



POLICIES, RULES, AND REGULATIONS



ANAHEIM CONVENTION CENTER
800 W. KATELLA AVENUE
ANAHEIM, CA. 92802

The Policies, Rules, and Regulations contained in this manual are a binding part of the Agreement for use of the Anaheim Convention Center. As such, they cannot be modified without a written amendment and signed by both parties.

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BUDGETING – COMMON EXPENSES

Below is a list of common expenses that are billed for events at the Anaheim Convention Center (ACC). A complete list of event charges is available and will be provided by your Event Manager for planning purposes.

Anaheim Fire & Rescue

There are expenses associated with the approval & review of all exhibit floor plans and non-standard meeting/ballroom floor plans. Meeting/ballroom floor plans must be submitted when the following conditions apply: indoor pyrotechnics will be used, exits and/or aisles are obstructed and/or blocked, and drape that is higher than 8 feet will be used. Additionally, there are personnel fees for on-site inspections and pyrotechnics. All expenses for this service are billed directly through Anaheim Fire & Rescue.

Fire Watch Personnel

ACC Fire Watch personnel are required with the use of haze and/or pyrotechnics.

HVAC & Electrical Labor Calls

The standard operating hours for house lighting and HVAC personnel is 7am-11:30pm daily. For events that begin at 7am or earlier and/or extend past 11:30pm, personnel will be billed accordingly.

Example: If your registration opens at 7am in the main lobby, then an early labor call would be billed at 6am.

Keys/High Security Cylinders

Additional charges will apply for keys and/or high security cylinders beyond the complimentary quantity. Please consult your Event Manager for additional information.

Medical Services Personnel

The ACC requires, and exclusively provides, medical services personnel for events.

Room Resets/Changeovers

The ACC offers one complimentary room set for meeting rooms/ballrooms. All additional room resets/changeovers are billable at 50% of the prevailing room rate except for full-service food functions.

Security (Grand Plaza & Arena Plaza Events)

For outdoor events in the Arena Plaza and/or Grand Plaza, there is a minimum requirement of (1) guard per (200) guests due to the Alcohol Beverage Control stipulations. A minimum of one (1) Supervisor & two (2) security personnel is required for events with an attendance of fifty to one hundred & ninety-nine (50 – 199) attendees. Personnel for these events are billed directly through Catering Services.

Additionally, one (1) guard will be required during move-in and/or move-out of the Arena Plaza and/or Grand Plaza to monitor entry when the bollards are lowered.

Table Linens

Linens for all round tables are billable except for full-service food functions. Catering Services would provide linen for those specific food functions. Please consult your Catering Services Manager to discuss all specific functions that you are planning.

Trash Removal/Recycling

There are expenses associated with bulk trash removal/recycling via the use of compactors and/or drop-off bins (DOBs).

All expenses are billed at the current prevailing rates at the time of the event.



EXCLUSIVE AND PREFERRED PROVIDER OVERVIEW

Armed Security Services

Armed security services can only be provided by sworn Anaheim Police Officers. Per the City of Anaheim Municipal Code (6.35.010), weapons are prohibited in all City buildings including the ACC. Additionally, this code applies to anyone with a Concealed Weapons Permit as well. Only on-duty law enforcement officers performing their official duties are the exception to this policy.

Audio Visual and Rigging

Encore is ACC's in-house preferred vendor for AV services/equipment. Encore has exclusivity for rigging in the Arena, Arena Lobby, Ballroom, ACC North 200 Level (including pre-function area & Bridge Connection) and non-trade show (exhibit) related uses in the Exhibit Halls & ACC North 100 Level. Additionally, Encore has exclusivity for house sound in all areas.

Crowd Control Services

Crowd Control personnel for fire watch is exclusively provided by ACC Crowd Control. For all events at the ACC, there is the option to hire any registered (i.e., current PPO License) security company or ACC Crowd Control.

Electrical/Plumbing Providers

The ACC has contractual agreements with specific approved providers for electrical and plumbing services at the ACC. With respect to electrical services, the electrical service provider is responsible for providing show power to all event areas. In addition, they are responsible for providing power to Catering Services for all food related portable concession locations within the facility as well as any retail foods (e.g., food trucks and/or portables in the Arena Plaza and/or Grand Plaza) that are located outdoors and considered part of the ACC.

Food and Beverage

Aramark Sports & Entertainment Services (Catering Services) is the exclusive food and beverage service provider at the ACC. Catering Services has a wide variety of menu and service options available. The distribution or sale of food and beverages from sources other than Catering Services is prohibited without the express written permission of Catering Services. Additional stipulations may be required as well.

Internet, Data, Voice, Television, and Networking Services

Smart City Networks (Technology Services) is the exclusive provider for client & exhibitor voice, data, internet, cable TV, and networking services. Cable pulling is also exclusive to Technology Services.

Medical Services

In the interest of public safety, the ACC requires medical services staffing on event days with an anticipated attendance of three hundred (300) or more people. Personnel will be assigned to begin no later than (30) minutes prior to the show's opening to guests or exhibitors, whichever comes first. Personnel will remain on duty after the event is over and until the Event Manager/Duty Manager is satisfied that the area has been cleared of attendees. Medical services staffing is also recommended for all move-in/move-out activity.

Traffic Control

All traffic control services must be provided by City personnel.



DEFINITIONS

Agreement: The contract between the Client and City for a specific use of the Anaheim Convention Center (ACC).

Building Security: All services relating to the securing of the Facility including interior and exterior general patrol as well as the re-keying of doors.

City: City of Anaheim, its Officers, Agents and Employees.

Client: The entity (or person) executing an Agreement that is ultimately responsible for the Event.

Crowd Control: All services relating to event public safety that may include crowd movement, ushering, badge checking, ticket taking, perimeter coverage, fire watch and any other staff considered necessary to maintain the public's safety. It does not include Building Security. All Crowd Control Personnel including Supervisors, Head Usher, Lead Usher and all Crowd Control Event Personnel, which include Door Guards, Ushers, Fire Watch, Coat Check, and Public Safety Personnel.

Executive Director of the Anaheim Convention Center: The City official who is responsible for all daily operations of the ACC.

Event: Activity for which an area(s) of the ACC is leased as described in Agreement.

Event Manager/Duty Manager: The Event Manager is the primary contact for any Client questions or concerns. During the Event, one or more Duty Managers will be assigned to assist the Event Manager, and they are fully empowered to act in conjunction with or in place of the Event Manager.

Executive Director: The Executive Director oversees the ACC and City interests at Angel Stadium of Anaheim, Honda Center, the Grove of Anaheim, and ACC.

Exclusive Provider(s): Vendors who by contract with the ACC hold the rights to be the sole provider of certain services within the Facility.

Exhibitor: Organizations or people (and their agents or representatives) who have agreements with the Client to display products, provide services, and/or sell merchandise within the Client's leased space.

Exhibitor Appointed Contractors (EAC): Agents or designated representatives who have agreements with Exhibitors to build and/or set up displays for the purpose of displaying products, providing services, and/or selling merchandise within the space contracted by the Exhibitor through the Client.

Facility: The physical location of the ACC.

Guest: A visitor, attendee, or any other person not representing the City, Client, Official Contractors, or Exhibitor Staff.

Non-Show Hours: Hours when the leased space as described in the Agreement is available to the Client and not open to Guests of the Event.

Official Contractor(s): Vendor(s) designated by Client to provide service to the Event and its Exhibitors.

Operating Hours: All hours during which Client is present in the leased space as described in Agreement.

DEFINITIONS – (CONTINUED)

Personally Owned Vehicle (POV): Typically, Exhibitors and/or vendors arriving in their own personal vehicles/trailers, who have made arrangements with Client for equipment, display, and/or product move-in or move-out without the assistance of an Official Contractor(s).

Preferred Provider(s): Vendors who by contract with the ACC are the recommended providers of certain services within the Facility.

Public/Ticketed Events & Consumer Shows Policies: Policies that only apply to events designated as Public/Ticketed Events & Consumer Shows by ACC.

Security and Safety Manager: The Security and Safety Manager oversee the Building Security, Crowd Control, and First Aid Departments. The Security and Safety Manager works in close conjunction with the Event Manager and Client.

Show Hours: Designated hours when Event is open to Guests.

ACCESS

Access – City Personnel & Exclusive/Preferred Providers

In performance of their duties, City personnel and/or providers will have the right to enter Client's leased space. The official convention center identification credentials worn by City personnel and/or providers must be honored at all times.

Access – Surrounding Grounds

There will be no access for street vehicles to concrete pads or sidewalks surrounding the Facility unless approved in advance by ACC management. Use of landscaped areas by Client is strictly at the discretion of ACC management.

ADMISSION CREDENTIALS/COMPLIMENTARY PASSES

In accordance with the terms of the Agreement, Client agrees to provide admission credentials and/or complimentary passes for use of the ACC no later than fourteen (14) days prior to the first day of move-in.

The ACC reserves the right to restrict the number of complimentary passes for an event open to the general public. All complimentary passes and/or tickets in excess of the number specified in the Agreement, if any, will be included in the accounting of amounts due the City under the Agreement unless prior written permission is obtained from the Executive Director.

ADVERTISING/BRANDING

Interior

All exhibitor or sponsor advertising banners/signs which are hung or otherwise displayed in public areas of the ACC for which Client receives a sponsorship or any other financial benefit, will be charged a flat rate per sign/banner or a percentage of the total sponsorship amount based on the type of signage. The location, size, and ad copy of signage is subject to prior approval by the Executive Director or his appointed representative.

Exterior or Public Areas

No commercial or sponsored signage permitted on the exterior of the ACC.

Exterior (Street Light Pole Banners)

Advance approval must be obtained to hang streetlight pole banners. No commercial or sponsored advertising is allowed. The ACC reserves the right to approve copy, size, and location.

Additional Provisions

All Events open to the public for which admission is charged or Events for which a donation is solicited are required to indicate so in their advertising or to advertise an information phone number.

Non-commercial Client banners or signage, including but not limited to pictures, directionals or notices, may be attached to the Premises only in approved locations. The copy and the location of exhibitor and/or any sold advertising space must be approved by ACC Management.

ADVERTISING/BRANDING – (CONTINUED)

Convention Center Logotype

The ACC reserves the right to deny Client authority to use the ACC logotype in any public or private promotional materials. If any such advertising is released without prior approval of ACC management, the ACC reserves the right to require Client to recall or modify all materials.

ANIMALS

Animals, other than guide, signal, or service animals (as defined in State and Local law), are allowed at the Facility only for exhibits, demonstrations, and/or entertainment. Proper permits must be obtained from Orange County Animal Control and permits must be made available for inspection by the ACC. All sanitary needs for permitted animals will be the sole responsibility of Client. Sanitary needs for guide, signal, or service animals are the responsibility of the Guest. Orange County Animal Care may be contacted at 714-935-6848.

ARMED GUARD SERVICES/WEAPONS PROHIBITED IN CITY FACILITIES

In the interest of public safety, the ACC may, at its sole discretion, require the presence of Anaheim Police Officers during certain Events. APD will be required for all political, gaming, and religious events taking place at the ACC. Officers are scheduled at Client's expense. Armed security services must be provided only by Anaheim Police Officers.

Requests for Anaheim Police should be placed at least thirty (30) days prior to the first date of move-in. For assistance, please contact your Event Manager.

Per the City of Anaheim Municipal Code (6.35.010), weapons are prohibited in all City buildings including the ACC. This code also applies to anyone with a Concealed Weapons Permit. Additionally, this code pertains to any potential weapons to be exhibited. No real guns (regardless of their operability) are permitted. Only blue or red plastic training guns are allowed. Only on-duty law enforcement officers performing their official duties are the exception to this policy.

Prop Weapons

Prop weapons are defined as "toys". Absolutely no functioning props or weapons are permitted. All props must undergo screening and be tagged/marked to visibly identify them as props by Client/Client security. The ACC retains the authority to deem any item unsafe and require the item to be taken off property.

ATTACHMENT TO FACILITY SURFACES

Space in the ACC is provided to Client "as-is." Placement of self-sticking tape, glue, nails or other fasteners on any walls, carpets, furniture, railings, or other property of the Facility is strictly prohibited without prior written approval of the Executive Director or Deputy Director. Any tape, adhesives or fasteners affixed by Client or any guest or agent of Client to ACC property without consent will result in a charge. If approval is granted, attachments may only be made by ACC management approved contractors. Please consult your Event Manager for clarification.

Direct application of double-faced tapes to any surface of the ACC is prohibited.

Client will be responsible for any damage (including defacement) to the ACC. All damages will be billed accordingly.

AUDIO SERVICES

Encore is ACC's preferred in-house AV provider and can provide a variety of services including full-service production, high-definition event video conferencing, and recording.

House sound is exclusively managed through Encore except for the Arena which is managed by the ACC Electrical team. The ACC does not permit the mixing of sound systems and no outside equipment can be connected to or operated from the house sound system. Please consult your Event Manager for clarification.

BALLOONS

Helium balloons are prohibited within the ACC unless secured to a fixed object. Metallic and Mylar balloons are prohibited at all times.

Client will be responsible for enforcing these provisions. Fees will be billed to Client to remove balloons released into ceiling areas. Use of pressurized tanks must comply with public safety regulations. (See also Fire Regulations - Compressed Gases).

BLACK MARK REMOVAL

There is a black mark removal fee for designated spaces when used as exhibits. This fee is billed directly to the GSC on a per event basis. The ACC removes black marks caused partly from tape residue and/or forklift traffic from various spaces throughout the year. Removal of black marks from exhibit areas takes a significant amount of time and only occurs when there is sufficient time available between events. It is not possible for ACC staff to remove black marks after each event.

BUSINESS LICENSES/TEMPORARY RESALE PERMIT

A City of Anaheim business license is required for any Events that are open to the public and there is a daily license fee per booth/exhibit as well. A business license is not required for any private events. Additional information regarding a City of Anaheim Business License is available by calling the Business License Division at (714) 765-5194 or via their website <http://www.anaheim.net/494/Business-License>.

If any sales are conducted at the ACC, a temporary resale permit is required for each exhibitor. Please visit the California Department of Tax and Fee Administration's website for additional information regarding a Temporary Resale Permit: <https://cdtfa.ca.gov/industry/temporary-sellers/> or call the CDTFA at 1-800-400-7115.

CANNABIS/HEMP

Marijuana products and activity are prohibited in the City of Anaheim per Chapter 4.100 of the Anaheim Municipal Code.

CBD products that meet the legal definition of industrial hemp (per Food and Agricultural Code section 81000) with a delta-9 tetrahydrocannabinol concentration of no more than 0.3 percent on a dry weight basis is permitted. Additional questions, please contact your Event Manager.

CASHLESS TRANSACTIONS

The ACC accepts only credit or debit cards, Apple Pay, and Google Pay at locations that require payment, such as parking and food stand locations to minimize physical contact.

CLEANING

Common Areas

The ACC provides complimentary cleaning of all common areas not used for registration and/or exhibit purposes.

Exhibit Floor

All pre-event (move-in) and post-event (move-out) cleaning in the exhibit halls and any other areas utilized, as exhibit space is the responsibility of the Client, Event appointed general service contractor or cleaning contractor. It is the responsibility of the general service contractor, or cleaning contractor, to take care of all areas where "exhibits" exist and/or existed during move-in and move-out.

This includes the following:

- All Client, Contractor, and/or Exhibitor Trash and its disposal
- Removal of all tape, tape residue, and gum/gummy substances (including, but not limited to excessive dirt, powder, sawdust, or other material, etc.)
- Carpet: should be left in the same condition after move-out as it was prior to move-in
- Docks and/or parking lots (when used for equipment storage, staging, etc.)
- Any spills that originated from an outside source such as water spills, oil spills and/or hydraulic spills. ACC personnel will handle any spills that originated from and/or were caused by the Facility.

Carpet

It is the GSC's and/or cleaning contractor's responsibility to clean aisle carpet and/or other floor covering temporarily installed for the event. ACC personnel will vacuum any ACC permanent carpeted areas after the GSC has removed all exhibits, trash, floor coverings, and any associated ACC approved tape. ACC vacuuming does not include move-in or move-out debris. GSC's will be responsible for vacuuming carpets at the conclusion of move-in or move-out as necessary. ACC carpet should be left in the same condition after move-out as it was prior to move-in.

CLEANING – (CONTINUED)

General Sessions in Exhibit Halls/Arena/Ballroom

The ACC will refresh the general session areas. Additional cleaning that results from production and/or session activities (e.g., confetti) would be billed at the current prevailing rates.

Meeting Rooms

The ACC will refresh the meeting rooms. Additional cleaning that results from production and/or session activities would be billed at the current prevailing rates.

COMPLIANCE WITH LAWS

Client, its Exhibitors, Guests, and other persons connected with the Event, must observe and comply with all laws, statutes, ordinances, rules and regulations of the Government of the United States, State of California, County of Orange and the City of Anaheim including but not limited to the Americans with Disabilities Act (ADA). Client will indemnify, defend (at City's option) and hold harmless the City from all damages, costs, and expenses in law or equity arising out of Client's failure to comply with applicable laws, statutes, ordinances, rules, regulations or acts. The cost of such compliance is the responsibility of each Client, Exhibitor or Guest.

EJECTION

The ACC reserves the right to eject or cause to be ejected from the Premises any person or persons creating a discernible risk to public health or safety. The ACC will not be liable to Client for any damages or costs that may be incurred by Client through the exercise by the ACC of such right. The ACC will attempt to advise Client of such ejections. In the event the ACC ejects or causes to have ejected any person(s) at Client's request, Client will indemnify, defend (at the ACC's option) and hold harmless the ACC from any and all actions, liability, damages or claims resulting from such ejection.

ELECTRICAL PROVIDERS

All electrical services providers must have a current and valid agreement with the ACC to provide services and will have obtained an electrical permit from the City of Anaheim to service the Event. The ACC reserves the right to spot-check electrical installations made by electrical service providers and withhold power activation where corrections are deemed necessary.

Electrical Installation

All electrical equipment used for lighting, sound, exhibit equipment, or other effects must meet applicable National Electrical Code and ACC requirements. Electrical fixtures and fittings must be UL listed and so marked. The ACC reserves the right to withhold electrical power until any violation of the code is corrected and the correction is approved by an ACC Electrician.

Use of latex cord wire in displays and/or use of duplex or triplex plugs are not permitted. The ACC reserves the right to inspect and approve or reject all electrical installations.

ACC Electrical Personnel

The ACC reserves the right to require a stand-by ACC electrician if the ACC determines that the public safety needs of the Event warrant such action. Stand-by services will be provided at Client's expense.

EQUIPMENT

Based upon availability, the ACC may provide equipment at the prevailing rates at the time of the Event. Please consult your Event Manager to confirm pricing and inventory availability.

For General Session meetings held in Exhibit Halls A-E in conjunction with a trade show or convention, a maximum of 2,000 chairs will be provided at no charge. For General Session meetings held in ACC North in conjunction with a trade show or convention, a maximum of 6,000 chairs will be provided at no charge. Additional chairs will be charged a one-time fee. All other equipment for use inside of exhibit space, registration space or show management space on the exhibit floor is to be provided by the general service contractor.

EVENT ESTIMATE

Client will be provided with an event estimate that outlines all anticipated ancillary expenses. The event estimate will be created based on Client Event Requirements and may change as Event Requirements change. If Event Requirements are not received, then an estimate will be generated and due as specified in the Agreement. The ACC requires that all estimated expenses are paid in advance of the Event as specified in the Agreement. The ACC estimate does not include expenses for any in-house or approved service providers. All in-house providers such as Catering Services, Production Services, and Technology Services have separate contracts and payment schedules.

EVENT REQUIREMENTS, STAFFING, AND SCHEDULE

Event Requirements (e.g., Client's chronological schedule, operating hours, estimated daily attendance, room set-up information, list of Client Contractor's/Staff, authorized signers, diagrams, shuttle schedule, other pertinent event information, etc.) must be provided by the Client no less than thirty (30) days prior to the first move-in day of the Event.

At Client's expense, the ACC may require event related staffing, including but not limited to, security, ushers, crowd control, medical services personnel, and fire watch personnel. All Event Requirements must be coordinated through your Event Manager and approved by ACC Management.

EVENT SECURITY

Appropriate security coverage must be provided for events. The ACC requires a minimum of one (1) crowd control/security personnel per five hundred (500) attendees. Depending upon the type of event and space used, the amount of security personnel required may increase or decrease. The ACC has the right to determine the minimum level of security required for each event.

For all events at the Anaheim Convention Center requiring event security, client has the option to hire ACC Crowd Control or any registered (i.e., current PPO License) security company of their choice.

Coverage for fire watch will be exclusively provided by ACC Crowd Control.

EXCLUSIVE SERVICES

Armed Security Services: City

Fire Watch: City & ACC

Food and Beverage: ARAMARK Sports and Entertainment (Catering Services)

Internet, Data, Voice, Television, and Networking Services: Smart City Networks (Technology Services)

Medical Services: ACC

Rigging: Encore (Production Services)

Traffic Control: City

EXHIBITS - EXCLUDED AREAS

All areas of the ACC are not available for the set-up of exhibits. Prior approvals by ACC management and Anaheim Fire & Rescue must be obtained in advance. Areas include, but are not limited to lobbies, courtyards, areas in front of permanent concession stands, Box Office locations, and Anaheim Fresh (food & beverage outlet located in the Arena Lobby).

It is the responsibility of Client to provide protection for floor coverings, walls, doors, signage, etc. in the affected areas. Please consult your Event Manager for clarification on these requirements.

FILMING FEE/FILMING PERMIT

If any part of the Event is filmed or broadcast for commercial purposes, Client will be subject to a filming fee. A film permit may be required through the City of Anaheim as well as a City of Anaheim business license. Fire standby may be required for on-site filming. Please consult your Event Manager for additional details/requirements.

Electrical Reproduction

The City reserves the right to bill a location fee for radio and/or television broadcasting, live television, recordings, or streamed internet feeds in connection with performances staged at the Facility.

FIRE REGULATIONS

Floor Plan Requirements

All exhibit areas over 30,000 square feet must have 10-foot minimum aisles, and a minimum of (4) vertical and (4) horizontal through aisles (front to back and side to side) in each space unless otherwise approved by Anaheim Fire & Rescue. Shows less than 30,000 square feet and closed to the public must have 8-foot minimum aisles. If columns are included in the aisles, the aisle must be the required width plus the width of the columns. Plans must include, but not be limited to the following locations: exhibits, service desk, registration area, exhibitor/show service areas, lobbies, and exterior areas. It is the responsibility of Client to ensure that floor plans are submitted to and approved by Anaheim Fire & Rescue and ACC management **prior to any sales of exhibit space and a minimum of thirty (30) days prior to the event.**

Non-standard meeting/ballroom floor plans must be submitted for approved by Anaheim Fire & Rescue and ACC management. Meeting/ballroom floor plans must be submitted when the following conditions apply:

- Use of Indoor pyrotechnics, cold spark devices or open flame performances
- Exits and/or aisles are obstructed by screens, walls, risers, AV equipment or drape that is higher than (8) feet.

Access to exits, stairwells, fire equipment/devices and electrical panels must be shown as clear. See *Tradeshow, General Session, Banquet & Event Floor Plan Submittal* information for all floor plan submittal instructions. Submittals received less than twenty-one (21) days prior to the show opening are subject to plan check fees being doubled and floor plans submitted seventy-two (72) hours or less are subject to the after-hours/weekend rate.

Fire Personnel and Equipment

Anaheim Fire & Rescue reserves the right to require that Anaheim Fire & Rescue personnel and/or equipment be present during an Event. This coverage will be at Client's expense.

Booth Requirements

All exhibit booths must be constructed with non-combustible or limited-combustible materials. Wood booths that are ¼ inch thick or greater are not required to be flame treated. Cardboard structures or walls must be flame retardant and a California State Fire Marshal flame resistant certificate shall be provided. Covered ceiling structures or enclosed rooms, including tents with sidewalls, shall have one smoke detector placed on the ceiling for every 900 square feet.

Electrical appliances and cords must be U.L. approved. Hardback booths must be at least 9 inches from rear booth boundary line. Gas appliances must be A.G.A. approved. All temporary electrical wiring must be accessible and free from debris and storage materials.

Fire Equipment: Exhibit Halls, Meeting Rooms & Lobbies

Storage, booth construction, easels, chairs, and signage must not block access to any fire/life safety equipment and must not impede exit access, exit doors or aisles. Fire equipment, fire strobes, fire speakers, fire signage and fire extinguishers must not be concealed and must always remain visible and unobstructed.

Storage

Literature and product handouts will be limited to reasonable quantities. Reserve supplies must be kept in closed containers and stored in a neat and compact manner. No more than a 1-day supply of combustible storage is allowed beneath tables and in storage rooms. No storage of any kind will be allowed outside your booth space, behind curtains, walls, or on electrical.

Decorative Materials & Foam Padded Furniture

All drapes, decorative fabrics, netting, faux succulent/plant/flower/grass walls or faux boxwood hedges, canvas tents, canopies, awnings, curtains, straw, hay, inflatables, cardboard display walls/furniture, bean bags, fur or carpeted walls and decorative materials that are used for booth separation or decorative purposes are required to be flame resistant. A copy of the California State Fire Marshal flame resistant certificate must be provided to Anaheim Fire & Rescue prior to show opening. If at any time it is determined that the material or product is not flame retardant, the materials must be removed prior to show opening. Foam padded furniture, such as chairs with foam padding, couches, ottomans, and armchairs shall meet TB 117 flame retardant requirements in sprinklered areas. Foam padded furniture in unsprinklered areas must meet TB 117-2013 flame retardant requirements.

FIRE REGULATIONS – (CONTINUED)

Cooking Appliances

Operation of any electrical cooking appliances, i.e., ovens, stoves, grills, hot plates, tabletop-deep fryers, skillets, etc. and all demonstrations using these appliances must be placed in the rear of the booth away from the public or be protected with a clear plastic shield or barrier to prevent splatter or contact with the heating element by the customer. One serviced and tagged, (2A:10BC or K) fire extinguisher must be provided inside booth for all deep fryers. An Exhibitor Permit is required for the use of propane, butane, commercial/free standing deep fryers, carbon dioxide and nitrogen used for food or beverage dispensing. **These requirements do not apply to microwave ovens, coffee pots, electric tea kettles, rice cookers, slow cookers, instant pots, electric air fryers, popcorn wagons or sterno used with chaffing dishes.**

Candles

Use candles for sale in booth space must be securely supported on a substantial non-combustible base and be located to avoid danger of ignition of combustible materials or tipping over. The candle flame must be protected by a non-combustible container.

Helium

Helium cylinders must be secured to a fixed object with one or more restraints, or a mobile device designed for the movement of compressed gas containers at all times.

Exhibits – Motorized Equipment

All liquid or gas fueled vehicles, and gasoline/diesel-powered equipment for display will have batteries disconnected, fuel supplies at 1/4 tank or 5 gallons, whichever is less, and be furnished with locking gas caps or caps sealed with tape. Batteries in electric vehicles must be rendered inoperable by manual disconnect or other approved methods. Please contact Anaheim Fire & Rescue for alternative fueled vehicles. Ignition keys shall be labeled and kept on site at all times. Garden tractors, chain saws, and any other gas-powered equipment must be safeguarded in the same manner.

Floors under vehicles must be adequately protected from any leakage, spillage, or any other type of potential damage.

Heat-Producing Equipment & Machinery

Operation of any welding equipment, soldering device, etcetera, requires protection around equipment so it will not cause injury to the public during demonstration. All items must be placed on a non-combustible surface. Approved welding screens will be required for welding equipment. **An Exhibitor Permit is required for compressed gas, natural gas, propane, butane, and open flame.** Operation of any electrical, mechanical, or dust-producing equipment, which incorporates moving parts or could cause injury to the public require protection around machinery for the viewers' protection if safeguards are not currently in place. **This does not apply to normal electrical appliances such as lamps, computers, radios, etc.**

Fireplaces

All appliances must be U.L. approved and a protective screen must be provided in front of the fireplace if used with natural gas or gel fuel cans. A maximum of two 13-ounce gel fuel cans per fireplace may be used. Natural gas connections provided at the Anaheim Convention Center must be conducted by a licensed plumbing contractor and an Exhibitor Permit is required. See Exhibitor Permit section for the use of propane or natural gas.

Permits (See *Exhibitor Specifications & Requirements* for all requirements.)

A permit is required for any of the following:

1. Propane or Butane
2. Use or Storing of Compressed Gas, Carbon Dioxide, Nitrogen, Liquid Nitrogen, or Hazardous Materials
3. Use or storing of Flammable or Combustible Aerosols/Liquids
4. Open Flame
5. Two-Story Booths
6. Special Effects/Sparkular/Cold Spark Devices/Fireworks
(Anaheim Fire & Rescue requires a variance number to be submitted for all Laser Shows)

Special Effects/Sparkular/Cold Spark Devices/Fireworks

The use of any of these effects in the City of Anaheim requires a license from the California State Fire Marshal's Office and fireworks permit from Anaheim Fire & Rescue.

FIRE REGULATIONS – (CONTINUED)

Two-Story Booths (One or More Staircases)

Anaheim Fire & Rescue approves all two-story booths and requires a stamped drawing by a California Licensed Structural or Civil Engineer to be submitted along with a rendering of the entire booth space. Engineered stamped drawings are valid for a 2-year duration or expiration date noted by the engineer. Booths that do not have approval from Anaheim Fire & Rescue shall not be occupied or have storage on the second floor.

FOOD AND BEVERAGE

ARAMARK Sports and Entertainment Services (Catering Services) is the exclusive food & beverage provider and they have a wide variety of menu options available. The distribution or sale of food or beverage from sources other than Catering Services is prohibited without the express written permission of Catering Services. Additional stipulations may apply with respect to portion size, relevance to exhibit, etc. The Orange County Health Care Agency may require a permit from the organizer as well as from each booth that intends to sell or sample food items. Please contact Catering Services for additional information.

Permanent food and beverage stand areas may not be used for any purpose other than Catering Services sales. In addition, a mandatory food service area and fire aisle as shown on the ACC's official floor plan must be maintained in front of these stands. The areas in front of the concession stands, Anaheim Fresh (food & beverage outlet located in the Arena Lobby), Eco Grounds (outlets located in Lobby A, C & ACC North 200 Level Bridge), Anaheim Fresh Go (Lobby C) are reserved for exclusive use by the ACC. The ACC reserves the right to authorize the use of these areas if alternative food service space is provided and Catering Services is compensated for any costs incurred together with any loss of revenues resulting from the closing of these areas. (See also Exhibits: Excluded Areas.)

HAZARDOUS MATERIAL AND WASTE

Client is required to comply with any statutes, ordinances or regulations regarding the use, handling, storage and disposal of hazardous materials or hazardous wastes as defined in Federal, State and Local Law. Client will notify the ACC of the name and location of any such materials.

Client will ensure that any hazardous materials, hazardous wastes and / or infectious medical wastes as defined in the California Health and Safety Code are properly disposed of. If any such materials are left behind after move-out, Client will be held responsible for paying all costs of disposal, including analysis and testing.

HOUSE LIGHTING, HEATING, VENTILATION, AND AIR-CONDITIONING

House lighting, ventilation, and/or air conditioning will be provided during (Show Hours). ACC will provide a minimum comfort level and work lighting for all other hours of use. The standard operating hours for house lighting and HVAC personnel are 7am-11:30pm daily. For events beginning at 7am or earlier and/or extending past 11:30pm, personnel will be billed at the prevailing rates (referred to as early/late HVAC and/or electrical calls).

INSURANCE

Not later than four (4) weeks prior to the first date of occupancy, Client shall deliver to CITY certificates of insurance as outlined in Section 9 (INSURANCE) of the Lease Agreement. Refer to Section 9 for minimum requirements. The City reserves its right to impose stricter insurance requirements for exhibits and/or occupancies, which have elements of risk that would not normally be allowed. Please consult your Event Manager for clarification.

INTERNET, DATA, VOICE, TELEVISION, AND NETWORKING SERVICES

Smart City Networks (Technology Services) is the exclusive data provider for the ACC. Their services include Client and Exhibitor telecommunication services, voice, data, internet, networking/custom configuration services, cable TV, and connectivity to such services. Cable pulling is exclusive to Smart City Networks as well.

LICENSES, TRADEMARKS, PATENTS, AND SERVICE MARKS

Client is required to obtain any and all licenses and assume all costs arising from the use of trade names, patented, trademarked, copyrighted or service marked materials, equipment, devices, processes, dramatic performance, artistic rights or other intellectual property rights used on or incorporated in the conduct of the Event (collectively, "Intellectual Property Rights"). Client will indemnify, defend (at the City's option) and hold the City and the City's INDEMNIFIED PARTIES harmless from all damages, costs, and expenses in law or equity for or on account of the use of any Intellectual Property by Client or its contractor(s), exhibitors, performers, agents or employees (collectively, "Client's Designees") in connection with the Event, including any claim that Client and/or Client's Designees infringes on the Intellectual Property Rights of a third party.

LIGHTING

ACC North

During move-in/out, minimal LED lighting will be provided at no charge to Client. The ACC will provide LED lighting giving eighty (80) foot candles of light during all Show Hours on each show day at no additional charge. LED lighting during all other operating hours and for early/late electrical calls will be provided at Client request and expense.

Arena

During move-in/out, fluorescent work lighting will be provided at no charge to Client. The ACC will provide metal halide sports lighting during Show Hours on each show day at no additional charge. Metal halide lighting during all other operating hours and for early/late electrical calls will be provided at Client request and expense.

Exhibit Halls

During move-in/out, fluorescent work lighting will be provided at no charge to Client. The ACC will provide metal halide show lighting during all Show Hours on each show day at no additional charge. Metal halide lighting during all other operating hours and for early/late electrical calls will be provided at Client request and expense.

Follow Spotlights

All ACC owned follow spotlights must be operated by Encore personnel.

Light Dimmers

Portable light dimmers for the incandescent lights are available in the meeting rooms on the 2nd and 3rd Levels of ACC South. In ACC North, iPads are used to control light settings. Any light dimmers/iPads provided must be returned at the end of the event. If not returned, the Client will be billed for any replacement charges.

MEDICAL SERVICES

In the interest of public safety, the ACC requires Medical Services personnel. First aid locations will be staffed by ACC medical services personnel. Please note the following requirements:

Event Days

Medical services personnel are required for all event days with an anticipated attendance of three hundred (300) or more people. Personnel will be assigned to begin no later than thirty (30) minutes prior to the show's opening to attendees or exhibitors, whichever comes first, and will remain on duty after the event is over and until ACC Management is satisfied that the area has been cleared of attendees.

A minimum of one medical services personnel is required, but additional personnel may be requested by Client.

Move-In & Move-out Activity

For move-in/move-out activity, medical services personnel are recommended.

Additional staffing requests should be made at least fourteen (14) days prior to the requested date.

Note:

It is the ACC's decision with respect to the number of required medical services personnel and designated first aid locations that will be used. This determination will be based upon the projected attendance of the event, the space, or spaces to be used, any history of medical calls for the event (if any), and any specialized event or event activity where the risk of injury is increased.

Sporting/Athletic Events

For sporting/athletic events, it is the responsibility of the client to provide an appropriate number of athletic trainer(s) for the participants. If an EMT or paramedic is required for the purpose of the participants, the City of Anaheim will provide the staffing at the client's expense.

MISCELLANEOUS

Approved Tape/Tape Policy

The ACC has two approved tapes that must be used when taping down cords/lines in any carpeted space. The tapes are **3M Clear Scotch Tape #3565** or **Bron AV Cord Tape BT-279S**. If an identifying colored or warning tape needs to be used, the 3M 3565 tape or BRON AV Cord Tape must be placed on the carpet first. No other tape is permitted.

If tape is used in the Exhibit Halls on concrete, we recommend Gaffer's tape be used.

For the Grand Plaza & the Arena Plaza, the approved tape is painter's tape and 3M Clear Scotch Tape #3565.

For terrazzo flooring, the only approved tape for use is painter's tape.

Arcades and Courtyards

There are open-air courtyards located between Halls A/B and Halls B/C. Use of these courtyards requires approval in advance and is subject to individual space rental and Anaheim Fire Regulations. Smoking/vaping is not permitted in the courtyard. Public access doors to the courtyards may not be blocked without prior written permission of ACC management.

Coat and Luggage Check

Please consult your Event Manager on location options with respect to coat/luggage check operations.

Client may hire ACC Crowd Control personnel for coat and luggage check without cash/credit handling. Arrangements for these services can be made through your Event Manager.

Any coat check operation that requires attendees to pay for services must be provided by the Client through outside services. Please provide your Event Manager with a copy of the schedule for this operation. Select coat/luggage check equipment may be available for rent. Please consult your Event Manager.

Confetti Clean-up

Client is responsible for the clean-up of confetti used in and around the ACC. Additional cleaning charges may apply. Please consult your Event Manager for additional details.

Drones

Drones by law must be registered with the FAA, have a trained operator, and must remain within the operator's view while in operation. The ACC does permit the use of drones inside of leased interior space ONLY and Client is responsible for any damage or injury due to the use of drones. No drone activity is permitted inside of any non-leased space. Drones in any exterior areas are explicitly prohibited under the FAA restricted airspace regulation.

Floor Protection

- Reinforced visqueen must be used to create a path for all equipment when rolling handcarts, show boxes, electrical carts, hand pulled pallet jacks, etc. **Carpet protection is required whenever equipment is moved.**
- When heavy mechanized lifts (forklift, scissor lift, motorized pallet jack, etc.) are used, there must be a path of reinforced visqueen covered by masonite in place. In lieu of reinforced visqueen & masonite, the product Cover Guard Temporary Surface Protection, Diamond Plate - Model #CG 4036 DP may be used. Please note that the edges must be taped down to avoid any trip hazards and the product must be well kept.
- When any type of counters/kiosks (e.g., Registration, Help, and Information, etc.) are placed on terrazzo flooring, there must be carpet underneath the entire structure or underneath the feet of each unit with appropriate painter's tape to protect the terrazzo surface.
- Exterior Areas: When using heavy mechanized lifts, a path of masonite must be in place. Additionally, all boom lifts must have a diaper in place to mitigate any oil leaks. Please also see the *Grand Plaza Guidelines* for additional information regarding this space.

**The ACC does not permit the use of sticky visqueen in ANY areas including the exhibit halls.

NOTE: Visqueen or masonite is not available for purchase.

Keys/Room Re-Key

The ACC offers up to (5) complimentary regular keys per meeting room. Additional keys are available at the prevailing rate. All keys are due at the end of the event and fees will be applied for any unreturned keys. There are up to (5) complimentary re-keys provided for show offices. Any additional re-key requests are available at the prevailing rate.

MISCELLANEOUS – (CONTINUED)

Lost and Found

The ACC maintains a general lost/found area at the Guest Services desk located in the Administration office. If you would like to check on a lost item, please call (714) 765-8950. You may also contact your Event Manager and/or Duty Manager. Based on the event, you may also want to check the Show Management lost/found locations as well.

Shipping and Receiving

The ACC does not receive and/or ship Event materials. All event materials and freight are handled by the show appointed general service contractor. Please consult your Event Manager for clarification. (See also *Receipt/Removal of Client Property*)

Tips

ACC personnel are prohibited from accepting monetary tips and/or gratuities.

Vehicles within the Facility

Prior to allowing exhibitor or vendor vehicles inside the ACC for the purpose of loading/unloading, Client must obtain permission from ACC management. A vehicle movement plan may be required. All vehicles that are allowed entry are prohibited from having motors running while stationary. Any non-display vehicles must be removed from the ACC prior to opening of the Event.

The use of electric carts, motorized equipment, and bicycles is restricted to show management and employees of the Official Contractor(s), City of Anaheim and Exclusive and Preferred Providers. Use of these vehicles is permissible only during non-show hours. Electric carts may not be driven through pedestrian doors and carts are not permitted to be plugged in for the purpose of charging inside of the Facility. No carts are permitted in the courtyards or on city sidewalks around the perimeter of the Facility.

The use of electric carts, motorized equipment, and bicycles is prohibited in all carpeted and / or terrazzo areas unless prior permission has been granted by ACC management and floor coverings including but not limited to, the carpet and terrazzo, have been thoroughly protected by masonite or other materials. Please consult your Event Manager for clarification.

MOVE-IN AND MOVE-OUT PROCEDURES

General Information

- East side Coverage – During Move In & Move Out (ACC South)
In ACC South, there is one set of doors (doors 83-84) located in Lobby B that will be open during move-in/move-out. This designated entrance has a palm tree logo on the lower panels.

ACC Crowd control or client security personnel will be required for any additional lobby glass doors that need to be open during this time.
- In ACC North, the south doors will be open for move-in/move-out.
- Only single trip hand-carry (no dollies/carts allowed) is permitted into the Facility. Bellhops are also prohibited from entering the Facility with their carts.
- Freight Door Coverage (*ACC North, Arena, and Exhibit Halls*): There will need to be one security or crowd control personnel to provide coverage for each freight door anytime that the door is open and during all move-in/move-out activity. If there is no security/crowd control personnel present, the freight door cannot be opened until security or crowd control personnel have arrived.
- Freight Elevators: Freight elevators must be used to move equipment or freight between floors. The use of passenger elevators for the movement of equipment or freight is prohibited.
- Service Corridors (*ACC North and 2nd & 3rd Level Meeting Rooms*): The ACC has service corridors that are used for all equipment movement. Service corridors are not soundproof and equipment should be moved as quietly as possible. Additionally, the storage of equipment is not permitted in the service corridors. The red lined areas are designated for *ACC equipment only*.

MOVE-IN AND MOVE-OUT PROCEDURES – (CONTINUED)

ACC North

Move-in/move-out of equipment will take place via the 100 Level docks located off of Hotel Way. The 200 Level freight doors may also be used for move-in/move-out. Please consult your Event Manager with respect to your move-in/move-out plans.

Arena/Exhibit Halls

All move-in/move out of equipment must take place on the west side of the Facility. No east side move in/move out is permitted.

- Due to floor load limitations, semi-trucks/trailers are prohibited from driving into, loading, offloading, and/or parking on the Hall D apron and Hall D exhibit hall floor.

Grand Plaza

When moving in/out of the Grand Plaza, please note that all vehicles need to enter/exit through Transit Plaza. Additionally, all food trucks enter/exit through Transit Plaza as well. Security is required at bollards that are open during move-in & move-out. A bollard schedule should also be sent to your Event Manager as needed.

Hotel Way/Convention Way/Transit Plaza/Katella Avenue

The act of staging and/or unloading/loading for the purpose of move-in or move-out activity is prohibited on these streets at all times. Please consult your Event Manager for more information on other alternative planning.

Meeting Rooms & Ballroom

All move-in/move out of equipment must take place on the west side of the Facility. No east side move in/move out is permitted; however, a single trip hand carry (no dollies/carts allowed) is permitted. Equipment access to the 2nd and 3rd levels must be loaded through the west side service corridor which is located at the Hall E loading docks. Docks #31 & #32 are reserved for loading and unloading into the service corridor. Vehicles should be unloaded and moved to a standard parking spot.

Marshaling

The ACC retains exclusive rights and privileges to all exterior areas of the Facility including parking areas, docks, staging areas, and loading areas.

Permission may be granted to Contractors, Vendors, and/or Clients to utilize the open areas, aprons, and parking areas on the west side of the premises for event marshaling, crate storage, show needs, and/or POV movement purposes at times; however, availability will be exclusively granted by ACC Management based upon the Contractor and/or Client submitted Vehicle Movement Plan.

ACC may require that a Vehicle Movement Plan be submitted.

Neither Client nor Contractor should assume that approval has been granted for any area without prior consent from the ACC.

If off-site marshaling is required, please contact the Event Manager for availability.

NET SQUARE FOOTAGE

Net square footage is defined as total display area less aisle space and food service areas. ACC management will have the right to determine what, if any, display area(s) will qualify for exclusion from rental charges.

Following completion of move-in and prior to any move-out, Client will meet with ACC management to agree upon a chargeable net square footage. The ACC's square footage calculation will be final and billed accordingly for failure to meet as noted above.

OCCUPANT CAPACITY

The capacity of the leased space will be limited to the occupant load approved by Anaheim Fire & Rescue. Standard occupant loads may be subject to field inspection and adjusted by Anaheim Fire & Rescue. When capacity has been reached, the ACC may, at its sole discretion, refuse entry to further Guests, even if they have registered or possess a valid ticket or admission credential.

PARKING FEES AND REGULATIONS

The City retains exclusive rights and privileges in all parking and staging areas of the ACC, including the right to charge a parking fee to all users of its parking or staging areas. During move-in/move-out and Show Days, Exhibitors are charged to park, but are allowed in and out privileges.

Vehicles requiring more than one parking space will be charged based on the number of stalls that are used.

Overnight parking on the Premises is prohibited by the Anaheim Municipal Code and violators will be cited and/or towed at owner's expense.

The washing and/or detailing of vehicles on property is prohibited unless water can be completely captured for off-site disposal. The drains located on property lead directly to the ocean and only non-chemically treated water is allowed to flow through drains.

Exhibitor, Vendors, Contractors, and Client staff parking and access timing needs are required to be communicated to the Event Off-site parking is non-exclusive and Guests may be directed to off-site parking locations.

Standard hours for West Street access are 8:30AM – 4:30PM. If access is needed outside of the standard hours, please contact your Event Manager for advance planning.

Off-site parking is non-exclusive and Guests may be directed to off-site parking locations.

Off-site parking may be arranged as determined by the ACC Management based on current onsite parking inventory and expected Guest drive-in attendance numbers based on overlapping event needs. Please contact your Event Manager to make any special arrangements.

For additional information, please refer to the *Parking Lot Regulations* document.

PLUMBING CONTRACTORS

All approved plumbing providers must have a valid agreement with and a permit from the City to provide services including pressurized air, natural gas, water, and drain services.

All plumbing is subject to inspection and approval by the ACC. Systems or installations not approved must be removed or be made acceptable prior to the opening of the Event. (See also Fire Regulations - Compressed Gases.)

RECEIPT AND REMOVAL OF CLIENT PROPERTY

The ACC will not receive any property on behalf of Clients, Exhibitors, or other parties. It is the Client's responsibility to advise all Exhibitors and other parties accordingly. All shipments arriving during move-in/event/move-out will be directed to Client and received by the Official Contractor.

Client agrees that if the ACC should receive, handle, or have in its care or custody property of any kind shipped or otherwise delivered to the Premises for Client, the ACC acts solely for the accommodation of Client. The ACC will not be liable for any loss of or damage to such property. (See also Miscellaneous - Shipping and Receiving.)

Client will remove all property, goods, installations, and effects that belong to the Client or were used/brought to the Premises for Event. If such property is not removed prior to the end of move-out as specified in the Agreement, the ACC may remove and store it or cause it to be stored. Client will reimburse the ACC for all expenses incurred. If specified property is not claimed and/or storage fees are not paid, the ACC will then have the right to sell the property, goods, or effects in such a manner as it may deem advisable and to apply any net proceeds of such sale toward any monies owed by Client.

RENTAL – TRADE SHOWS AND CONVENTIONS

Exhibit Halls and ACC North

Exhibit hall rental rates are based on a minimum rate or a net square foot rate, whichever is greater. For the purpose of calculating rental, the net square foot rate versus the minimum rate will be calculated for each hall, not in aggregate for multiple hall events. Full rental will be charged regardless of actual space used.

One complimentary move-in and/or move-out day is provided for each paid exhibit event date contracted, based on availability. Full Facility events may receive one additional day of move-in or move-out at no additional charge. Additional required move-in and/or move-out days will be charged 50% of the minimum daily rate.

Trade Shows/Conventions with exhibits will receive a credit against their total meeting room rental fees per paid event day for Exhibit Halls A, B, C, D, and E and a credit per paid event day for ACC North (based on 100,000 square feet).

Designated show offices will be provided to Client based on availability. In addition, an exhibit hall public address system with one hardwired microphone is included at no charge.

2nd & 3rd Level Meeting Rooms and ACC North

All meeting rooms used for meetings will be charged according to the “non-exhibit” rate and meeting rooms used for exhibit purposes will be charged according to the “exhibit” rate.

Meeting rooms will be used for purposes directly related to the Convention, meeting, event, or Trade Show. Meeting Rooms will not be assigned or sublet to others without the approval of the Executive Director. If approval is granted, Client will be charged the daily rate for each room sublet. Client will also be responsible for any other meeting room-related charges incurred.

Meeting Room rental includes one standard initial theater, classroom, or banquet-style set-up (excluding tablecloths). Room resets will be charged at the prevailing rate. Costs for additional equipment or personnel will be charged to Client at rates prevailing at the time of the Event.

Box Offices (Show Management needs)

Permanent, and/or portable box office locations may be available for Client use at prevailing rates. Box Offices will be charged according to approval from the Event Manager and availability of space in proximity with event location.

For Public/Ticketed Events and Consumer Show information on rental, please refer to specific policies under “Rental-Public/Ticketed Events & Consumer Shows.”

RIGGING

The City of Anaheim and Convention Center Management retain authority to review and approve all rigging plans, labor providers, and safety practices. Any rigging found non-compliant with this policy may be subject to immediate correction or removal at the Client’s expense.

Rigging Exclusivity

All rigging and rigging-related equipment (rigging hardware, hoists, motors, and accessories) within the Anaheim Convention Center (ACC) is exclusive and provided by Encore, our current provider, in the following areas:

- Arena and Arena Lobby
- ACC South 2nd and 3rd Floor Meeting Rooms
- Ballroom A–E
- ACC North 100 Level (for non-trade show uses)
- ACC North 200 Level, including pre-function and Bridge Connection areas
- ACC North Plaza Level
- Any contracted space utilized as a general session or non-exhibit area

RIGGING – (CONTINUED)

Trade Show and Exhibit Hall Rigging

Rigging for non-trade show events in the Exhibit Halls is exclusive to Encore. For trade show rigging, approved General Service Contractors (GSCs) may provide rigging services for exhibit booths and signage within the Exhibit Halls (A–E) and ACC North 100 Level, subject to the following conditions:

- All designs must be approved by Encore prior to installation.
- Only ETCP-certified riggers are permitted to perform work.
- The City of Anaheim reserves the right to approve all rigging personnel and organizations.
- If a GSC is not designated or does not meet approval or deadlines, Encore will perform the rigging by default.

Equipment and Safety Requirements

- All rigging hardware (wire rope, shackles, motors, truss, etc.) must be supplied and installed by Encore.
- All rigging operations must be overseen by ETCP-certified riggers.
- No bridling is permitted in the Ballroom or Arena.
- Rigging must attach only to designated structural steel or fixed grid systems.
- A “wet down” procedure must be followed when altering Monokote fireproofing to prevent airborne dust.

Load and Structural Limitations

- ACC North 100 Level: Maximum load of 1,100 lbs. without monitoring or 1,600 lbs. with load monitoring, vertically applied.
- ACC North 200 Level: Same as above.
- Diagonal rigging loads may be applied up to 800 lbs. with a maximum 45° angle from vertical (east–west direction only).
- All rigging plans must include load plots and be submitted to Encore no later than 30 days prior to installation.

Labor and Billing

- All rigging labor, including lead riggers, rigging technicians, and masonite hands, will be provided by Encore at the Client’s expense.
- Encore will provide load-in, supervision, and load-out for all rigging-related services.
- Labor rates are subject to standard published Encore rates unless otherwise negotiated.

SMOKING AND VAPING

The ACC is a non-smoking Facility which includes vaping. Smoking and vaping are not permitted in the courtyards between the exhibit halls, outside on ACC North/Katella Terrace balconies or east balconies located on the 2nd and 3rd Levels.

TRASH REMOVAL

The Client is responsible for the removal and proper disposal of all exhibit related trash including, but not limited to crates, lumber, and bulk trash. Additionally, it is the Client’s responsibility for the cleaning of aisle carpet or other floor covering installed by Client or their contractor throughout the term of the lease. The Client will be charged at the prevailing rate for all drop-off bins and compactors used to dispose of trash generated by the Event.

Additionally, the Client is responsible for proper and regulated disposal of any and all toxic, biohazard and e-waste goods, materials and substances, and must comply with all applicable laws. Please note that California has strict policies with respect to regulated waste disposal. Please consult your Event Manager for additional information on local providers who handle toxic, biohazardous, and/or e-waste substances/materials.

TRANSPORTATION

Transit Plaza

The Transit Plaza location is a shared space on the south side of the ACC and is utilized as the transportation hub for the ACC & Resort campus. This is not a space that may be contracted or restricted and should be available for multiple uses and multiple entities.

Examples of use include:

Taxi Pick up/Drop off – Rideshare Pickup/Drop Off – 5K Run activity – Buses/Shuttles Pick-up/Drop Off – Food Truck Staging – Grand Plaza Move In/Move Out staging area – Lift/Cart Movement (east side to west side) – Overflow Attendee line-up (with restrictions) – Hotel partner employee access.

TRANSPORTATION – (CONTINUED)

Buses/Main Shuttle Location

The main shuttle location at the ACC is Transit Plaza. Ground transportation operators may be allowed usage of this area based on availability and approval by the Event Manager. When more than one route is in operation or when multiple uses are requested for an Event, Client will provide an on-site transportation coordinator and additional Traffic Control staffing may be necessary. This area is a no idle zone. Please consult your Event Manager for additional information.

Bus Stop Locations (ART/OCTA)

Anaheim Resort Transit (ART) & the Orange County Transit Authority (OCTA) runs standard shuttle stops next to the Grand Plaza, Harbor Boulevard, and along Katella Avenue with service to the ACC campus.

Anaheim Regional Transportation Intermodal Center (ARTIC)

Located 2.6 miles away, ARTIC provides a regional opportunity for commuters arriving into Anaheim via rail, to connect to bus, taxi, and/or rideshare options that will provide them connection to the ACC campus.

Please contact your Event Manager if you have any questions with respect to availability and/or use of these spaces.

UNUSED SPACE

Client recognizes the ACC's desire to efficiently use its entire Facility. Therefore, Client agrees to release unused space within leased areas if requested to do so by ACC management. Should Client find that any part of the space included in the Agreement will not be used, ACC management must be notified immediately. If notification does not take place by the date specified in the Liquidated Damages Remedy Section of the Lease Agreement, Client will be charged for the space rental per the terms of the Agreement whether used or not.





PUBLIC/TICKETED EVENTS AND CONSUMER SHOWS

ADVANCE SALES/OFF-SITE SALES

Client must provide consistent updates for all advance and/or off-site ticket sales for the purpose of reconciling and maintaining Anaheim Fire & Rescue room set capacity restrictions to Event Manager and Box Office Manager.

Following the close of the Event, an official sales report showing total gross ticket sales for all outlets (online, advance, on-site, outlet locations, etc.) is required to be provided to the Event Manager and Box Office Manager for the purpose of financial reconciliation, per Client Agreement.

ARTIST CONTRACT

Per City request, the Client will provide a copy of a fully executed contract with the artist(s) scheduled to perform during the Event.

BOX OFFICE SERVICES

Client is required to discuss the overall ticketing and admission needs for the Event in advance of going on-sale. For current Box Office rental charges and rates, please refer to the current Box Office Fee schedule.

Client must provide a representative to manage the overall ticketing, event admission, and sales reporting process. Client and City will have full and equal access to the overall Event Box Office records on demand for ticket sales and real-time capacity reporting purposes. It is recommended that the Client provide a mobile administrative password or real time updates on all ticketing platforms.

All onsite tickets sales must be discussed with City in advance of going on sale. Client must provide a representative to manage the overall ticketing, event admission, and sales reporting process onsite. Client and City will have full and equal access to the overall Event Box Office records on demand for ticket sales and real-time capacity reporting purposes.

The City reserves the right to require that tickets be printed by a bonded ticket printer. A daily audit will be provided to the City by Client upon request.

CAPACITY (SEATING/TICKET/SPACE)

Client is required to provide a diagram with detailed information (including distances & measurements) to Anaheim Fire & Rescue for the purpose of floor plan approval and to establish the overall capacity (including allowable tickets sold) within Client's contracted space PRIOR to going on sale for an event. Anaheim Fire & Rescue may be contacted at (714) 765-4040.

EQUIPMENT

Client must arrange for all equipment needed for the purpose of selling admission or tickets onsite for the event including, but not limited to, laptops, credit card machines (or credit card swipes), money counting machines, and ticket scanners.

INTERNET, DATA, VOICE, AND NETWORKING SERVICES

Client must arrange for any dedicated telecommunication lines needed for the onsite box office/ticket sales operation. Including, but not limited to, WI-FI, phone, data, and/or any other connections needed for devices provided by the Client. All arrangements must be made through Smart City Networks.

PUBLIC/TICKETED EVENTS AND CONSUMER SHOWS

MONEY SERVICES

It is the responsibility of the Client to arrange for a startup cash order as needed for the box office and/or ticket selling operations. Please provide information to your Event Manager regarding selected money services provider. Client, and/or Client's designated representative, must be onsite to accept and sign for any and all cash orders and/or deposits.

NON-FOOD CONCESSIONS (MERCHANDISE)

The City reserves all rights to non-food concessions as listed within the Client contract; including but not limited to novelties, souvenirs, tapes/records, books, DVD/Blu-ray/Recordings, clothing, programs, and/or any other items that are sold onsite by Client, or their designated vendor(s) that showcase a specific event date(s) or a specific location(s).

The City may be entitled to twenty percent (20%) of the total gross sales (after state sales tax has been deducted) from Client's sale of all non-food merchandise at the Facility.

Client is required to provide an official sales report to the Box Office Manager within seventy-two (72) hours of the close of the event. If no sales report is provided as requested, ACC Accounting will use a pre-determined amount of merchandise sales based on the Box Office Manager recommendation.

RENTAL (SPECIFIC TO PUBLIC/TICKETED EVENTS)

Exhibit Halls, ACC North, and Arena

Public ticketed events and consumer show rental rates are based on a minimum charge per show day for each area or twelve and a half percent (12½%) of total gross ticket sales (after taxes, including offsite sales), whichever amount is greater. Client is required to provide a gross ticket sales report to the Box Office Manager within five (5) days of the conclusion of the event.

One complimentary move-in or move-out day is provided based on availability. Full Facility events may receive one additional day of move-in or move-out at no additional charge. Additional required move-in and/or move-out days will be charged fifty percent (50%) of the minimum daily rate.

Designated show offices shall be provided to Client based on availability. In addition, one hardwired paging microphone is included at no charge.

2nd & 3rd Level Meeting Rooms and ACC North

All meeting rooms used for meetings will be charged according to the "non-exhibit" rate and meeting rooms used for exhibit purposes will be charged according to the "exhibit" rate.

Meeting Room rental includes one standard initial theater, classroom or banquet-style set-up (excluding linens). Room re-sets will be charged at the prevailing rate. Costs for additional equipment or personnel shall be charged to Client at rates prevailing at the time of the Event.

Box Offices

Permanent and/or Portable box office locations may be available for Client use at prevailing rates. Box Offices will be charged according to prevailing rates and availability of space in proximity to event location.

SEATING MANIFESTS/DIAGRAMS

Client shall be responsible for all diagram creation for the purpose of Anaheim Fire & Rescue approval and overall event capacity restrictions.

Please contact your Event Manager for permanent Arena Seating manifest information for ticketing creation.

PUBLIC/TICKETED EVENTS AND CONSUMER SHOWS

STAFFING

Client will be responsible for all Event staffing as it relates to the Box Office or Admissions sales operations. It is highly recommended that all box office staffing be bonded for security purposes but is the responsibility of the Client.

TICKET PROVIDER(S)

Client shall be responsible for the arrangement of all online, advance, & onsite ticket selling activity. It is highly recommended that this service be handled through a reputable company that can provide consistent and reliable gross ticket sales reports in a timely manner.

TICKET REFUNDS

Client shall be responsible for all Event ticket refunds and any related costs.

TICKET SCANNING

If Client will provide barcodes for event entry, then Client will be responsible for providing all ticket scanning devices to ACC personnel, as required by Client Agreement.

All telecommunications/data/Internet/WI-FI/Cellular connections needed to run ticket scanning equipment is the responsibility of Client. It is highly recommended that a "test" run be conducted prior to Event for connection confirmation.

WILL CALL

Client will be responsible for the allocation, staffing, and distribution of all Will Call tickets arranged for pickup in advance and/or provided onsite the day of the event for any VIP and/or Guest attending the event.



PARKING LOT REGULATIONS

7/1/2025 – 6/30/2026

PARKING RATES

The current parking fee (*subject to change) for each entry is:

TYPE OF RATE	RATE
Standard Rate	\$25.00
Premium Rate	\$30.00
VIP Rate	\$35.00

We accept credit cards, debit cards, Apple Pay, and Google Pay at our location, cash is not accepted for payments.

GUESTS AND VISITORS

1. Please contact the Anaheim Convention Center (ACC) at 714.765.8950 for the current daily parking rate. Note that vehicles in excess of 19 feet in length will be charged twice the daily rate per entry and must be parked in designated spaces. Total length of vehicle cannot exceed 40 feet.
2. The ACC accepts the following forms of payment: **Master Card, Visa, American Express, Discover, Google Pay, and Apple Pay**
3. The parking fee is surrendered upon entering the parking lot and the parking receipt is not transferable.
4. The parking ticket is valid for one entry only and is not valid for in and out parking.
5. Speed limit is 5 m.p.h.
6. Please observe all overhead structure clearance signs.
7. Please park in marked parking spaces only (Anaheim Municipal Code 14.32.170).
8. Backing into parking spaces is not permitted (Anaheim Municipal Code 14.32.176).
9. Overnight parking of any vehicle is prohibited (Anaheim Municipal Code 14.32.220). Vehicles onsite at 2AM or an hour past the end of any event (the later of), may be subject to a citation.

CLIENTS AND EXHIBITORS

1. Please contact your Event Manager or Parking Management team to confirm the parking rate for your event.
2. Exhibitor parking fee will be the prevailing daily rate and will include unlimited in and out privileges through the West Street entrance ONLY. Parking and re-entry is provided on a space-as-available basis. Exhibitors must present their daily paid parking receipt AND their Exhibitor badge to the Parking Cashier in order to be granted re-entry.
3. The ACC accepts the following forms of payment: **Master Card, Visa, American Express, Discover, GooglePay, and ApplePay**
4. The parking fee is surrendered upon entering the parking lot and the parking receipt is not transferable.
5. Speed limit is 5 m.p.h.
6. Please observe all overhead structure clearance signs. Vehicles, displays, machinery, towed loads, advertisement, etc., parking in the parking lot to be used in conjunction with an event currently using the Anaheim Convention Center must have prior approval, and if permitted, will be required to pay rental space and/or parking fees as referred to in the contract.
7. Please park in marked parking spaces only (Anaheim Municipal Code 14.32.170).
8. Backing into parking spaces is not permitted (Anaheim Municipal Code 14.32.176).
9. Overnight parking of any vehicle is prohibited (Anaheim Municipal Code 14.32.220).
10. Perimeter security gates will be closed between 5pm – 8am on weekdays. Any requests for vehicle or truck entry before or after 5PM on weekdays and weekend needs must be made through special arrangements with the Parking team in advance.
11. Equipment storage of any kind, including but not limited to forklifts, high lifts, scissor lifts, electric carts, etc., must be stored in the crate storage area located east of Car Park #6 only. Equipment stored in unauthorized areas may be towed. The responsible party will also be liable for the payment of storage fees and the time spent by ACC personnel to research the status of the equipment. Time spent to make arrangements for equipment removal will also be calculated and included in the billing.
12. ALL staging, parking, and/or unloading/loading activities are prohibited on Hotel Way and Convention Way at all times.
13. All special requests regarding the aforementioned regulations must be submitted in writing to ACC Management and receive approval prior to the start of the event. Violations will result in citation and/or tow away.

CONTACT INFORMATION

ACC

Administration - (714) 765-8950

Booking – (714) 765-8927

Event Services – (714) 765-8953

Parking - (714) 765-8962

Security - (714) 765-8975

<http://www.anaheimconventioncenter.com>

CITY OF ANAHEIM

Anaheim Fire & Rescue - (714) 765-4040

<http://www.anaheim.net/613/Fire-Rescue>

Business License Department - (714) 765-5194

<http://www.anaheim.net/494/Business-License>

ARAMARK SPORTS & ENTERTAINMENT SERVICES (CATERING SERVICES)

(714) 765-8800

<http://www.aramarkconventions.com>

ENCORE (PRODUCTION SERVICES)

(714) 765-8667

<http://www.encoreglobal.com>

SMART CITY NETWORKS (TECHNOLOGY SERVICES)

(714) 765-8600

<http://www.smartcity.com>

VISIT ANAHEIM

(714) 765-2800

<http://www.visitanaheim.org>

