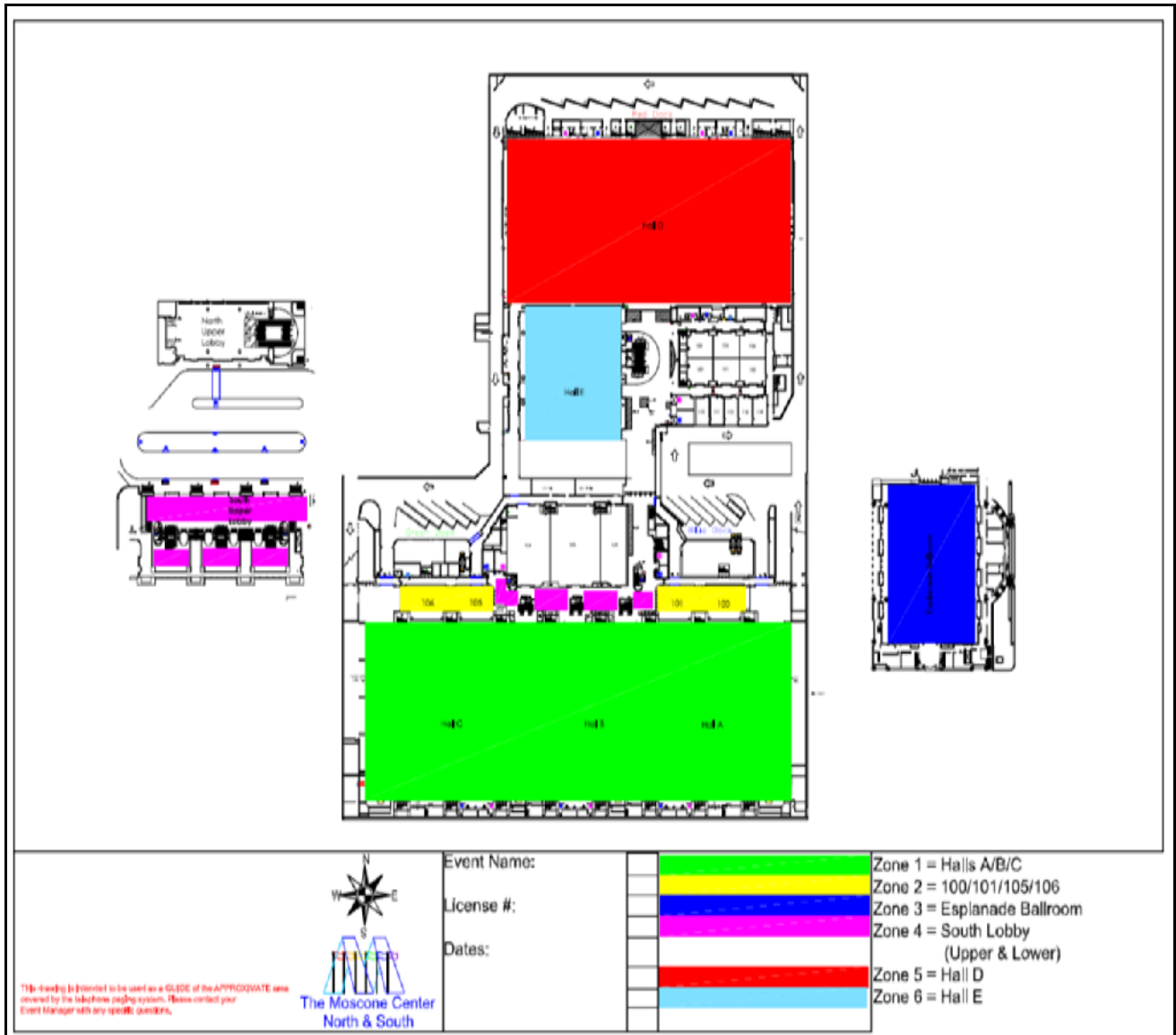
Medical/Hazardous Waste Disposal Service Providers :

- Steri-Cycle: (510) 562-1781
- All Chemical Disposal, Inc: (408) 363-1660

Paging System

An internal telephone-paging system is available for use at no charge. The system is accessible via an assigned code from any house phone, including those installed by Moscone Center Telecom Services.

- The diagram below outlines the areas that are covered by the system and can be combined as indicated.
- More extensive coverage can be arranged for directly with Projection Presentation Technology at (415) 974-4077.
- Telephone paging is designed for voice announcements only.



Parking

There are several public parking garages offering more than 7,000 parking spaces around Moscone Center. For more information, please see the Parking page on the Moscone Center web site:

<http://www.moscone.com/directions/parking.shtml>

Limited parking at Moscone Center can be made available by special permit only. Please make arrangements in advance with your Event Manager.

Permits

There are several instances in which you will need to apply for permits directly with the City & County of San Francisco or various State agencies. Below is a listing of the permits and how to apply for them:

- **Health Permit**

A San Francisco Health Permit is required to either distribute or sell food and/or beverage products not provided by SAVOR...San Francisco (our in-house catering department). It is Show Management's responsibility to inform their exhibitors of this requirement and to determine that all such permits are in place prior to show opening.

If you anticipate a significant amount of sampling on your exhibit floor, a blanket San Francisco Health Permit is available to Show Management.

Please note that exhibitors cooking in their booths may require an additional permit from the San Francisco Fire Department. Please see the section on Open Flame (Candle) Permits.

For more information, please contact the Department of Public Health where the permits are issued at (415) 252-3828 or

<http://www.sfdph.org/dph/EH/Food/Permits/permitSpecEvents.asp>

- **Open Flame (Candle) Permit**

A permit is required for any type of open flame, including but not limited to, candles, propane burners, butane burners, and fireplaces. Permits must be obtained directly from the San Francisco Fire Department. The most commonly requested permit types are:

- **Portable Cylinder Use Permit/Temporary**-For any portable containers holding propane or other flammable materials.
- **Open Flame Permit/Sterno**-For anyone who will be cooking inside their booth.
- **Open Flame Permit/Use Temporary**-For any other open flame request (including candles).

If you anticipate a significant number of open flames on the exhibit floor, you may apply for a blanket permit. Each exhibitor would then apply for an individual conditional use permit. All exhibitor permit requests should be forwarded to both Show Management and to the Moscone Center Event Manager for that particular event.

For detailed information and permit applications, please contact the San Francisco Bureau of Fire Prevention's Permit Section at (415) 558-3303 or

<http://www.sf-fire.org/index.aspx?page=1006>

Exhibitors must keep a copy of their completed permit in their exhibit booth at all times. Show Management should supply a list of all exhibitors with Fire Permits to their Event Manager prior to the opening of the show. Please note that Show Management may be required to hire a Fire Watch depending on how many permits are requested during the show.

- **Seller's Permit, State of California (Business License)**

If any merchandise is sold on-site during an event, by either Show Management or exhibitors, the State of California requires the selling party to have a valid California Seller's Permit. This applies to all exhibitors selling or taking orders from the exhibit floor. It pertains to Show Management if the organization sells merchandise in a bookstore or other sales outlet. This applies to both non-profit as well as for-profit organizations.

Exhibitors should be formally advised of this requirement as it is Show Management's responsibility to demonstrate proof that all exhibitors either hold a valid California Seller's Permit or are not offering for sale any merchandise that is subject to California sales tax.

- For more information on the California Seller's Permit Application, visit the California State Board of Equalization website:
www.boe.ca.gov.
- The California Sales permit application can be found here:
<https://efile.boe.ca.gov/ereg/index.boe>.
- Permits can also be requested by phone from the Permit Request Line: (800) 400-7115, from TDD phones: (800) 735-2929 or from voice phones: (800) 735-2922.

- **Sound Permit**

If you plan to use **amplified sound** in any outdoor area, please contact your Event Manager well in advance to arrange for the necessary City permits.

Pyrotechnics

Use of pyrotechnics in Moscone North and South is allowed with a permit issued to the Pyro Operator by the San Francisco Fire Department and with approval by the Moscone Center Fire Marshal. All City, State and Federal laws must be observed and a permit must be pulled by a certified Pyro Operator. Effects work is under the jurisdiction of I.A.T.S.E. Local 16 and should be closely coordinated with your House Head.

- **Confetti Cannons**

Approval for the use of confetti cannons must be obtained well in advance from your Event Manager. There will be additional costs for cleanup.

- **Foggers/Hazers**

The DF-50 Diffusion Fogger is the only unit approved for use within the Moscone Center.

Recycling & Donations

The Moscone Center is committed to being one of the premier recycling facilities in the country. By significantly reducing the facility's trash stream through recycling, donation and composting programs, we have been able to greatly reduce trash removal costs.

Getting your exhibitors and attendees involved in the recycling and donation process is a key part of the program. We are happy to send you recycling and donation program information that you can include with your exhibitor service manual or attendee mailings. We also have green "Recycle" stickers and blue "Donate" stickers for your staff and exhibitors to designate unwanted materials.

- **Bags** – In addition to the City & County of San Francisco, the State of California recently passed statewide legislation that bans the use of single-use bags. To comply with this strengthened ordinance, for functions here at Moscone Center, please plan to use only "reusable" bags (defined as those designed for at least 125 uses and washable), compostable plastic bags labeled with a compostable logo or paper bags labeled with a 40% post-consumer content. If we can be of help with resourcing these products, please contact your Event Manager.
- **Cardboard** – Moscone staff will collect cardboard throughout the show. There will also be large blue carts marked "Cardboard Only" located around the perimeter of the exhibit floor. "Cardboard Only" carts are also available anywhere they are needed, for example: bag stuffing in registration.
- **Display Materials**-Depending on the item, many of these can either be recycled or donated.
- **Donated Merchandise** – Leftover merchandise, food products, giveaways, bags, etc., can be donated by placing a "Donate" sticker on the box at the end of the show.
- **Compost** – All SAVOR's disposable serveware is compostable. Compost is collected at large catered functions in clearly marked bins. Leftover food that cannot be donated is also composted.
- In addition, please let your Event Manager know of any show offices – Staff Office, Press Office, Show Daily, etc. – that will need individual Bottle & Can or Mixed Paper receptacles.

Local Non-Profits & Donation Services

Food, gift items, medical supplies and many other products from your convention can be donated locally to assist people in need. Please notify your Event Manager if you have a charity that you work with. The Moscone Center will also work with you, your General Service Contractor, and Exhibitors to donate to local non-profits.

Room Sets and Resets

Room Sets

All meeting room requirements should be submitted to your Event Manager 45 days prior to your first move-in day. We will provide your initial room set in the meeting rooms at no charge provided we receive your requirements at least 30 days prior to your first scheduled move-in day.

Your initial room set is included in the rental of your meeting room. Any changes to this initial set will be charged at our prevailing labor rates (\$55 per hour, per person). Standard meeting room sets requiring no chargeable equipment typically include some combination of the following:

- Appropriate size riser (up to 5 sections) with black skirting, riser stair unit, standing lectern, headtable (8'x18" laminate top) with black skirting, and water service for headtable
- Chairs for theater style seating
or
- Chairs and 8'x18" laminate-topped tables (no skirting) for classroom style seating
or
- Chairs and 66" or 72" plywood-topped rounds for banquet seating (table linens should be ordered from SAVOR...San Francisco)
- 8'x18" laminate-topped table (black skirting) and 2 chairs for room monitors
- Water service for the headtable

Please let your Event Manager know your specific meeting room needs. All meeting rooms will be set with Moscone equipment, inventory permitting. Additional equipment needs in excess of our inventory will be billed on your settlement.

Set-up for General Sessions that take place in the exhibit halls are not included in your facility rental. General Session sets will be billed at prevailing labor rates for seating and appropriate rates for staging.

If we do not receive your set-up requirements on time, or if substantial changes are requested after we have scheduled our labor, you will be charged the labor to set-up or change these areas.

Room Resets

Your initial meeting room set is included in your rental fee. Any changes to this set will be billed at prevailing rates unless the reset is for a food & beverage function.

If your initial meeting room set is for a food & beverage function then your first meeting room set that is not configured for a food & beverage function will be considered your initial set.

Your Event Manager is happy to review your meeting room sets and resets to help you minimize potential charges for resets during your event.

SAVOR...San Francisco

Welcome to SAVOR...San Francisco. We are San Francisco's premier large-scale catering and event services company. For over 20 years, we've built our reputation on providing great experiences and world-class food at The Moscone Center and throughout the Bay Area. Think of SAVOR...San Francisco as your resource to help turn any event, whether a quick business luncheon for two at any of our specialty concessions, or a **thousand-guest gala into a truly successful experience.**

- **Services for Show Management**

Our chefs will work with you to create perfect menus for your budget, drawing upon San Francisco specialties and global cuisines alike. Our sales staff can help orchestrate every element of your event from setup and entertainment to flowers and décor. We take care of all the details; you can relax knowing that your event will be executed seamlessly.

- **Booth Hospitality Services for Exhibitors**

The aroma of popcorn or the whir of an espresso machine attracts attendees from the furthest corners of an exhibit hall. Enhance awareness and excitement with logo branded popcorn bags, coffee cups or even sheet cakes. With our exhibitor online ordering system, these and other Booth Hospitality Services are now available with just a few clicks of your mouse. As the exclusive caterer to The Moscone Center, SAVOR...San Francisco is committed to making it easy for you to get the most out of your event.

- **Off-Site Catering**

SAVOR...San Francisco's services are not limited to our home-base convention center venues. We're pleased to apply our extensive experience in large-scale events at most any location in the Bay Area, from across the street at Yerba Buena Gardens to the hub of the special events district, San Francisco City Hall, to San Francisco Bay's Alcatraz Island and beyond.

For more information and menus, please visit our website at www.cateringbysmg.com

Security

- **Moscone Center Security**

You'll be selecting a security contractor to provide event security services for your lobby, meeting room, and exhibit hall areas from move-in through move-out. However, our building security staff provides important services to you while you're here.

Our primary responsibility is to provide a secure building perimeter (including freight ramps and driveways) as well a control room where the emergency response system is monitored at all times.

Once your Event Manager receives the necessary event information from you, arrangements are made through our Security Services Department for crucial services including traffic control for the Moscone North and South front driveways, freight ramps, and lost and found services. Our building security staff will also work very closely with your contracted event security company.

- **Security Contractors**

Your outside security contractor will provide personnel assigned to security posts at access points to all of your function areas. This should include your exhibit, meeting, food service, office, registration and storage areas. A list of approved security contractors is on the following page.

We review the staffing levels you establish with your Security Contractor to assure that, based on our experience, you are providing adequate coverage.

If your event requires ushers or badge checkers, you may contract such services through your security contractor. There are specific union regulations pertaining to the use of ushers and badge-checkers as opposed to volunteers. If you have questions, speak with your Event Manager.

Approved Security Contractors

<p>ADMIRAL SECURITY SERVICES 2151 Salvio Street, Ste. 260 Concord, CA 94520 P: 888.471-1128 ext. 106 Fax: (925) 421-0846 Zoe Lazzaretto email: zoe@admiralss.com</p>	<p>EXECUTIVE EVENT SERVICES 22600 Savi Ranch Parkway Yorba Linda, CA 92887 P: (714) 398-5478 Fax: (714) 616-5473 Jake Mahan email: jmahan@eesnation.com</p>
<p>ALLIED BARTON SECURITY 150 Post Street, Ste. 480 San Francisco, CA 94108 P: (415) 543-0366 Kara Braun email: kara.braun@alliedbarton.com</p>	<p>K-DUBB SECURITY 1485 Bayshore Blvd., Suite 429 San Francisco, CA 94124-1114 P: (415) 467-4900 Fax: (415) 467-5226 Odell Whitfield Cell: (510) 706-1376 email: jodellwhitfield@yahoo.com www.k-dubbsecurity.com</p>
<p>AMBASSADOR SECURITY 1341 Evans Avenue San Francisco, CA 94024 P: (415) 822-8811 Dru Williams email: ambassador1341@yahoo.com</p>	<p>KING SECURITY SERVICES 428 13th Street, Ste. 200 Oakland, CA 94612 P: (415) 556-5464 ext. 129 Fax: (510) 500-9809 Stephen Tittel email: stittel@kingsecurity.net www.kingsecurity.com</p>
<p>CONTEMPORARY SERVICES CORPORATION 1710 s. Amphlett Blvd., #37011 San Mateo, CA 94402 P: (650) 524-8889 x37011 Fax: (650) 524-8896 Marlon Gonzalez email: mgonzalez@csc-usa.com www.csc-usa.com</p>	<p>MALONEY SECURITY 1055 Laurel Street San Carlos, CA 94070 P: (650) 593-0163 Fax: (650) 593-1101 Paul Cademartori email: events@maloneysecurityinc.com www.maloneysecurityinc.com</p>
<p>CORPORATE SECURITY SERVICE, INC. 5 Third Street, Suite 314 San Francisco, CA 94103 P: (415) 543-3460 Fax: (415) 541-0464 Jim Stuckey email: jstuckey@csssecurity.com www.csssecurity.com</p>	<p>PLACEMENT PROS 27 Maiden Lane, #202 San Francisco, CA 94108 P: (415) 397-3384 Fax: (415) 391-8428 Lillian Tan email: lillian.tan@placementpros.com</p>
<p>DEFENSE LOGISTICS SPECIALIST CORPORATION 533 Airport Blvd., Ste. 400 Burlingame, CA 94010 P: (650) 504-4273 Adam Christopherson email: achristopherson@dlsCorp.us</p>	<p>SECURITAS SECURITY SERVICES 188 Spear Street, Suite 640 San Francisco, CA 94105 P: (415) 808-1725 Fax: (415) 516-5101 Brad Lauer email: brad.lauer@securitasinc.com</p>
<p>EVENT GUARD SERVICES 1823 Business Center Drive Duarte, CA 91010 P: (800) 518-6730 Fax: (888) 536-0199 Mr. Kelly Martin email: kelly@eventguardservices.com www.eventguard services.com</p>	<p>SECURITY INDUSTRY SPECIALISTS 6071 Bristol Parkway, Suite 200 Culver City, CA 90230 P: (800) 201-3742 or (310) 215-5100 Fax: (310) 215-5115 John C. Spesak email: jherrera@sis.us www.sis.us</p>

(Rev. 11/18/14)

Note: The above list includes companies who have provided us with a copy of their Private Patrol License from the State of California, a San Francisco Business License, and a Certificate of Insurance that meet our requirements.

Approved Security Contractors cont.

<p>SECURITY SYSTEMS MANAGEMENT 249 W. Jackson Street Hayward, CA 94544 P: (510) 754-2845 Shalen Sharma email: ssm@securitysystemsmanagement.us</p>	<p>STAR PROTECTION AGENCY 8201 Edgewater Drive, #102 Oakland, CA 94621 P: (510) 635-1732 Fax: (510) 635-1773 Collin Wong email: cwong@starprotectionagency.com</p>
<p>SIMMONS INVESTIGATIVE & SECURITY AGENCY 7716 Rotherham Drive Hanover, MD 21076 P: (240) 375-0283 Fax: (866) 610-9606 Joe McDeshen email: jmcdeshen@simmonssecurity.com</p>	<p>(Rev. 11/18/14)</p>

Signage, Advertising, Window Graphics, Kiosks, Banners

As you build your graphics and signage plan, we would like to recommend that you and your General Service Contractor use green materials. Please help us in achieving our goal of 75% land waste diversion by 2012 by using recyclable, re-usable, and donate-able materials. Please work closely with your General Service Contractor to see which green materials they have available.

Advertising and Sponsorships

- **Interior Advertising**

Advertising is permitted in the common areas of the Moscone Center, provided that the Licensee submits a floor plan identifying all advertising locations, and Operator approves all such advertising in advance in writing. Your General Service Contractor can provide you with a list and description of banner and signage locations that have been approved by the building as well as a list of approved materials for each application. A \$500 commission fee per advertiser, per exposure and per location is payable to the Moscone Center for commercial advertising promoting an exhibitor's product or service if it is displayed in public lobby areas, pedestrian walkways, on Moscone Center digital signs, and/or other non-licensed space.

- **Exterior Advertising**

Only signs or banners with show branding and show directional messages may be displayed on the exterior of Moscone North and South provided that designs and specifications are submitted to and approved by the facility at least 60 days prior to installation. The Licensee is responsible for obtaining approvals and for assuring that installation respects appropriate labor jurisdictions. Check with your Event Manager and General Service Contractor for details regarding size, location, and methods of attachment.

If you plan to place signs or banners on City property throughout San Francisco (including City-owned kiosks, light poles, etc.), you must first obtain permission from the Department of Public Works at (415) 554-5800.

Below are some related websites with information pertaining to event marketing and pole banners:

<http://www.sanfrancisco.travel/meeting-planners/general-info/banners-permits.html?cid=>

<http://www.sanfrancisco.travel/meeting-planners/5-Easy-Ways-to-Market-Your-Meeting.html?cid=>

Exterior building signage is discouraged on all buildings in the Yerba Buena Gardens. For more information, contact the Garden's property managers, MJM Management Group at (415) 477-2604.

Graphics

- **Interior Window Graphics**

The application of any material to interior glass surfaces (e.g. escalator side panels, etc.) must receive written approval from The Moscone Center prior to application. No adhesives of any kind can be used in attaching to the glass. The material must be completely removed by the contractor during event move-out. Any costs incurred by Operator as a result of this attachment will be the responsibility of the General Service Contractor.

- **Exterior Window Graphics**

Written approval is required from The Moscone Center for any exterior treatment to its facilities. To be considered for approval, three copies of a full-color rendering with final copy, product identification and a production plan for the installation, removal, and window

cleaning is to be submitted to the responsible Event Manager no less than 60 days prior to installation.

If approved, the rendering will be signed, dated, and one copy of the rendering and production plan will be returned. Revisions to the approved layout must be submitted for approval. Check with your Event Manager for details regarding size, location, and methods of attachment.

- **Tape/Floor Graphic Adhesives**

All tapes used within the Facility must be approved. Service Contractors must provide and use only the following:

- For all granite and terrazzo flooring: BRON BT100 tape
- For all facility carpeted areas: BRON BT279 tape

The use of transfer tape is strongly discouraged and subject to advance approval in writing by the Operator.

All floor graphics installed within the facility must only be made of approved materials, and should be used on the various flooring surfaces and stairs in the facility as follows:

- For carpet decals: FLEXmarkV400
- For terrazzo decals: 3M IJ 40
- For stair graphics: 3M stairs IJ180-c
- For sidewalk decals (between the three buildings only): 3M 3662-10

Window graphics can be applied to glass surfaces provided that a number of conditions are met at least 60 days in advance of installation. These include:

- Licensee accepts sole responsibility and liability for damage to any facility surface or component caused by application or removal of graphic materials up to and including prompt replacement of damaged glass panels. Licensee also accepts sole liability for any other damage or injury caused by or resulting from such application or removal process.
- Submission of three copies of full color rendering with all final copy and/or graphics and a production plan for installation, OR for digital submission, a PDF file containing all final graphics and copy.
- Only **Perforated** film material may be applied to **flat** glass surfaces. Please check with your General Service Contractor for available materials and approved locations.
- Installation must respect appropriate labor jurisdictions.

Kiosks

Kiosks or information counters are extremely helpful in providing show identification and directions, particularly when there are multiple events up and running. Commercial advertising or sponsorships on outdoor kiosks or counters is prohibited at all times.

Kiosks may be located in approved areas only. Please consult your Event Manager. Kiosks must be:

- Three-sided or four-sided
- no more than 8 feet high per side
- no more than 3 feet wide per side
- constructed of hard material
- connected to designated tie-downs or adequately weighted

Kiosk signage may only include:

- the name and/or logo of the association, event or meeting
- the theme of the meeting or event
- directory information

Installation and dismantle must be done by official decorator only. As with the exterior signage, final copy, design and layout must be submitted in writing to Moscone Center management 60 days in prior to first day of move-in. Kiosks which do not conform to the rules and regulations listed above will be removed promptly at the expense of the Licensee.

Smoking Policy

The Moscone Center is a smoke-free facility.

Telecommunications

We offer "one stop shopping" with one point of contact and only one bill for all your telephone, internet, intranet and video conference needs. We'll save you time and money, while maximizing your connection speed and increasing your service and support, by providing all services in-house.

Telephone line orders include a voice/fax/data grade, unrestricted phone service, a touch-tone line connector cord and dial tone as well as a telephone instrument. Optional Services for Direct Dial Lines include, restricted calls for local/credit card machines only, call waiting, voice mail, single-line phone sets, multi-line phone sets, speaker phones, and conference phones.

Direct Connect Internet service includes a fully dedicated DS3 (45 Mbps), provided by Priority Networks, connected directly to MAE-W and Priority Networks national ATM backbone, a 10 Mbps Ethernet (10 Base T) connection per IP, 3 IP addresses, a 10 Base T (CAT 5) line to Fiber Optic backbone, RJ45 connector to booth. Additional IP addresses, In-Booth extension cabling and hub rental are offered as optional services.

For a private server/Gateway connection, please order our Private Connect Internet. This service includes a fully dedicated DS3 (45Mbps), provided by Priority Network, connected directly to MAE-W and Priority Network's national ATM backbone, a separate connection up to T1 (1.5 Mbps) bandwidth off the facility DS3 connection, a 29 IP address block, a 10 Base T (CAT5) line to Fiber Optic backbone, RJ45 connector to booth.

The Moscone Center is also proud to provide free WiFi service in our public spaces. Please note that there are a limited number of people who can connect to free WiFi at one time. Please contact Facility Services or your Event Manager to discuss your needs for this service.

For online orders, go to [order forms](#) and look under Special Web Services. If you would prefer to print and fax an order form, download our [PDF form](#).

For more information, please contact Facility Services at (415) 974-4080 or

facilityservices@moscone.com

Trash Removal & Debris

For removal of all compactors and debris boxes, we will pass on to you only the charges that we incur on your behalf. These charges include use of compactors for normal trash and debris boxes for oversized or non-compactable items. Talk to your Event Manager about specific charges you are likely to incur.

Union Labor Requirements and Jurisdictions

The quality of San Francisco's labor force is exceptional. Because much of the labor required for your event falls under various union jurisdictions in our facilities, it is important that you, as well as your contractors and producers, understand these functional roles so that appropriate labor can be provided. The following are the general areas that fall within union jurisdiction:

COMMON UNION JURISDICTIONS	
Freight Handling:	Teamsters Local 85
Display Installation and Removal of:	Sign and Display Workers Local 510
Staging, Rigging, Theatrical Lighting, Sound and Audio-Visual Services and Computer Installation:	I.A.T.S.E. Local 16
Food and Beverage Services:	Hotel and Restaurant Workers Union Local 2
Electrical Services:	Exhibit booths – I.B.E.W., Local 6 In a theatrical environment - I.A.T.S.E. Local 16
Event Security Staffing:	Theatrical Employees Local B-18
Telephone Services:	Local CWA

Any questions about the provision of labor within the facilities should be directed either to your Event Manager or General Service Contractor.

SMG will assign a House Head to your Production/General Session to assist you. The House Head will be responsible for providing a seamless connection to the building and the I.A.T.S.E. Stagehand crews. The House Head will also issue the I.A.T.S.E. Stewards report for the session that he/she oversees.

Vehicles and Mobility Devices

- **Vehicles for Exhibit**
Exhibiting vehicles in the facility is entirely possible. Guidelines for such are contained in the [Fire Management Plan](#).
- **Scooters**
The use of electric scooters is permissible only under the provisions of the Americans with Disabilities Act (ADA). Rental arrangements can be made directly with a local provider such as Scoot-Around at (888) 441-7575.
- **Segways**
The use of Segways is permitted under the provisions of the ADA.
- **Bicycles**
The use of bicycles is restricted to move-in and move-out periods and on concrete surfaces only (Exhibit Halls). Use of bicycles in any public space is prohibited.
- **Wheelchairs**
Moscone Center does not have wheelchairs available for attendee use. Rental arrangements can be made directly with a local provider such as Scoot-Around at (888) 441

Appendix

- ▶ **Fire Management Plan**
- ▶ **Rigging Rules, Regulations and Rating**



MOSCONE CENTER

San Francisco Convention Facilities

Public Safety and Fire Management Plan

for Moscone North, South and West

INTRODUCTION

The purpose of this plan is to provide information necessary to maintain acceptable levels of fire and public safety within the San Francisco Convention Facilities. These are the *minimum* fire safety requirements which shall apply to all events whether open or closed to the public. A Fire Marshal has been appointed as the official staff representative responsible for enforcing all fire and safety rules and regulations. The Fire Marshal is required to:

1. Provide guidance to Show Management for floor plan preparation.
2. Review proposed floor plans, booth layouts and construction (including special suppression systems if required).
3. Monitor the facility for prohibited processes and equipment from set-up through show hours and dismantling.
4. Monitor all exhibitions to assure that interior finishes and furnishings meet code requirements.
5. Review the permit requests for use of restricted materials.
6. Make final inspection and approval of a show prior to opening.
7. Review plans for new construction and tenant improvements.
8. Maintain and update the Emergency Plans.

FLOOR PLAN APPROVAL PROCEDURES

Exhibit Space

Before exhibit space is offered for final sale to exhibitors, Show Management may submit one copy of the **proposed** floor plan drawn to scale, to the facility Fire Marshal for review. PDFs are welcome for this purpose. Exhibitors shall submit nine (9) copies for final approval thirty (30) days prior to the event. All floor plans shall indicate:

1. Show name, dates, times and General Service Contractor (Decorator).
2. Booth configurations drawn to scale; including all base and height dimensions and locations.
3. Aisle locations and dimensions:
 - a. A minimum 10' width between rows of booths at Moscone Center.
 - b. Booths or displays are prohibited in any aisles or emergency access areas.
 - c. A minimum 10' wide perimeter aisle is required in Moscone South, and the front crossing aisle shall be a minimum of 20'.
 - d. Cross aisles shall be clearly marked on all floor plans and placed directly in line with exits in all facilities.

4. The locations of concession areas or proposed temporary cafeterias.
5. Exits, aisles, fire and life safety devices (i.e. fire extinguishers, hose cabinets, PERS stations) locations and clearance dimensions.
6. Dimensions and locations of exhibit hall platforms, staging, sound/light mixers, stage lighting, scaffolds and speaker systems.
7. ELECTRICAL EXTENSION CORDS shall be 3-wire (grounded), #14 or larger AWG, copper wire. Connectors must not be supported by cords.
8. ELECTRICAL WORK UNDER CARPETS must be done, or supervised by the decorator's electrical contractor. Round cords are not authorized under carpet.

Large Seated Session Areas

Floor plans for general sessions or other large seated events held in any exhibit hall or ballroom must be submitted under the same conditions as those for exhibit areas. These must include dimensions and locations of platforms, staging, sound/light mixers, stage lighting, scaffolds and speaker systems.

When seating rows have 14 or less seats, the minimum clear width between rows shall not be less than 12 inches measured as the clear horizontal distance from the back of the row ahead and the nearest projection of the row behind (Ref: Article 25, 2001 California Fire Code).

Lobbies

Lobby area plans must be provided under the conditions listed above and indicate the dimensions and location of all equipment to be placed by or through the event's general service or registration contractor. This includes but is not limited to counters, tables, kiosks, draped or hard-walled storage and lounge areas, computer stations, and any other equipment to be placed in lobby areas.

Approval Process

Notice of approval or rejection of a floor plan will be given within ten working days of receipt. Carefully review all returned floor plans for corrections. If the plan is rejected, the areas in question will be marked in red ink. Red ink markings on plans are for exclusive official use by SFFD approving authority. The determining factors for rejection will be outlined to facility management who will inform the appropriate show staff representative. The plan shall then be corrected and re-submitted for final approval to facility management. Copies of the approved plans along with any relevant correspondence shall be maintained in the master event file, one copy to be retained by the Fire Marshal and a copy of the approved plan shall be displayed in a conspicuous place in the decorator service area during set-up for examination/conformance by Show Management.

ON-SITE EXHIBITION PROCEDURES

Prior to commencement of a show set-up or dismantling, when notified by Show Management/ decorator through the control room, the facility Fire Marshal may have smoke detector systems deactivated in appropriate exhibit areas if necessary. This will eliminate the possibility of false alarms due to by-products of combustion from vehicles used during set-up and dismantling. Upon completion of work activity, and prior to show opening, the show decorator/Show Management shall so inform the control room duty person. The smoke detector systems shall then be reactivated by control room personnel. All vehicle movement in and out of all facilities is strictly regulated. Unloading of show

material on exhibition floor is controlled. A walk-through inspection of the exhibit area will be made prior to final approval and opening of a show by the facility Fire Marshal, Event Manager and Exhibit Manager or their officially designated representatives. Violations to these guidelines or situations posing any undue hazard to public safety shall require immediate correction.

All fire protection and life safety systems and devices shall be fully operational before the facility is opened to the public. This will be accomplished by a final visual inspection by the Fire Marshal, of all areas and by confirmation of status of equipment through the facility fire alarm system. While a show is in progress, it will be the responsibility of the facility Fire Marshal, facility staff, show management staff and exhibitors to maintain the approved clearances to all fire and safety equipment and to make sure that ***all emergency exits and required aisles are free of obstruction.***

Violations of the San Francisco Fire Department mandated guidelines observed during the operation of a show will be documented and brought to the attention of both show and facility managements for immediate correction. If, in the opinion of the facility Fire Marshal, there is an extreme hazard to safety, he has the authority to delay or terminate the show until the problems have been satisfactorily corrected.

EMERGENCY REPORTING PROCEDURES

Moscone North, South, and the Esplanade are equipped with Public Emergency Response System (PERS) stations. Moscone West is equipped with Fire Alarm Pull Stations located throughout the building. All buildings have white courtesy telephones available. **The emergency number is 511**, and is designated on the handset. Detailed reporting procedures that are building specific can be found in the Emergency Preparedness Plan.

If evacuation/relocation of an area is required, voice instructions will be announced through the public address system.

All fires active or extinguished shall be reported to the control room.

PROHIBITED MATERIALS, PROCESSES AND EQUIPMENT

Use of the following materials, processes or equipment *is prohibited*:

1. Blasting agents, or explosives.
2. Pyrotechnics in Moscone West.
3. Flammable cryogenic gases.
4. Smoking within the facilities.
5. Fueling of motor vehicles.
6. Wood matches with all-surface strikes.
7. Cellulose nitrate motion picture film.
8. Aerosol cans with flammable propellants.

PROHIBITED EQUIPMENT AND OPERATIONS DURING SET-UP AND DISMANTLING

The following equipment or operations are prohibited during exhibition, booth construction or dismantling:

1. Materials-handling equipment which exceeds established emission levels.
2. Electrically powered tools and equipment other than those listed by Underwriters Laboratories, Inc. or approved by a nationally recognized testing laboratory.
3. Portable heating equipment.
4. Painting with flammable or volatile paints and finishes.
5. Any equipment or operation that increases the risk to fire and life safety.

MATERIALS, PROCESSES OR EQUIPMENT REQUIRING SPECIAL PERMIT FOR USE

Use, display or storage of the following materials, processes or equipment are restricted and subject to approval of the facility Fire Marshal and may also require a permit from the San Francisco Fire Department:

1. Natural gas fired equipment.
2. Open flame devices (including candles and cooking equipment).
3. Exhibits involving hazardous processing or materials.
4. Pyrotechnic displays.
5. Liquefied petroleum gas (Ref: California Fire Code Chapter 38).
 - When approved, LPG (propane) containers having a maximum water capacity of 12lb[nominal 5lb LP-Gas capacity] may be permitted to be used temporarily inside the convention facility for public exhibitions or demonstrations. If more than one such container is located in an area, the containers shall be separated by at least 20 feet.
 - All LPG (propane) containers must be separated and inaccessible to the public. Cooking and food warming devices (see Food Preparation within exhibits in the Building Users Manual) in exhibit booths shall be isolated from the public by not less than 48 inches (1220 mm) or by a barrier between devices and public.
 - No dispensing from or refilling of LPG (propane) containers will be permitted inside of the convention facility.
6. Fossil fuel powered equipment.
7. Lasers.
8. Hydraulically powered equipment using flammable fluids.
9. Radiation producing devices.
10. Flammable liquids.
11. Welding, cutting or brazing.
12. Other materials or processes judged by the facility Fire Marshal to increase the risk to fire and life safety.

Please Note: All Equipment must be UL Listed

Liquid and Gas-Fueled Vehicles and Equipment used for display, competition or demonstration within this facility shall be in accordance with the California Fire Code, Section 2404. The pertinent sub-sections are as follows:

- The location of vehicles or equipment shall not obstruct or block means of egress.

- Batteries shall be disconnected in an approved manner.
- Vehicles or equipment shall not be fueled or defueled within the building.
- Fuel in the fuel tank shall not exceed one quarter of the tank capacity or 5 gallons (18.9L), whichever is less.
- Fuel systems shall be inspected for leaks.
- Fuel-tank openings shall be locked and sealed to prevent the escape of vapors.

SPECIAL APPROVAL

To obtain approval, the exhibitor shall submit in writing:

1. The nature of the process or equipment to be used.
2. The quantity of restricted materials to be used.
3. Provisions that will be made to provide fire suppression or other life safety measures.

This request must be submitted to facility management 30 days in advance of the first move-in day of the show. It will then be given to the facility Fire Marshal who will approve or reject the request. If a San Francisco Fire Department permit is required, instruction for applying will be stated.

BOOTH CONFIGURATIONS

The following booth configurations are acceptable:

1. Open top exhibition booths.
2. Platforms not exceeding 500 square feet in area.

The following booth configurations **will require prior approval**:

1. Platforms exceeding 500 square feet in area.
2. Exhibition booths with canopies.
3. Single-level covered exhibition booths.
4. Booths/exhibits of a height exceeding 16'.
5. **Two Story Booths**
 - Plans must be certified by a licensed professional engineer before they are submitted.
 - All areas under multi-level booths must be equipped with a UL approved, battery operated smoke detector attached to the ceiling or under structure.
 - A 2A10BC extinguisher is required on each level and easily available.
 - If the occupancy load is nine persons or less, one exit is sufficient. If occupancy load is more than 9 persons, two means of exiting are required (Section 10 of the California Fire Code).

ACCEPTABLE MATERIALS FOR BOOTH CONSTRUCTION

The following types of materials will be acceptable for booth construction and decoration:

1. Wood that is properly treated as per UBC Standard 8-1, and certified (See definition of UBC Sec 207 for fire treated wood).
2. Combustible materials having a flame spread rating of less than 225 and a smoke density rating of less than 450, as determined by ASTM E84 (Tunnel Test), and certified as such.

ACCEPTABLE INTERIOR FINISHES AND FURNISHINGS

Use of the following materials and furnishings is controlled:

1. Drapes, hangings, curtains, and props.
2. Foam core board (PVC) shall be a certified flame resistant type. **No exceptions.**
3. Poster paper and banners.
4. Decorative fabrics.
5. Christmas trees. (Cut trees shall be flame retardant by a State certified applicator and a current certificate posted in booth.)
6. Motion picture screens.
7. All other decorative materials, including plastics.

All materials and furnishings shall be:

1. Made from non-combustible materials; or
2. Treated and maintained in a flame retardant condition by an approved flame retardant solution or process. Flame retardant treatments shall be renewed as necessary or after each cleaning. Identification showing the date and type of treatment and the firm that treated the material **shall** be located on, or affixed to all treated materials or posted in booth.
3. Approved by the facility Fire Marshal when containing material constructed of plastic. (Note: Oil paper, tarpaper, sisal paper, nylon, Orlon and certain other plastic materials cannot be made flame-retardant and their use is prohibited.)

Interior furnishings and materials shall not be located as to obstruct or block exits, fire and life safety devices or equipment. Placement of chairs in aisles and corridors is strictly prohibited. Chairs shall remain within booth boundaries and under strict control of booth operator.

PORTABLE SPOTLIGHTS

All types of clamp-on portable spotlights shall be protected from metal-to-metal contact by having electrical insulating pads or wrapping material permanently attached to the lamp holder clamp.

Use of ceramic-porcelain or molded composition type of neck-shell is the only type approved for use in the San Francisco Convention Facility. On/off switches are usually located in the neck.

Where any spotlight or lamp is subject to physical damage, damp places, or comes into contact with combustible material, it shall be equipped with a substantial guard attached to the lamp holder or the handle.

Flexible cord extensions may only be used for portable lamps/appliances that are of allowable amperage for the size and type of three (3) conductor cords connecting to and for the utilization of any equipment. The third conductor is used for equipment grounding purposes.

FLAME RETARDANT TREATMENT

All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth and similar decorative materials, shall be flame retarded to meet the San Francisco Fire Department and the State Fire Marshal's requirements.

All table coverings, fabric walls, paper, or any decorative material whatsoever must have a California flameproof certificate or tag. Only California certificates will be accepted, and they must be prominently attached to the material used so they may be easily seen by the facility Fire Marshal.

COMBUSTIBLES

Literature on display shall be limited to reasonable quantities (one day's supply). Reserve supplies shall be kept in closed containers and stored in a neat and compact manner free and clear of electrical cables or junction boxes.

Show Management shall assume responsibility for daily adequate janitorial and rubbish pickup service and shall advise all exhibitors that booths shall be cleaned of combustible rubbish daily. Storage of empty cartons in exhibit booth area is not permitted.

Storage of any kind is prohibited behind back drapes or display walls, and inside the display area. All cartons, crates, containers, and packing materials which are NECESSARY FOR REPACKING shall be labeled with "EMPTY" stickers and REMOVED FROM THE FLOOR.

OBSTRUCTIONS

Nothing shall be hung from or affixed to any sprinkler heads or piping. All exit doors shall be in an operable condition at all times. Exit signs shall not be obstructed in any manner. All entrances, exits, aisles, stairways, lobbies, passageways, and fire and life safety devices shall be unobstructed at all times. Booth construction shall be substantial and fixed in position in a specified area for the duration of the show. Easels, signs, etc. shall not be placed beyond booth area into aisles.

MOVE-IN / MOVE-OUT PROCEDURES

No move-in or move-out will be allowed through the Moscone Center lobbies. Arrangements can be made to use emergency ramp access to the exhibit hall for "hand carried" materials, hand carts or other small dollies. The major decorator of an exhibition event shall maintain control of the exhibit floor during set-up and dismantling.

1. No vehicles will be allowed in tunnel areas, loading docks or exhibit halls without proper Identification.
2. Only company-owned vehicles with proper signage (permanently affixed decals) or temporary loading/unloading permits will be allowed in work areas.
3. Independent decorators and sub-contractors must be properly bonded, insured and have access permission to loading/unloading areas through the Show Management or General Service Contractor and must maintain a valid permit from the facilities.
4. Individual exhibitors loading/unloading merchandise must secure a temporary access permit prior to entering booth areas from the decorator service desk or show office.
5. Trucks are not permitted in Moscone exhibit halls unless dock space is unavailable. Idling of vehicles is prohibited.
6. No vehicles are allowed in the Esplanade or Gateway Ballrooms at any time unless they are part of an exhibition.
7. **KEEP ALL FIRE LANES CLEAR FOR IMMEDIATE USE BY EMERGENCY VEHICLES.**

PARKING

There is ***no parking allowed within the San Francisco Convention Facilities at any time.*** Unauthorized vehicles will be towed at owner's expense. Trash compactor and debris box removal area, as marked on the floor, shall be kept free and clear at all times, as well as the access area to the baler.

EXHIBIT CRATE STORAGE

Since most crates and cartons are not flame resistant and the packing materials are not treated, ***storage of these items is not permitted within the Moscone Center.*** However, limited crate storage will be allowed in Moscone West due to a sprinkler system density designed for higher hazard areas.

Rigging Rules, Regulations and Ratings

Safety is the primary concern of the Moscone Center related to hanging and rigging in the facilities. Hanging and rigging carry a significant liability for the responsible party, and it is our goal to eliminate any potential problems or hazards before they occur.

In this regard, we have appointed a House Head Rigger who has complete authority over all hanging and rigging, and we have developed facility procedures, rules and regulations for such activity.

These rules and regulations are applicable to everyone using the facilities for hanging and rigging without exception.

Failure to follow these rules and regulations will result in the immediate removal of those items which are not in compliance.

The time required of the House Rigger to review "non-compliant" hanging or rigging will be billed to the General Service Contractor.

Definitions

Hanging -- a straight down (dead hang) from any approved hang point (eyebolt) or sign cable in the facilities. Hanging is limited to 1,000 lbs.

Rigging -- hanging which requires bridling, side loads, trusses and/or exceeds 1,000 lbs.

Rules

Hanging may be performed by employees or subcontractors of the General Service Contractor who are familiar with the house hang points and rules and regulations.

All rigging must be performed by qualified and trained riggers.

All rigging must meet O.S.H.A. and A.N.S.I. regulations and conform to the manufacturer's specifications.

All rigging is subject to inspection by the Moscone Center.

Ratings

- **Halls A, B and C**

These areas are rated at 2,000 lbs. per hangpoint (eyebolt) straight down. The ratings decrease with the use of bridles. Bridles between 45 and 90 degrees may not exceed 500 lbs.

- **Hall D**

This area is rated at 2,000 lbs. per hang point (eyebolt) straight down. The ratings decrease with the use of bridles. Bridles between 45 and 90 degrees may not exceed 500 lbs.

- **Hall E**

This area is rated at 1,000 lbs. per hang point (eyebolt) straight down. Bridles between 45 and 90 degrees may not exceed 25 lbs.

- **Gateway Ballroom**

This area is rated at 500 lbs. per hang point (eyebolt) until further testing. Bridles between 45 and 90 degrees may not exceed 25 lbs.

- **Esplanade Ballroom**

This area is rated at 500 lbs. per hang point (eyebolt) straight down. Bridles between points or side loads are not allowed in this area under any condition.

- **North and South Lobbies**

These areas are rated at 1,000 lbs. per hang point straight down. Bridles between 45 and 90 degrees are limited to a maximum of 25 lbs.

Sign Cables (Halls A, B, C, and D)

The 1/8" center ceiling cables were installed to hang aisle signs made of light weight fabric only. No heavy loads are permitted on this cable (25 lbs. per sign or less).

Air Ducts

The use of air duct all-thread supports for hanging is permitted under certain circumstances if cleared in advance and in writing (by the Event Manager, House Rigger or Associate Director of Operations) the rating is no more than 50 lbs., and bridling or side loads are not allowed.

Sprinkler Pipes and Brackets

These cannot be used for hanging or rigging under any condition.

Aluminum Ceiling Tile Tracks

These may not be used for hanging with scissor-clips or any other devices.

Movable Wall Tracks

These may only be used for hanging and rigging with the inserts installed by the House Head Rigger.

General Instructions

- Each General Service Contractor must appoint a single person who is responsible for all rigging and hanging and provide the name of the designee to the Moscone Center Event Manager.
- Plans and locations for any items hung or rigged which weigh 1,000 lbs. or more must be submitted to the Moscone Center.
- All hanging and rigging hardware fasteners and gear must be O.S.H.A. and A.N.S.I. approved.
- All homemade trusses must have engineering specifications in order to be installed. Any truss not manufactured by a recognized truss company will be considered homemade.
- All chain hoists have proof of load test certificate as required by A.N.S.I. B30.16.
- All hang points, devices, wires, clips, etc. used for hanging and rigging must be returned to their normal condition or removed, as appropriate, after each event. If not, the work will be performed by the House Head Rigger and billed to the General Service Contractor.
- Hang point plans (which are updated annually) identifying locations and ratings are available from your Event Manager.