



**EVERYTHING YOU NEED TO KNOW
FOR YOUR EVENT'S SUCCESS,
DOWN TO THE LAST DETAIL**

FACILITY GUIDELINES

ACCESS TO SURROUNDING GROUNDS. There shall be no access for street vehicles to the concrete pads or sidewalks within or surrounding the facility unless approved in advance by facility management. Use of landscaped areas by Client is strictly at the discretion of facility management.

ADVERTISING AND PROMOTIONS. In all advertising and promotions, the facility must be referred to as, "The Riverside Convention Center". Such use of the facility name shall be for purposes describing the location of the Event. Client shall not use the name for any other purpose without the prior written consent of the Center.

ALCOHOLIC BEVERAGES. The Center is the exclusive provider of alcoholic beverages. The Center reserves the right to: 1) Request proper identification (photo ID) of any person of questionable age and refuse serving alcoholic beverages to any person who is either underage or cannot produce proper identification, and 2) Refuse to serve alcoholic beverages to any person who, in the judgment of event staff, appears intoxicated. Notwithstanding the foregoing, the Center may refuse to serve any patron at its discretion. Client shall not, and shall cause any attendees at Client's function to not, bring any alcohol onto the Center's premises.

AUDIO / VISUAL. Pro AV is the exclusive in-house provider of audio/visual equipment and services in the Center. Certified Pro AV riggers are the exclusive provider of all structural rigging services within the Center. As exclusive providers, Pro AV is the only authorized operator of our house sound system. They are pleased to provide all necessary sound equipment including microphones, mixers, etc. for connection to the system. In instances that dictate use of an outside AV supplier, please notify our Sales and Catering team as additional charges will apply.

CONCESSIONS. If concessions are requested, the Center shall determine the hours of operation and may change at our discretion. The Center requires a minimum of \$600.00 in sales during a 4-hour period. Client shall be responsible for no less than the guarantee of \$600.00 in sales.

DAMAGE CLAUSE. Client is responsible for any damages or destruction to the Center's premises resulting from any acts or omissions of the Client and/or their staff, personnel, agents, contractors, invitees or guests of Client. Prior to event, a walkthrough will be conducted with Client and either the Director of Security or the Banquets Operations Manager to note any prior damage. A post event walkthrough will be conducted to determine if any damage occurred during Client event. Client will be responsible for repair and/or compensate the Center for all damage(s) or destruction and shall return the Center's premises to its original condition upon termination of this Contract.



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ELECTRIC / UTILITY SERVICES. Special electrical needs, exceeding existing 120-volt/20-amp wall plug service, must be provided by the Center's exclusive in-house electrical services company. Client must arrange for these services in advance and such services will require additional charges. Please ask our Sales and Catering team for contact information. Additional charges for power usage will be incurred. Utilization of permanent wall or column electrical outlets requires prior approval by Center management. Permanent building utility outlets are not to be used for exhibit booth operations.

FIRST AID. Facility management reserves the right to require Clients to procure first aid services should event profile or demographics demonstrate the need for such services.

FOOD AND BEVERAGE SERVICE. Raincross Hospitality Corporation is the exclusive food service provider at the facility. No outside food or beverages are allowed in the facility with the exception of product sampling. Sampling of products is allowed as follows: Non-alcoholic beverages are limited to one (1) ounce container and no more than one (1) ounce of product, and food items are limited to bite size portions. The sales and catering department must be notified if products are to be sampled. All products sampled must be commercially manufactured and FDA approved. Approval for distribution of samples must be obtained prior to an event. Prior to any temporary, occasional event involving the buying, selling, or giving away of any food items, Client must obtain Riverside County Health permits. Client must secure these permits and confirm as received by the Center at least ten (10) working days prior to the event.

GUARANTEES FOR MEAL FUNCTIONS. The Center requires guarantee of the number of persons attending your function no less than 96 hours (4 working days) prior to the function date. This guarantee is not subject to reduction. If no guarantee is received, the expected number of guests will be considered the guarantee. The Center will be prepared to serve 3% over the guarantee. Client will be charged for the guaranteed number of guests or the number of guests in attendance, whichever is greater.

HELIUM BALLOONS. Helium balloons may not be distributed or offered for sale inside the facility. Helium balloons obtained outside of the facility shall not be permitted inside the facility. If helium balloons are brought inside the building, without approval, and released for any reason, all labor costs associated with the removal of the balloons will be charged to the Client.



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INSURANCE. Client shall provide the Center with proof of insurance no later than thirty (30) days prior to event. Client shall procure and maintain insurance that fully covers the risk and indemnity obligations. Such insurance shall be on a comprehensive general liability form with a broad form general liability endorsement attached and must have minimum coverage of \$1,000,000.00 combined single limit per occurrence. The insurance policy shall specifically name Raincross Hospitality Corporation DBA Riverside Convention Center and the City of Riverside, The Riverside Civic Authority and their respective members, officers, directors, managers, agents and employees as additional insured, and shall state that the policy will not be canceled or materially changed for any reason without thirty (30) days prior written notice to the Center. The policy will not be accepted if it contains a "best effort" modifier or relieves the insurer from any cause whatsoever prior to, during, or subsequent to, the function date range covered by this Contract.

LIGHTING & HVAC SYSTEMS. Care for our environment and energy conservation is of great importance to our organization, therefore minimal light and comfort levels will be provided during event move-in/out. Fifty percent (50%) lighting "work lighting" will be provided at no charge in all contracted spaces during move-in and move-out. Full lighting levels based on Clients' request will be provided one (1) hour prior to event opening. Lighting requests outside of these parameters will be charged at the prevailing rate. HVAC (heating, ventilation and air conditioning) are provided during event hours, one (1) hour prior to event start time. Air conditioning and/or heating is not provided during move-in and move-out hours/days. Clients requesting these services during non-show periods will be charged at the prevailing rate.

REQUIRED PERMITS

1. HEALTH PERMITS: Prior to any temporary, occasional event involving the buying, selling, or giving away of any food items, Client must obtain Riverside County Health permits. Client must secure these permits and confirm as received by the Center at least ten (10) working days prior to the event.

To obtain a health permit, contact:

Riverside County Environmental Health Department

4065 County Circle Drive, Riverside, CA 92503

Telephone: (951) 358-5172

Office hours are typically Monday through Friday, 8:00 a.m. – 5:00 p.m.



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2. VENDOR SELLER'S PERMITS. Prior to any temporary, occasional event involving the buying or selling of any item, a Seller's Permit is required by the State Board of Equalization. These permits must be secured by the Client and provided to the Center a minimum of five (5) working days prior to the event. All permits must be submitted to the Event Center staff.

To arrange for permits, contact:

State of California Board of Equalization
3737 Main Street, Suite 1000, Riverside, CA 92501
Telephone: (951) 680-6490

The Client is required to obtain written evidence from each seller that the seller is the holder of a valid California Seller's Permit, or secure a written statement from the seller that he or she is not offering for sale anything which is subject to sales tax.

3. FIRE PERMITS. All events that have (but are limited to) the following activities must obtain a special event fire permit:

- Exhibit booths
- Containers of flammable liquids
- Equipment for competition, demonstration or display
- Vehicles inside an assembly area

This may be obtained through:

City of Riverside Fire Department Prevention Division
City Hall, 3900 Main Street - 5th floor, Riverside, CA 92501
Telephone: (951) 826-5649

Office hours are Monday through Friday, 8:00 am – 5:00 pm. An event site plan is required. Please note for the duration of the event, a copy of the permit is to be on site with the conference coordinator. Fees related to diagram approval or site inspection are the responsibility of the Client and/or signee. The Center requires approved diagrams thirty (30) days prior to the execution of the function.

4. SIGNS/FLYERS. In adherence to the City of Riverside's Municipal Code 10.16.040 and 19.76.010, no unauthorized sign(s) may be posted within the city limits. Failure to comply with the above codes may result in an additional \$50.00 fine per sign, and/or a \$500.00 fine per incident imposed by the City of Riverside. Copies of these codes are on file with the Center and City of Riverside, City Hall.



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FACILITY GUIDELINES

RIGHT OF INSPECTION. In order to help ensure the safety of all Clients and guests, event staff reserves the right to enter and inspect all function rooms. If Event staff observes any illegal activity or activity that staff reasonably believes could result in harm to persons or objects, event staff has the authority to immediately cancel the event, in which case all of the Client's guests and Event guests/invitees will be required to immediately vacate the premises. In such an event, Client will remain liable for all fees and charges related to the function pursuant to the terms of our contract.

PARKING. The Center offers parking at a cost of \$8.00 per vehicle/space/day. If Client requires additional parking, vehicles may use street parking or City parking lots/structures. The Center's sales manager will provide Client with a map and pricing for this excess parking. **Please note:** If recreational vehicles, trailers, buses, or other commercial or commercial-like vehicles will be used during the Event, special arrangements must be made and additional costs may be incurred by the Client. Please see your sales manager for details.

PACKAGE/MATERIAL DELIVERY. In the event you will be shipping material to the Center prior to the function please mail all packages to:

Riverside Convention Center
Attn: Event Manager
3637 Fifth Street, Riverside, CA 92501

Please label the packages as follows:

- Name of your event including date range of function
- When applicable, your organization's intended recipient name

Please ensure that notification of the shipper's name and the arrival date is provided to your Catering Manager. Also please note that any materials shipped and received prior to 48 hours or left behind 48 hours after your event has concluded will incur storage charges of \$50.00 per day.

PAYMENT. Complete pre-payment of estimated Center charges is required four (4) business days prior to Event by cash, company printed check, cashier's check, money order or credit card. No personal checks will be accepted. Events which have established credit terms in accordance with the Center's credit policy shall be bound by terms of the stated credit policy. For all other events, prior to start of Event, Client must submit a valid credit card for any additional charges incurred during Event.



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ROOM SET-UPS. Suggested capacities for meeting facilities and events are provided. The chart reflects maximum amount of seating in each room for a variety of set-ups. Capacities will vary with the addition of staging, dance floors, audio/visual requirements or other special room designs as requested. We request that you work with our Sales and Catering team to confirm capacities prior to preparing room specifications. One standard set-up is included in the rental of all meeting rooms:

- Theater, classroom, or banquet style (classroom does not include linens)
 - Banquet Linens include cream tablecloths and cream, black, or burgundy napkins for all meal functions at no charge. If Client desires additional linen or special colors, an additional charge shall apply
 - One skirted head table (8' or 6' x 30")
 - One skirted registration table (8' or 6' x 30") outside the room
- Any additional equipment such as audio/visual, skirting, tablecloths for classroom tables, staging, chairs or tables can be provided at an additional charge.

SAFETY AND SECURITY. The Center's security team maintains twenty-four (24) hour security coverage for the Center's perimeter areas and internal corridors. The security team will secure exterior access doors as well as monitor internal traffic flow. Security is required to hold space on a 24-hour basis. If your group or organization requires additional Security personnel, an additional charge of \$40.00 per hour, per agent, will apply and must be contracted through the Center. In the interest of public safety, the Center may, at its sole discretion, require the presence of Riverside Police Officers during certain Events. Officers are scheduled at Client's expense subject to the rules of the Riverside Police Department. Armed guards (other than Riverside on-duty officers) are not permitted on the Premises. Armed security services must be provided by Riverside Police Officers. Requests for Riverside Police should be placed at least twenty-one days prior to the first day of your event. Please contact your Sales and Catering team for assistance.

SIGNAGE AND DECORATIONS. Signs, decorations and related materials may not be taped, tacked, stapled, nailed or otherwise affixed to any surface in the Center. Please inform all event management and staff, speakers and exhibitors of these rules. Center permanent signs may not be blocked in any manner. Temporary signs may not be attached in any manner to permanent Center signage. Adhesive backed decals and stickers may not be distributed in the Center. Any costs incurred by the Center for the removal of these items will be billed to Client. Use of glitter and confetti or any other not easily removed items is not permitted in the Center without prior written approval of the facility. Costs associated with the clean-up of glitter, confetti and related materials will be billed to the Client.



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SMOKING POLICY. Smoking is prohibited at all times in the Center. This policy shall include e-cigarettes, vaporizers and similar devices at the sole and absolute discretion of facility management. There are designated areas outside the buildings where smoking is permitted.

TELEPHONE AND DATA NETWORKING SERVICES. Client telecommunication services including voice, data, and internet access, wired and wireless data and internet service, networking, and custom configuration services, cable TV, and connectivity to such services are provided exclusively by Vistem Solutions.

TIME ALLOCATION/ROOM SET CHANGE FEE. The Center can be reserved for event times beginning as early as 6:00AM and ending as late as 12:00AM. Should you wish to stay beyond 12:00AM or need additional time for setup or tear down, this can be arranged for an additional charge. A charge of \$100.00 per room will be incurred if there is less than a three (3) hour turn-time for any function room being used. Please make special arrangements with your catering manager if you anticipate that your event will continue past 12:00AM. Additional labor charges for overtime may apply.

VEHICLES ON DISPLAY. All vehicles displayed within the Center require a permit from the Riverside Fire Department. All costs shall be the sole responsibility of the Client. Drip pans shall be placed under the vehicle's drive train to protect the facility. Duplicate keys shall be provided to facility management for use in the event of an emergency. Keys shall be kept on premises during the entire contracted period. Any regulations required by Riverside Fire Department shall be strictly adhered to by Client.