



## **Rules and Regulations**

The following information is provided to assist you in the planning of your event. This information outlines services available through the Ontario Convention Center (OCC) and its Contractors. Also listed are building policies of which you should be aware. If you have any questions regarding any of this information, please contact us for further details. Please see the No Surprise List for additional information.

### **ABANDONMENT OF GOODS**

The Ontario Convention Center (OCC) is not responsible for damage and or loss of any item(s) left behind by the Show Manager, its representatives or exhibitors upon move out of the facility. If OCC recovers the item(s) and the Show Manager advises OCC that the item(s) need to be returned, a shipping charge may be applicable. In the event the Show Manager does not advise OCC of the item(s) left behind, OCC reserves the right to dispose of the item(s) as deemed necessary.

### **ADA COMPLIANCE**

The Ontario Convention Center (OCC) provides permanent access accommodations under the guidance of the Americans with Disabilities Act (ADA). When planning your event, we ask that you provide accessibility to all individuals for exhibits, displays, meetings, etc. with respect to set up, location, path of travel and other aspects of the event. Please also provide any temporary auxiliary aids and services required for disabled attendees under the guidance of the ADA. Wheelchairs are not available onsite at the OCC; however, you may coordinate in advance thru our Service Desk (909) 937-3068.

### **ADVERTISING / SIGNAGE**

All off-site, outdoor advertising within the City limits requires approval from the City of Ontario. Please contact your Event Manager for questions. The posting of signs, advertisements, show bills, lithographs, posters or cards is not permitted in or on any part of the OCC premises without prior permission. All unauthorized signage will be removed.

### **ANIMALS**

No pets allowed except for service animals. For events that may include animals, please contact the San Bernardino Health Department for additional information.

### **ARMED GUARD**

Armed guards are exclusive and contracted through OCC. Based upon the type of event, armed guards are required whenever money is handled including any locations accepting monetary offerings for the event. See Security for more information.

### **ATM LOCATION**

For your convenience, an ATM machine is located in the main hallway, next to the Express Café.

### **AUDIO VISUAL (A/V)**

Projection Presentation Technology is the exclusive in-house audio visual provider for the OCC. Projection's personal understanding of the facility and integrated approach with the OCC staff ensures a seamless environment. Projection is exclusive for rigging. See Rigging for additional information. Please contact a Projection representative at 909-937-3072 to discuss your audio visual needs.

## **BANNERS / DECORATIONS/BALLOONS**

All interior banners, with the exception of tradeshow/exhibit hangings, must be hung by OCC personnel. Arrangements for interior banner hanging should be made in advance through your Event Manager a minimum of sixty (60) days prior to your event. All exterior banners require advance approval from the City of Ontario Planning Department. Arrangements for exterior banner hanging should be made a minimum of sixty (60) days prior to your event. Please contact your Event Manager for assistance. Decorations, banners and similar displays may not be fastened to ceilings, painted surfaces, wall coverings, air walls, columns or doors. Please contact your Event Manager for clarification or special requests. All props, table coverings, drapes, etc., must meet fire code regulations, be approved in advance as part of the floor plan, and have any required fire certifications. Adhesive backed decals and stickers may not be used or distributed without written consent of the OCC. Helium balloons, glitter and confetti cannons are not permitted.

## **BOX OFFICE**

The box office must be utilized for all cash sales. Box office rental is \$200.00 per unit and includes electrical, lighting, air conditioning and heating. Armed security is mandatory for all box office events and/or whenever money is handled. See Armed Guard section for more information. Box office personnel such as Box Office Manager and Ticket Sellers are available at an additional cost. All personnel are required thirty (30) minutes prior to the box office opening and after closing times. Show Managers will be responsible for all event ticket refunds and any related costs.

## **BUS SHUTTLE / DROP-OFF AREA**

Drop-off and pick-up location is located on the east side of the building, adjacent to parking Lot A.

## **CATERING/CONCESSIONS**

See Food and Beverage for details.

## **CLEANING**

The contracted areas of the OCC will be provided to you in clean condition. During your event, the OCC Operations Staff will maintain all public areas and meeting spaces except when said areas are utilized as exhibit space and are the responsibility of the Tradeshow Contractor. As an optional service, the OCC can provide show cleaning services for all areas utilized at a fee.

## **CONTRACT DECORATORS**

Your Event Manager can provide a list of Decorators or OCC can assist with your event needs. All sub-contractors must adhere to OCC's sub-contractors rules and regulations and must be insured and sign the OCC's Contractor's Guidelines.

## **CREDENTIALS**

All service contractors and show related working personnel, temporary labor, etc., should enter and exit the OCC through designated entrances and must wear proper identification credentials.

## **CROWD CONTROL (USHERS) / SAFETY (EXCLUSIVE)**

Crowd control is required at additional cost regardless of number of attendees. Crowd control is generally required any time the doors are open to the public or during move-in/out. Crowd control consists of the ushers' supervisor, door ushers, and directional ushers for emergency or event activities. Crowd Control personnel are required at a minimum of one half hour prior to the doors opening and will be released by the Event Manager at the conclusion of the event. A ratio of at least 1 usher per 250 adults and 1 usher per 150 children (17 and under) is recommended; some events may require more. Should the event involve children activities and/ or childcare rooms, additional crowd control personnel will be required. A meeting regarding children's safety and a plan of action must be scheduled between show management, staff (volunteers) who work with the children and facility staff including but not limited to Event Managers, Security Supervisors, and Crowd Control Supervisors at least seven (7) days prior to the first event day.

## **DAMAGES**

The OCC will make every effort to inform you of any damages as soon as they are discovered. We ask that any damage(s) you notice be reported immediately to an OCC staff member. If any portions of the premises or furnishings are damaged through the negligence or fault of the Licensee, its agents, or guests, Licensee will be responsible for any cost associated to return the area(s) to its original condition.

## **DOCK ATTENDANTS (EXCLUSIVE)**

One (1) dock attendant is required anytime the dock is open and when heavy equipment is operational in the dock area; two (2) dock attendants are required for up to 25 booths; three (3) dock attendants are required for 26-100 booths; (4) dock attendants are required for more than 100 booths. Dock attendants are required during the exhibitor/decorator move-in times at a minimum of thirty (30) minutes prior and thirty (30) minutes after move-in times. No move-in vehicles may be left parked in the dock area. Exhibitor/ Decorator have forty five (45) minutes to load and unload in the dock area. Vehicles must move after that time or they will be towed.

## **ELECTRICAL / UTILITIES FOR SHOW MANAGER (EXCLUSIVE)**

House lighting, ventilation, heat or air conditioning will be provided as required during show open times. Energy conservation and sustainability practices are very important to OCC and minimal light and temperature levels will be maintained during move-in / move-out hours. Rehearsals and similar pre-event activities may be assessed a utility charge for special light and temperature levels. Only authorized OCC staff may access electrical, water (fill, drain and water key) and telecommunications equipment. All usage of the utility services must be approved in advance by the OCC. Notify your Event Manager of your requirements. Please reference Utilities Form.

## **ELECTRICAL / UTILITIES FOR VENDORS / EXHIBITORS (EXCLUSIVE)**

All exhibitors lighting and electrical must be turned off during non-operating hours. Only authorized OCC staff may access electrical, water (fill, drain and water key) and telecommunications equipment. All usage of the utility services must be approved in advance by the OCC. Exhibitor electrical and utility services will be provided by OCC. Contact the Service Desk for assistance at 909-937-3068 / [servicedesk@ontarioocc.org](mailto:servicedesk@ontarioocc.org). Please reference Utilities Form

## **EMERGENCY MEDICAL TECHNICIAN (EMT) / FIRST AID (EXCLUSIVE)**

All events at the facility with four hundred (400) attendees or more must have an Emergency Medical Technician (EMT) onsite through OCC's exclusive contractor. Depending on the nature of the event, other events with less than four hundred (400) attendees may also be required to provide medical services. Please make arrangements for Emergency Medical Services with your Event Manager thirty (30) days prior to your event. The EMT is located inside the First Aid room in the South Lobby.

## **EQUIPMENT INVENTORY AND RATES**

Equipment is available based on inventory. The OCC will make every effort to accommodate the needs of our guests. The rates listed are subject to change; please consult with your Event Manager for current information. The costs for supplemental equipment will vary based on quantity and availability. If you have special requests for furnishings outside of our inventory, the Event Manager will assist in making arrangements to secure the equipment at current rates.

## **EXCLUSIVE SERVICES**

Armed guard security  
Crowd Control (Ushers)  
Dock Attendants  
Electrical and utility services  
Fire Marshal  
EMT  
Food and Beverage- No outside food and beverage of any kind permitted on property.  
Internet and Telecom services  
Rigging

## **FIREARMS DEACTIVATION AND SAFETY FOR EXHIBITS**

Breech-loading firearms displayed must be deactivated by removal of the firing pin or other alteration so that they may not be fired. Live ammunition, powder or primers may not be brought into the building. Exceptions may be granted by OCC Management for particularly rare antique firearms or ammunition displayed in locked display cases or otherwise made inaccessible. Firearms will be inspected before the show by an authorized safety advisor. Infractions will be reported to both Exhibitor and Show Management. All infractions must be corrected before the exhibit will be allowed to open. Over the counter sales of firearms and ammunition are not permitted; however, exhibitors may take orders for future delivery. Gun shows are permissible providing the producer is bona fide and state permitted, in which case all federal and state regulations prevail and must be strictly adhered to.

## **FIRE MARSHAL SERVICES (EXCLUSIVE)**

Fire Marshal presence is **required** during your event under the following circumstances: Use of candles, smoke, fog or hazer's (hazer liquid must be water based, no oil based substances are permitted) and whenever a significant life/safety issue is deemed to be present. Your Event Manager will make arrangements for Fire Marshal presence based on an evaluation of your event characteristics. Please reference Fire Checklist.

## **FLOORPLAN / VEHICLE DISPLAY APPROVAL**

All vehicles on display must have less than 1/4 of a tank of gas; batteries disconnected, locked or taped gas cap and an oil pan under the vehicle. Approval by Ontario Fire Department is required on all floor plans. Each promoter/show manager that contracts for exhibit space must submit detailed event diagrams to their Event Manager and contact the Ontario Fire Department at 909-395-2562 to purchase the Exhibit Trade Show Permit. North & South configuration is required for the Exhibit Halls. Blocking concessions is subject to a food buyout.

## **FLOOR PROTECTION**

You must place visqueen, (at least 4ml thick), or masonite on all carpeted and terrazzo areas during load in and load out when using lifts, pallet jacks and/or other related equipment. Lifts carrying freight may not travel across terrazzo or carpeted surfaces; although limited exceptions may be pre-approved for light equipment with appropriate tire protection. Gaffers tape is the only tape approved for use on carpeted and terrazzo areas. Chalk, duct tape, masking tape or other unapproved tape is not permitted. Licensee will be responsible for any and all damage to the carpet or tiles during the load in/load out process. Applicable charges will apply. Concrete and terrazzo floor must not be scuffed or scratched by moving equipment. Applicable charges will apply.

## **FOOD & BEVERAGE / CATERING (EXCLUSIVE)**

Outside food or beverages are not permitted on OCC property. All food services are exclusive through OCC. No tailgating in the parking lots of OCC and or the surrounding supporting lots. Consumables that are to be given to attendees free of charge must be pre-approved with OCC's Catering Department. Distribution or sale of food or beverages including but not limited to snacks in children's activities and /or childcare room; from sources other than OCC's Catering Department is strictly prohibited. Violation of such policy will result in the interruption of event and /or additional penalty to the Show Manager. Selling, distribution and consumption of all alcoholic beverages must be in accordance with the laws, statutes and regulations of the State of California. The State of California has issued an Alcohol Beverage Control (ABC) license to OCC for their exclusive sale and distribution of alcoholic beverages. The ABC license precludes the dispensing of alcoholic beverages to individuals under the age of 21. Licensee will be responsible for assistance in preventing any consumption of alcoholic beverages by underage attendees and to provide security as required by the OCC. OCC reserves for itself or its agents, contractors of concessionaires the sole right to the following services: sales and serving of all on-site consumable foods, confections and beverages (alcoholic and non-alcoholic), parking and sales of all souvenirs and novelties, programs and other merchandise. Subject to merchant buyout. Contact the Catering Department to arrange all snacks, food and beverage at 909-937-3061.

## **FORKLIFT**

See Lifts and Storage for details.

## **FREIGHT ELEVATOR**

All carts and heavy equipment loading into the second floor meeting room space must use the freight elevator located in the breezeway near the dock. Freight elevator is 8'W x 7'H x 11'L.

## **HOURS**

OCC administrative offices are open during regular business hours, Monday through Friday 8:00AM-5:00PM, excluding holidays. Hours of use are outlined during contracting and will be finalized prior to arrival. Changes may be made to your program, once on-site; depending on length of notice, applicable overtime or labor charges may apply. Administrative Office phone number is 800-455-5755 or 909-937-3000.

## **HOUSE LIGHTING**

House lighting will not be used as entertainment light. House lights may be dimmed to 33% for safety. Two set configurations are included. Additional changes are available for an additional fee. Contact the Event Manger for more details.

## **INSURANCE**

All clients and sub-contractors must provide a Certificate of Liability Insurance form for \$1M in General Liability coverage and an Additional Insured Endorsement form that specifies and includes the Ontario Convention Center, SMG and City of Ontario entities. Both insurance documents must be received one week prior to the move-in date. High-risk events such as sporting, fighting, and racing, and as specified by OCC must provide \$2M in General Liability insurance coverage. Please reference Insurance Checklist.

## **IT / TELECOM**

OCC is exclusive for all IT and telecom needs. OCC's full-range of technical services is linked through thirty (30) miles of fiber optic cabling. Available telecom services include general phone services, VOIP, ISDN, multi-mode and single-mode fiber optic connectors, category-5 wiring with RJ-45 connectors, webinars and webcasting. Internet services include access from any location in the center, both wired and wireless, network (LAN) in any part of the center, DS3 and custom cabling. Please contact the Event Manager with your requirements. All exhibitor/vendor requests must be submitted through our Service Desk at 909-937-3068 or [servicedesk@ontariocc.org](mailto:servicedesk@ontariocc.org) Please reference Telecom Form.

## **KEYS/ROOM SECURITY**

Should you request a "re-key" on any of the meeting room doors, a \$100.00 charge per door will apply which includes one (1) key. Additional keys are available at \$10.00 each. Lost re-keys will be subject to a \$25.00 fee.

## **LIFTS AND LIFT STORAGE**

If a lift is required, arrangements should be made in advance with your Event Manager. OCC lifts may only be operated by OCC employees. The floor weight load limit is 125 psi for the first floor and 100 psi for the second floor. OCC staff will locate and uncover the floor boxes for you in order to avoid them as the weight of the lift may cause damage. If wheels are not "non-marking and / or black rubber", they must be covered before entering the facility to prevent carpet damage. If the aisles are covered with visqueen and / or masonite, tire wrapping of equipment is not required.

## **LOADING DOCK**

An 8-bay loading dock is located on the west end of the building and affords easy access to the Exhibit Halls. Two roll up doors are 14' high and 20' wide. To maintain safe and efficient operations, the Event Manger shall assign dock attendants to assist with traffic coordination during load in and load out. All basic safety rules and OSHA guidelines are to be followed during load in/load out including, but not limited to: The safe operation of equipment and tools. No smoking within twenty five (25) feet of any exterior doors and only in designated smoking areas. No drinking of alcoholic beverages or use of illegal substances on OCC property or parking lots. Tailgating is prohibited. No refueling, de-fueling, storage of gasoline, kerosene, LPG or other fuels and liquids. Hallways, doors and fire lanes may not be blocked with freight, equipment, display material, etc. at any time. Crate/pallet storage is not permitted inside or outside building areas under any circumstances. Children under the age of 18 are not

permitted in the Exhibit Halls or on the loading dock during load in/load out hours. Children must be supervised at all times by an adult.

### **LOAD IN / LOAD OUT**

In order to protect building finishes, no loading or unloading is permitted through public entrance areas (i.e. front lobby, pre-function areas, etc.). With prior authorization from your Event Manager, limited loading and unloading of hand-carried items may be permitted when no other events are in house.

**Load In/Load Out Lighting** is set at thirty three percent (33%). "Work lights" will be provided at no charge in exhibit halls during load in and load out. One hundred percent (100%) "show lights" will be provided thirty (30) minutes prior to show opening and meetings. Lighting requests outside these parameters will be charged at the prevailing hourly rate. **Air Conditioning and/or Heat** are not provided on load in or load out days. Air conditioning or heat may be requested during these periods, but will only be provided when the exterior doors are closed and hourly charges will apply. Air conditioning and/or heat are provided complimentary during show hours at energy compliant settings in the active rooms. The Exhibit Hall loading doors must be closed one hour prior to start of show in order to provide appropriate heating and cooling levels.

### **LOBBY AREAS ARE FOR COMMON USE / UNLESS CONTRACTED**

Lobby areas are considered to be public space and are reserved for uses such as registration, circulation, information, food service, etc. and use for these purposes is subject to approval by the OCC. Registration tables, equipment, telephones, Internet and electrical services are not included but are available for an additional charge. No motorized vehicles, forklifts, gas or electric carts may be used in public areas without prior permission from the OCC.

### **LOST AND FOUND**

Lost and found items will be held in the Security Office at the OCC for up to thirty (30) days. Claimed items will be returned upon verification of the owner; however, the OCC will not be responsible for the cost associated with mailing or shipping lost and found items. Items are discarded after thirty (30) days. See Abandonment of Goods section.

### **MEETING SPECIFICATIONS**

Initial meeting specifications should be provided to the Event Manager a minimum of sixty (60) days prior to the event in order to secure our lowest rates. Orders placed seven (7) days or less in advance of your move in date will be subject to premium rates.

### **OFFICE EQUIPMENT**

Rental of computers, fax machines, copiers, etc. is available at OCC. Please contact your Event Manager for pricing.

### **PARKING**

The OCC can easily accommodate 1336 parking spaces. Parking is charged per entry with no in and out privileges. Parking in fire lanes, loading dock areas or any other location posted as "No Parking" is not permitted. Unauthorized vehicles will be removed at owner's expense. Overnight parking of all private vehicles, including RVs in the OCC parking lots is prohibited by City Ordinance and will be towed at owner's expense. Tradeshow Contractors should make arrangements with the Event Manager for parking of trucks/trailers. All personnel should park in the OCC designated parking areas. Current parking rates apply to all vehicles.

### **POWER CABLES AND LINES**

Power cables and lines may not block ingress/egress and/or any emergency exit doorways. ALL power cables must be flown up and over emergency exits. For additional details on this Fire Code, please contact the Event Manager. Cable ramps/yellow jackets are only permitted in backstage areas with prior approval. Please make arrangements with the Event Manager sixty (60) days in advance of arrival.

## **RECYCLING**

Recycling is part of the OCC's operating philosophy. The OCC recycles paper, cardboard, plastic, cans, bottles, wood pallets and more. Recycle containers are also made available throughout the facility and should be used whenever possible.

## **REMOVAL OF PROPERTY**

In the event that the premises are not vacated upon expiration of the contract term, the OCC will remove, at your expense, all remaining goods, wares, merchandise, equipment and property of any kind. The OCC shall not be liable for any damages to or loss of such goods, wares, merchandise or property which may be sustained by reason of such removal. Overtime fees will apply for venue and labor. Licensee and its contractors are responsible for the removal and disposal of all tape, trash, crates, pallets, packing material, etc. prior, during and upon completion of use, at Licensee's expense. Items are to be placed in the appropriate refuse or recycling bins located in the loading dock area. Recycle containers are also made available throughout the facility and should be used whenever possible.

## **RIGGING**

Rigging plots must be submitted to your Event Manager sixty (60) days prior to event date. Projection Presentation Technology is OCC's exclusive rigging provider. Projection's rigging supervisor will determine rig call and crew, based upon client needs. Banners and/or signage that weigh less than 10 lbs. and do not require a motor to hang can be hung from the floating grid in the Exhibit Hall pre-function area. Contact your Event Manager for pricing. Banners and/or signage can only be hung on fabric panels with wall hooks. Painters tape is the only permitted tape for the walls.

## **ROOM SET CAPACITIES**

Room capacities vary with the addition of staging, dance floors or audio-visual equipment. Please check with your Event Manager to confirm room capacities prior to preparing room specifications for your event. Changes in the set-up once the room is set will result in additional charges. Please reference [Floor Plans](#).

## **SECURITY**

### **Facility Security**

Our professional personnel maintain 24-hour security coverage for the facility. They monitor Fire Life Safety Systems and are responsible for securing all interior and exterior doors.

### **Event Security**

The OCC management and Ontario Police Department may determine what security will be required. Security is scheduled at a minimum of one half hour prior to doors opening and closing to the public. Four (4) hour minimums, or more, are required. Security that is not provided by OCC must have a valid City of Ontario Business License and be approved by the OCC Management and the Ontario Police Department prior to doing business in the facility. Armed guards are exclusive and contracted through OCC. Based upon the type of event, Ontario Police Department reserves the right to require police officers as deemed necessary. Additional staffing for badge checkers, overnight security, etc. is at Licensee's discretion and expense. Please place a request for security or additional staffing services through your Event Manager a minimum of thirty (30) days prior to the event start date. Security personnel must be scheduled one half hour prior and one half hour after actual times in order to provide the proper level of service. See No Surprise List

## **SERVICE ANIMALS**

Only service animals are permitted on the OCC premises. No pets allowed.

## **SHIPPING/STORAGE**

All freight should be handled through your decorator. In the event you are not using a decorator, contact your Event Manager to arrange early shipments. Storage fees will be applied to your settlement invoice. Freight being delivered in advanced without notice will not be accepted.

## **SIGNAGE**

The OCC permanent graphics, signs or displays may not be visibly blocked in any manner, nor may temporary signs or decorations be attached to permanent building graphics.

### **SMOKING / NON-SMOKING POLICY**

The OCC is a non-smoking facility. Smoking is not permitted within the facility or within twenty five (25) feet of any exterior entrance door. This policy applies to any vapor type cigarettes. Smoking is allowed only in designated smoking areas.

### **SOLICITING**

No soliciting is permitted on the OCC premises, which includes any portion of the OCC building, parking areas and walkways.

### **TAILGATING**

No tailgating is permitted.

### **VENDORS**

Each vendor must have a valid California Seller's Permit. Contact the State Board of Equalization at 949-223-5447 for compliance and CA sales tax regulation information. Each promoter/show manager must contact the City of Ontario Business Licensing at 909-395-2022 regarding the Itinerant Vendor/Event Permit.

### **WALLS / AIRWALLS**

Movement of air walls and/or equipment may only be performed by OCC personnel. Walls and doors must be protected from damage at all times. Items may not be attached to or lean against walls or doors, nor used to hold or prop doors open.



**ACKNOWLEDGEMENT AND UNDERSTANDING OF  
RULES AND REGULATIONS**

Please return acknowledgment to start the process of coordinating your event and preparing estimate of cost of your anticipated needs.

I, \_\_\_\_\_  
*Name*

Acknowledge receipt and understanding of the Rules and Regulations from the Ontario Convention Center and I do not currently have any questions. In the event I do have any questions and/or concerns, I will contact the assigned Event Service Manager.

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

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Today's Date

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

\_\_\_\_\_  
Event Date(s)