



CITY OF SAN ANTONIO

**CONVENTION, SPORTS, AND ENTERTAINMENT FACILITIES
DEPARTMENT**

OPERATIONAL POLICIES
**for the Henry B. Gonzalez Convention Center, Lila
Cockrell Theatre, and Municipal Auditorium**

Revised 05/13/09

For more information please visit our website

www.sanantonio.gov/convfac

or call 1-877-504-8895

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1) **Alcoholic Beverages**

Alcoholic beverages may be served within the facilities during certain events (i.e. dances, receptions). The RK Group LLC, the exclusive caterer and concessionaire, must provide the service and sale (concession) of food and beverage, including alcohol, for all events in the Convention Center and Lila Cockrell Theatre. Call (210) 225-4535 for more information. The RK Group LLC website is <http://www.therkgroup.com/>.

The RK Group must provide for the sale and distribution of alcohol at the Municipal Auditorium for public events with paid admission. For private events, or when the RK Group does not provide the alcohol service, Licensee must use an authorized caterer that has met the City's requirements. Licensee may use a caterer of their choice as long as the caterer meets City requirements and enters into an agreement with the City. It is the responsibility of the Licensee to ensure that the caterer of choice completes the contract process with the City in sufficient time prior to the event to ensure the caterer can provide services at their event. See [website](#) for a current listing of authorized caterers. Contact the Booking and Services Division or your assigned Event Services Coordinator for more information.

Licensee is responsible for security comprised of off-duty San Antonio Police Department (SAPD) officers at any event in which alcohol is being served or sold. The final number of officers is determined solely by the SAPD Off-Duty Employment Unit (ODEU) based on event requirements. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

BYOB (Bring You Own Bottle) functions are not permitted in the facilities.

The service or sale of alcohol to minors is prohibited by law.

2) **Animals**

With the exception of assistance dogs and animals participating in contracted events, such as dog, cat or cattle shows, animals for the purpose of exhibition are not permitted in the facilities without prior written approval from the assigned Event Services Coordinator for the specified event.

When an approved display includes pens or enclosures containing live animals, the following minimal provisions must be made.

- Use of a protective coating (i.e. plastic or visquine) to protect floors, columns, and any facility equipment.
- Use of some type of absorbent (i.e. saw dust or fire retardant wood shavings) within the pens and around columns.
- Provision of curbing or bike rack to contain animals.
- Supervision of animals at all times.
- Clean-up and proper disposal of absorbents and waste.

Additionally, in accordance with state and San Antonio Metropolitan Health District guidelines, animals are not permitted within fifty (50) feet of any food service preparation or service area, except for assistance dogs.

Please contact your assigned Event Services Coordinator for more information.

See also ["Garden Displays"](#), ["Live Animals"](#), and ["Pets"](#)

3) **Audio/Visual (A/V)**

The facilities' exhibit halls, meeting rooms, Lila Cockrell Theatre, and Municipal Auditorium are equipped with state-of-the-art digital sound systems. Room rental does not include the use of

any microphones, paging systems or visual aides. A/V requirements need to be coordinated through PSAV Event Services, the preferred provider, or through another A/V provider. PSAV can be contacted at (210) 308-0182 or by visiting www.psav.com. Licensee or other A/V provider may patch into house sound systems for a fee and under the supervision of a facilities' technician or PSAV Event Services. A facility stage technician must be on-duty for all event hours when the Lila Cockrell Theatre or Municipal Auditorium's sound systems and/or equipment will be used. Regular hours of operation for facility staff are 7:45am – 4:30pm, Monday through Friday, except City holidays. The Licensee will be billed for all overtime labor resulting from their use of house systems or equipment. Current overtime rates apply prior to 7:45am and after 4:30pm, Monday – Friday. Overtime rates also apply on weekends and City holidays. Any other A/V equipment (i.e. screens, projectors) can be obtained through **PSAV Event Services**, or any A/V contractor.

See also "[Event Staff](#)", "[Lila Cockrell Theatre](#)", "[Municipal Auditorium](#)", "[Overtime Policies](#)" and "[Sound](#)"

4) Automobiles

Personally-Owned Vehicles (POV's) may not be driven into the exhibit halls at any time. Vehicle parking in the exhibit halls is prohibited. The only exception to this policy is vehicles that are to be used as part of an exhibit (i.e. car shows).

Vehicles may be displayed in the exhibit halls with prior approval from the City of San Antonio Fire Marshal. See the Fire Regulations packet for vehicle-exhibition guidelines. It is the responsibility of the Licensee to ensure that exhibitors are aware of these guidelines.

5) Balloons

Helium balloons are not allowed in any part of the Convention Center or Lila Cockrell Theatre, either for display or for sale. Helium balloons are permitted in the lower level of Municipal Auditorium only. For decoration purposes, air-filled balloons may be used. The Licensee is responsible for informing exhibitors of this policy. The facilities reserve the right to remove any helium-filled balloons at Licensee's expense.

See also "[Helium Balloons](#)"

6) Badge Recycling

The Convention Facilities has several badge recycling bins where attendees may deposit their badges at the end of the event. This service is available upon request. Please contact your assigned Events Services Coordinator for more information.

7) Badge/Door Monitors

See "[Event Staff](#)."

8) Banners

With prior approval by the facilities' Director event-related banners may be displayed in various locations inside and outside of the Convention Center and Lila Cockrell Theater only. Outside banners are prohibited at the Municipal Auditorium. Requests for banner locations must be submitted in writing to your assigned Events Services Coordinator no later than thirty (30) days prior to your event. The installation/rigging of banners must be performed by your general services contractor (decorator) or another approved source. Banners may only be hung at approved hanging points on exterior walls of the Convention Center. Licensee is responsible for the removal of all banners. Please contact your assigned Event Services Coordinator for more information.

See also "[Draping](#)", "[Fire Marshal](#)" and "[Hanging](#)"

9) Box Office

[See "Ticketing."](#)

10) Business Center Services

The exclusive service provider for the Convention Center, [The UPS Store](#), provides all business center services. For more information on specific services and arrangements, please call 210-258-8950, or email store4180@theupsstore.com. The UPS Store website is <http://www.theupsstore.com/4180.htm>.

11) Carpet Tape

See ["Tape"](#)

12) Cascarones (Confetti-Filled Eggs)

The use or display of cascarones (confetti-filled eggs) is prohibited in the facilities. Licensee is responsible for the labor and materials required for clean-up resulting from violation of this policy.

See also ["Confetti"](#), ["Glitter"](#), and ["Rice"](#)

13) Casino Functions

Casino functions require the prior written authorization of the facilities Director. Contact your assigned Event Services Coordinator for more information.

14) Catering

[The RK Group LLC](#), the exclusive caterer and concessionaire, must provide catering services for all events in the Convention Center and Lila Cockrell Theatre. Call (210) 225-4535 for more information. The RK Group LLC website is <http://www.therkgroup.com/>.

At the Municipal Auditorium Licensee must use an authorized caterer that has met the City's requirements. Licensee may use a caterer of their choice as long as the caterer meets City requirements and enters into an agreement with the City. It is the responsibility of the Licensee to ensure that the caterer of choice completes the contract process with the City in sufficient time prior to the event to ensure the caterer can provide services at their event. See [website](#) for a listing of current authorized caterers. Contact the Booking and Services Division or your assigned Event Services Coordinator for more information.

15) Chalkboards

Depending upon availability, chalkboards or combination corkboards/chalkboards are available at the facility at no charge. The Licensee must make the appropriate arrangements through your assigned Events Services Coordinator.

16) Change-Overs/Set-ups

Meeting room rental includes one (1) setup per day. Additional setups or change-overs during the same rental day are charged at labor and equipment rates in effect at time of event.

17) Concessions (Food and Beverage Concession Stands)

The RK Group LLC, the exclusive caterer and concessionaire, must provide food and beverage concession services for all events in the Convention Center and Lila Cockrell Theatre. Call (210) 225-4535 for more information. The RK Group LLC website is <http://www.therkgroup.com/>.

The RK Group must also provide food and beverage service at the Municipal Auditorium for public events with paid admission. For private events, or when the RK Group does not provide the service, Licensee must use an authorized caterer that has met the City's requirements. Licensee may use a caterer of their choice as long as the caterer meets City requirements and enters into an agreement with the City. It is the responsibility of the Licensee to ensure that the caterer of choice completes the contract process with the City in sufficient time prior to the event to ensure the caterer can provide services at their event. See our [website](#) for a listing of current authorized caterers. Contact the Booking and Services Division or your assigned Event Services Coordinator for more information.

18) Confetti

The use or display of confetti, glitter, or rice is prohibited within the facilities. Licensee is responsible for the labor and materials required for clean-up resulting from violation of this policy.

See also "[Cascarones](#)", "[Glitter](#)", and "[Rice](#)"

19) Crate Storage

The Licensee's general services contractor (decorator) shall provide crate storage. With facilities' representative approval areas rented by the Licensee may be used to store boxes and other equipment. Wooden crates are not allowed in the facilities without prior approval from the City's Fire Marshal. The facilities are not responsible for damage or theft.

20) Damage

The facilities are not responsible for loss, damage or injury to persons or property of Licensee or Licensee's officers, directors, representatives, consultants, assigns, agents, employees, volunteers, contractors, or subcontractors sustained from any cause prior to, during or subsequent to, the period covered by the lease; and the Licensee shall expressly release the facilities and the City of San Antonio from any and all claims for such loss, damage, or injury. The Licensee will indemnify, save and hold harmless the facilities and City of San Antonio from all actions or proceedings to recover damages for injuries to persons or property arising from the Licensee's occupancy of the leased premises or the Licensee's actions therein.

The Licensee agrees to pay for any damages to the leased premises resulting from the Licensee's use or occupancy thereof; or resulting from any acts or omissions, intentional, negligent or accidental, whether said acts or omissions are those of the Licensee, its agents or employees, or persons participating in or attending the function contemplated by this lease.

Licensee should contact their assigned Events Services Coordinator to schedule a pre-event and post-event tour of all leased space in order to establish the condition of the leased space prior to and after the event.

The City of San Antonio shall not be liable to the Licensee for any damage, loss, or expense of any kind sustained by the Licensee as a result of theft, vandalism or malicious mischief.

21) Dance Floor

Depending upon availability, dance floors are available for rent from the facilities. Dance floors are comprised of 3' x 3' sections and rental fees are based on facility rates in effect at time of use. Dance floors may be used only on carpeted surfaces. Use of dance floors on concrete (i.e. exhibit halls and certain walkways), tile (i.e. certain common areas), or parquet (i.e. ballrooms A and B) is prohibited. Dance floors can not be placed on risers nor can be used outdoors.

22) Dances

Licensee is responsible for security comprised of off-duty San Antonio Police Department (SAPD) officers at dances. The final number of officers is determined solely by the SAPD Off-Duty Employment Unit (ODEU) based on event requirements. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

23) Decals

[See “Stickers”](#)

24) Deposits

Licensee is responsible for submitting a rental deposit upon return of the signed contract to the facilities. Deposits are payable to the “City of San Antonio – Convention, Sports, and Entertainment Facilities” and can be paid by cash, check, money order, or credit card and must include the Licensee’s name as listed on the signed contract. For certain government-sponsored and other events a valid purchase order may be substituted for the deposit. The amount of the deposit is determined by the Booking and Services Division based on the event. The deposit and signed contract must be returned in a timely manner by the due date stipulated in order to ensure your event scheduling. Contracts are not legally binding until executed by the facility and deposits are received. Please contact the Booking and Services Division at (210) 207-8500 for more information.

See also [“Lease”](#), [“Payment”](#), [“Rental Rates”](#) and [“Refunds”](#)

25) Docks

[See “Loading Docks”](#)

26) Draping

No decorative or structural items may be attached to or hung from any overhead beam, column, handrail, utility pipe, exterior wall, or fence without prior written approval. The Licensee will be charged for the labor and materials required for removal resulting from violation of this policy.

Drapes, decorations, buntings, and other decorative materials must be fire retardant materials properly treated to meet flame-proofing requirements and must have the prior approval of the City’s Fire Marshal.

See also [“Banners”](#), [“Fire Marshal”](#), and [“Hanging”](#)

27) Drayage

The facilities do not accept freight shipments for Licensees or exhibitors. Freight must be consigned, prepaid or billed to the Licensee’s general services contractor (decorator), or delivered direct to the service contractor during the event. Shipments cannot be received at the facilities prior to the Licensee’s contracted event dates. All shipments arriving prior to the Licensee’s contracted event dates will be denied.

The exclusive business center services provider for the Convention Center, [The UPS Store](#), may also be able provide drayage services. For more information on specific services and arrangements, please call 210-258-8950, or email store4180@theupsstore.com. The UPS Store website is <http://www.theupsstore.com/4180.htm>.

28) Electricity

The facilities do not provide electricity for Licensees or exhibitors. The facilities’ exclusive temporary utility services providers must be used for power, lighting, compressed air, water and

drain lines, fill and drain services, natural gas lines and gas cylinders, and associated labor. The list of approved providers may be obtained from the facilities website at www.sanantonio.gov/convfac. If there is not a sufficient number of outlets in the facilities' meeting rooms Licensee is responsible for obtaining additional electrical service through the facilities' approved list of temporary utility services providers.

29) Elevators

Passenger and freight elevators are available throughout the facilities. Under no circumstance is freight allowed in passenger elevators nor passengers allowed in freight elevators.

30) Event Cancellation

Should Licensee choose to cancel an event, written notification must be submitted to the assigned Booking and Services Coordinator.

Should Licensee release any or all of their rented space, Licensee will forfeit all payments, unless the space is subsequently rented to another party for the same dates. Although the facilities will make every effort to rent the space, the Licensee understands that the facilities are under no obligation to rent the space.

Contact your assigned Booking and Services Coordinator for more information.

31) Event Personnel

Rental fees do not include event personnel. Licensee is responsible for all event staff, including but not limited to, stage managers, ushers, badge checkers, door monitors, ticket takers, meeting room monitors, stagehands, riggers, security, t-shirt security, and additional labor. Public shows require the use of qualified ushers. Contact your assigned Event Services Coordinator for more information and a list of vendors or visit the facilities' website at www.sanantonio.gov/convfac.

See also "[Event Staff](#)", "[Guard Services](#)", "[Security](#)" and "[Ushering](#)"

32) Event Staff

Licensee is responsible for security in the form of off-duty San Antonio Police Department (SAPD) officers for certain events including public events, dances, and events in which alcohol is served, overnight security, move-in/move-out, and the use of Convention Way and Bowie St. drop-off. The final number of officers is determined solely by the SAPD Off-Duty Employment Unit (ODEU) based on event requirements. The facilities do not provide additional security for trade show or entertainment events. No event staff, other than SAPD ODEU security, is allowed to physically intervene with anyone within the facilities. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

Licensee is responsible for all event staff, including but not limited to, stage managers, ushers, badge checkers, door monitors, ticket takers, meeting room monitors, stagehands, riggers, security, t-shirt security, and additional labor. Public shows require the use of qualified ushers. Licensee is responsible for contracting with an Event Staffing contractor for these services. Contact your assigned Event Services Coordinator for more information and a list of vendors or visit the facilities' website at www.sanantonio.gov/convfac.

See also "[Event Staff](#)", "[Guard Services](#)", "[Security](#)" and "[Ushering](#)"

Harper Wood Electric Co.

(210) 223-2495

<http://www.hwe.com>

34) Exhibit Booth Furnishings

The facilities do not furnish equipment, furniture or fixtures (i.e. pipe & drape, tables, chairs, carpet, wastebaskets) for exhibitors. Licensee must contract with a general services contractor (decorator) for these items.

35) Exhibit Booth Cleaning

The facilities are not responsible for the cleaning of exhibit booths. Licensee must contract with a general services contractor (decorator) for this service.

36) Fire Marshal

Licensee is responsible for contacting the San Antonio Fire Department's Office of the Fire Marshal at (210) 207-3695 to ensure their event is in compliance with fire and safety regulations. Events with exhibits must have layouts approved in advance by the Fire Marshal. The Fire Marshal has authority to stop an event for safety purposes.

Licensee is responsible for Fire Marshal personnel required for certain events, including public events.

See also "[Banners](#)", "[Draping](#)", and "[Hanging](#)"

37) Floors

Licensee is responsible for providing drip pans and scrap buckets for any operating machinery or materials displayed, demonstrated, or sampled to prevent any liquids (i.e. lubricants, paint) from staining or damaging the floor or causing a safety hazard. Licensee is responsible for any damages as a result of violations of this policy.

38) Floor Plans/Exhibit Layouts

Exhibit floor plans/layouts must be submitted to your assigned Event Services Coordinator and to the City's Fire Marshal for approval prior to distribution to exhibitors. These plans must be submitted no later than 90 days prior to the event.

Plans must indicate sufficient minimum aisle width and there should be no obstructions to fire exits, fire exit signs, fire hose cabinets, fire alarm pull stations, or concession stands. Further, there should be no obstructions which reduce the amount of space in and adjacent to ingress and egress areas.

The facilities will not accept alterations to floor plans for meetings, dances, or banquets less than 72 hours prior to the event. Licensee is responsible for any additional equipment and/or labor resulting from alterations to plans.

See also "[Fire Marshal](#)"

39) Food & Beverage

The facilities reserve all rights with respect to food and beverage services.

The RK Group LLC is the exclusive caterer for the Convention Center and Lila Cockrell Theatre and is the exclusive concessionaire for all facilities. No other food or beverage that is not

provided by the RK Group LLC is allowed in the Convention Center or Lila Cockrell Theatre. No other food or beverage that is not provided by either the RK Group LLC as the exclusive concessionaire or an approved caterer is allowed in the Municipal Auditorium. At the Municipal Auditorium Licensee must use an authorized caterer that has met the City's requirements. Licensee may use a caterer of their choice as long as the caterer meets City requirements and enters into an agreement with the City. It is the responsibility of the Licensee to ensure that the caterer of choice completes the contract process with the City in sufficient time prior to the event to ensure the caterer can provide services at their event. See [website](#) for a listing of current authorized caterers. Contact the Booking and Services Division or your assigned Event Services Coordinator for more information.

See also "[Catering](#)" and "[Concessions](#)"

40) Food Shows

Licensee is responsible for providing food waste containers for exhibitors. Containers must be accessible to exhibitors on a daily basis. All waste should be discarded on a daily basis in plastic bags, secured and placed in a designated trash dumpster. Grease buckets and portable sinks must be provided for all grease disposal and exhibitor cleaning. Licensee is responsible for obtaining these items through their general services contractor (decorator) or one of the exclusive utilities contractors. Licensee is responsible for coordinating the donation of excess food to third parties.

41) Free Items

Licensees and exhibitors may offer free items, except for firearms and other weapons, to event attendees. Licensees and exhibitors may distribute free samples of food, beverages, refreshments, sundries, etc. that are not the same concession items sold by the facilities' exclusive caterer/concessionaire and which are directly-related to the event. The facilities reserve the right to regulate the size and type of samples.

See also "[Giveaways](#)", "[Samples](#)" and "[Raffles](#)"

42) Garbage

See "[Trash Removal](#)"

43) Garden Displays

For exhibits containing soil, humus, or similar materials a protective coating of plastic or visquine must be used to protect the floor, carpet, and all facilities equipment. Curbing must also be used to retain loose material, and to prevent leaks and fluid seepage.

See also "[Animals](#)", "[Live Animals](#)" and "[Pets](#)"

44) General Services

Room rental includes: one (1) setup per day; general room lighting; air conditioning and heating during event hours; tables and chairs; skirting of head tables, hollow squares and registration tables; lectern; water service at head table; general cleaning and cleaning of restrooms, and; removal of trash (caterer/concessionaire and decorator trash not included). Quantities and colors of skirting are limited.

Room rental does not include: additional setups or change-overs during the same rental day; air conditioning and/or heating for move-in/move-out days; additional tables for catering service; table-top linens or linens for oval tables; skirting of additional tables; additional lecterns, and; water service at additional tables. Additional tables for catering service and oval

table-top linens are available through the facilities' catering provider. All other services are at additional cost.

Services which entail additional fees include, but are not limited to: additional labor (i.e. sound technicians) at the overtime rate in effect at time of event; special labor for specific items (i.e., special staging, supplemental lighting and sound, food and beverage distribution, and audio/visual). In order to minimize Licensee costs and ensure an efficient setup, Licensee should provide their assigned Event Services Coordinator with all setup requirements as soon as possible prior to the event.

Only a minimum number of work lights are utilized during move-in/move-out. At the discretion of the Event Services Coordinator at the conclusion of each event day all lights, except for work lights, and escalators will be turned off. Any additional use must be coordinated with the assigned Event Services Coordinator and will be subject to additional charges.

Please contact your assigned Event Services Coordinator for more information.

See also ["Exclusive and Preferred Services"](#) and ["Service Contractors"](#)

45) Giveaways

Licensees and exhibitors may offer giveaways, except for firearms and other weapons, to event attendees. Licensees and exhibitors may distribute free samples of food, beverages, refreshments, sundries, etc. that are not the same concession items sold by the facilities' exclusive caterer/concessionaire and which are directly-related to the event. The facilities reserve the right to regulate the size and type of samples.

See also ["Free Items"](#), ["Raffles"](#) and ["Samples"](#)

46) Glitter

The use or display of glitter is prohibited in the facilities. Licensee is responsible for the labor and materials required for clean-up resulting from violation of this policy.

See also ["Cascarones,"](#) ["Confetti"](#) and ["Rice"](#)

47) Guard Services

Licensee is responsible for all event staff, including but not limited to, ushers, ticket takers, door monitors, badge checkers, t-shirt security, and meeting room monitors Licensee must use off-duty police officers through the San Antonio Police Department's (SAPD) Off-Duty Employment Unit (OEDU) for certain events, including dances and events in which alcohol is served, overnight security, move-in/move-out, and the use of Convention Way and Bowie St. drop-off. The facilities do not provide additional security for trade show or entertainment events. Licensee can contact the SAPD OEDU directly at (210) 207-7020 for more information or to make arrangements. Contact the assigned Event Services Coordinator for more information and a list of vendors or visit the facilities' website at www.sanantonio.gov/convfac.

See also ["Event Staff"](#), ["Security"](#), and ["Police Officers"](#)

48) Handicapped Access

Licensee is responsible for compliance with the Americans with Disabilities Act (ADA) of 1990 and shall ensure that all activities comply with during the term of the contract.

The facilities provide handicapped curb cut outs and will inform the Licensee of convenient handicapped routes when necessary.

49) **Hanging**

Exhibit halls in the Convention Center have specific approved hanging points for exhibitors and decorators. With prior approval by the facilities' Director event-related and professionally-printed banners and signs may be displayed in various locations inside and outside of the Convention Center and Lila Cockrell Theater only. Outside banners are prohibited at the Municipal Auditorium. Requests for banner locations must be submitted in writing to your assigned Events Services Coordinator no later than thirty (30) days prior to your event. The installation/rigging of banners must be performed by your general services contractor (decorator) or another approved source. Banners may only be hung at approved hanging points on exterior walls of the Convention Center. Licensee is responsible for the removal of all banners. Please contact your assigned Event Services Coordinator for more information.

See also "[Banners](#)", "[Draping](#)", and "[Fire Marshal](#)"

50) **Helium Balloons**

Helium balloons are not allowed in any part of the Convention Center or Lila Cockrell Theatre, either for display or for sale. Helium balloons are permitted in the lower level of Municipal Auditorium only. For decoration purposes, air-filled balloons may be used. The Licensee is responsible for informing exhibitors of this policy. The facilities reserve the right to remove any helium-filled balloons at Licensee's expense.

See also "[Balloons](#)"

51) **Insurance**

A current and valid certificate of insurance naming the facilities and City of San Antonio as additional insured must be provided for all events at least sixty (60) days prior to occupancy and shall provide for the following coverages and liability limits as specified in the contract.

<u>TYPE</u>	<u>AMOUNT</u>
1. Workers' Compensation	Statutory
2. Employers' Liability	\$1,000,000 per category
3. Commercial General (Public) Liability Insurance to include coverage for the following (where the exposure exists):	<u>C</u> ombined <u>S</u> ingle <u>L</u> imit for <u>B</u> odily <u>I</u> njury and <u>P</u> roperties <u>D</u> amage of \$1,000,000 per occurrence
a. Premises and Operations	\$2,000,000 aggregate or its equivalent in
* b. Independent Contractors	Umbrella or Excess Liability Coverage
c. Personal Injury Liability	
d. Contractual Liability	
e. Products/completed operations	
* f. Explosion, Collapse, Underground	
g. Broad Form Property Damage, to include Fire Damage Legal Liability	
* where the exposure exists	
4. Business Automobile Liability	<u>C</u> ombined <u>S</u> ingle <u>L</u> imit for <u>B</u> odily <u>I</u> njury and <u>P</u> roperty <u>D</u> amage of \$1,000,000 per occurrence
a. Owned/leased vehicles	
b. Non-Owned vehicles	
c. Hired vehicles	

The required policy may be purchased through the City of San Antonio's Tenant Users Liability Insurance Policy (TULIP). Contact the Booking and Services Division for more information.

52) Keys

Keys are available for certain office spaces and meeting rooms within the facilities. A deposit is required for each key issued. Licensee is responsible for all lost or unreturned keys issued to Licensee or any of its agents or representatives.

See also "Security"

53) Lease

Licensee event dates are not considered "definite" or "contracted" until a signed Lease Agreement and deposit are returned to the Booking and Services Division. "Tentative" dates are provided to Licensees as a courtesy only. Until such time the facilities receive a signed agreement and deposit for "tentative" dates they are subject to re-booking by the facilities.

See also "[Deposits](#)", "[Payment](#)", "[Rental Rates](#)" and "[Refunds](#)"

54) Licenses/Permits/Taxes

The Licensee shall be responsible for acquiring and shall pay the costs of any and all licenses, permits, and taxes required by authorities having jurisdiction over Convention Facilities.

55) Lighting

Other than general lighting described in "General Services", the facilities do not provide any special lighting in exhibit halls and meeting rooms. The Lila Cockrell Theatre and Municipal Auditorium are equipped with stage lighting. Licensee is responsible for any special lighting. All lighting equipment must be operated by qualified personnel. Depending on the lighting requirements, Licensee can contact the facilities' preferred audio/visual provider, PSAV Event Services, or the facilities' exclusive temporary utility service providers. PSAV Event Services can be contacted at (210) 308-0182 or by visiting www.psav.com. The list of approved providers may be obtained from the facilities website at www.sanantonio.gov/convfac.

For special lighting requirements in the Lila Cockrell Theatre and Municipal Auditorium please contact your assigned Event Services Coordinator.

See also "[Electricity](#)", "[General Services](#)", "[Lila Cockrell Theatre](#)" and "[Municipal Auditorium](#)"

56) Lila Cockrell Theatre

The Lila Cockrell Theatre is equipped with stage lighting and a state-of-the-art digital sound system. Licensee should contact their assigned Event Services Coordinator for any stage, lighting, and sound requirements.

Room rental includes: house and site lighting; air conditioning and heating during event hours; general cleaning and cleaning of restrooms; tables and chairs in lobby for display and/or novelty sales, and; removal of trash (caterer/concessionaire and decorator trash not included), Air conditioning and/or heating for move-in/move-out days is an additional cost. Licensee is responsible for stage technician costs outside of normal business hours, and on holidays and weekends.

The RK Group LLC, the exclusive caterer and concessionaire, must provide catering services and novelty sales for all events in the Lila Cockrell Theatre. Call (210) 225-4535 for more information. The RK Group LLC website is <http://www.thergroup.com/>.

Food and beverage are allowed only in the lobby and backstage areas and not in the main auditorium.

Licensee is responsible for all event staff, including but not limited to, stage managers, ushers, badge checkers, door monitors, ticket takers, meeting room monitors, stagehands, riggers, security, t-shirt security, and additional labor. Licensee is responsible for contracting with an Event Staffing contractor for these services, but no event staffs, other than SAPD ODEU security, are allowed to physically intervene with anyone within the facilities. Contact the assigned Event Services Coordinator for more information and a list of vendors or visit the facilities' website at www.sanantonio.gov/convfac.

Licensee is responsible for security in the form of off-duty San Antonio Police Department (SAPD) officers at certain events, including dances and events in which alcohol is served. The final number of officers is determined solely by the SAPD Off-Duty Employment Unit (ODEU) based on event requirements. SAPD ODEU must be used for all overnight security, move-in/move-out, and use of Convention Way and Bowie St. drop-off. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

Licensees must use the facilities' exclusive ticketing provider, Ticketmaster LLC, for all ticketed events.

See also ["Lighting"](#), ["Electricity"](#), ["Catering"](#), ["Concessions"](#), ["Novelties"](#), ["Exclusive and Preferred Services"](#), ["Food and Beverage"](#), ["Event Staff"](#), ["Event Personnel"](#), ["Security"](#), ["Guard Services"](#), ["Ushering"](#), and ["Ticketing"](#)

57) Literature/Handouts/Leaflets

Licensee is responsible for obtaining prior approval from the facilities for the distribution of any printed materials. Licensee is subject to additional cleaning fees for the distribution of printed materials and all materials will be either recycled or discarded.

58) Live Animals

For exhibits containing pens or enclosures containing live animals, a protective coating of plastic or visquine must be used to protect the floor, carpet, and all facilities equipment. Curbing must also be used to retain loose material, and to prevent leaks and fluid seepage. Licensee is responsible for obtaining the prior written approval of the facilities' director for the exhibition of live animals.

See also ["Animals"](#), ["Garden Displays"](#) and ["Pets"](#)

59) Loading Docks

The facilities' loading docks are for the use of exhibitors, decorators and contractors during event move-in and move-out only. General services contractors (decorators) do not have authority to prevent authorized access to the loading docks. Unauthorized vehicles are subject to removal at owner's expense.

Licensee is responsible for obtaining traffic control and access personnel in and around the dock area during move-in and move-out. Licensee must use off-duty police officers through the San Antonio Police Department's (SAPD) Off-Duty Employment Unit (ODEU) for traffic control and access. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

Licensee is required to contact their assigned Event Services Coordinator for dock access at the Municipal Auditorium.

See also [“Move-In/Move-Out”](#)

60) Logos

Licensee or exhibitors may not use the City of San Antonio logo or facilities' logo for any purposes without the prior approval of the facilities' director Logo. The use of the City of San Antonio or Convention Facilities logo in any brochures, advertisements, or other publicity must be approved in advance by the Director of Convention Facilities.

61) Meeting Room Service

Room rental includes: one (1) setup per day; general room lighting; air conditioning and heating during event hours; tables and chairs; skirting of head tables, hollow squares and registration tables; lectern; water service at head table; general cleaning and cleaning of restrooms, and; removal of trash (caterer/concessionaire and decorator trash not included).

Room rental does not include: additional setups or change-overs during the same rental day; air conditioning and/or heating for move-in/move-out days; additional tables for catering service; table-top linens or linens for oval tables; skirting of additional tables; additional lecterns, and; water service at additional tables. Additional tables for catering service and oval table-top linens are available through the facilities' catering provider. All other services are at additional cost.

Please contact your assigned Event Services Coordinator for more information.

See also [“General Services”](#) and [“Setups and Change-Overs”](#)

62) Message Facilities

The facilities do not provide message services for Licensee or their agents or representatives. The facilities' operator will provide Licensee contact information to callers if provided.

63) Move-In/Move-Out

Move-in/move-out days are at additional cost. The rental rate for move-in/move-out days is fifty (50%) percent of the daily rental rate and does not include air conditioning and/or heating. The facilities cannot guarantee the availability of move-in/move-out days immediately prior to or after a Licensee's event.

Licensee is responsible for providing traffic control and access personnel in and around the dock area during move-in and move-out. Licensee must use off-duty police officers through the San Antonio Police Department's (SAPD) Off-Duty Employment Unit (ODEU) for traffic control and access. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

The facilities' do not provide any equipment for move-in/move-out such as tools, forklifts, dollies, etc. Licensee is responsible for obtaining any such equipment through a general services provider (decorator).

See also [“Loading Docks”](#)

64) **Municipal Auditorium**

The Municipal Auditorium is located away from the Convention Center complex and, as such, the policies may differ. Please contact your assigned Event Services Coordinator for more information.

The Municipal Auditorium is equipped with stage lighting and a state-of-the-art digital sound system. Licensee should contact their assigned Event Services Coordinator for any stage, lighting, and sound requirements.

Room rental includes: house and site lighting; air conditioning and heating during event hours; general cleaning and cleaning of restrooms; tables and chairs in lobby for display and/or novelty sales, and; removal of trash (caterer/concessionaire and decorator trash not included), Air conditioning and/or heating for move-in/move-out days is an additional cost. Licensee is responsible for stage technician costs outside of normal business hours, and on holidays and weekends.

The RK Group LLC is the exclusive concessionaire for all facilities. No other food or beverage that is not provided by either the RK Group LLC as the exclusive concessionaire or an approved caterer is allowed in the Municipal Auditorium. At the Municipal Auditorium Licensee must use an authorized caterer that has met the City's requirements. Licensee may use a caterer of their choice as long as the caterer meets City requirements and enters into an agreement with the City. It is the responsibility of the Licensee to ensure that the caterer of choice completes the contract process with the City in sufficient time prior to the event to ensure the caterer can provide services at their event. See [website](#) for a listing of current authorized caterers. Contact the Booking and Services Division or your assigned Event Services Coordinator for more information.

Food and beverage are allowed only in the lobby, backstage and downstairs areas and not in the main auditorium.

Licensee is responsible for all event staff, including but not limited to, stage managers, ushers, badge checkers, door monitors, ticket takers, meeting room monitors, stagehands, riggers, security, t-shirt security, and additional labor. Licensee is responsible for contracting with an Event Staffing contractor for these services, but no event staffs, other than SAPD ODEU security, are allowed to physically intervene with anyone within the facilities. Contact the assigned Event Services Coordinator for more information and a list of vendors or visit the facilities' website at www.sanantonio.gov/convfac.

Licensee is responsible for security in the form of off-duty San Antonio Police Department (SAPD) officers at certain events, including dances and events in which alcohol is served. The final number of officers is determined solely by the SAPD Off-Duty Employment Unit (ODEU) based on event requirements. SAPD ODEU must be used for all overnight security and move-in/move-out. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

River City Merchandising, the exclusive novelty sales provider, must provide novelty sales for all events in the Municipal Auditorium. Call (210) 654-4447 for more information.

Licensees must use the facilities' exclusive ticketing provider, Ticketmaster LLC, for all ticketed events.

See also ["Lighting"](#), ["Electricity"](#), ["Catering"](#), ["Concessions"](#), ["Novelties"](#), ["Exclusive and Preferred Services"](#), ["Food and Beverage"](#), ["Event Staff"](#), ["Event Personnel"](#), ["Security"](#), ["Guard Services"](#), ["Ushering"](#), and ["Ticketing"](#)

65) Nails

See "[Staples/Tacks/Nails](#)"

66) Natural Gas

Natural Gas is not available. Gas cylinders may be available through the facilities' exclusive temporary utility services providers, subject to approval by the facilities and the City's Fire Marshal. Please contact your assigned Event Services Coordinator for more information.

See also "[Propane](#)", "[Exclusive and Preferred Services](#)" and "[Utility Services](#)"

67) Noise

Licensee is responsible for ensuring that individual exhibitor activities do not disturb or disrupt the activities of any other exhibitor or any other events within the facilities. The facilities reserve the right to monitor event activities and to remove or cause to remove any activities which violate this policy.

68) Novelties

Licensee may sell event-related souvenirs, programs, novelties or merchandise with the prior approval of the facilities and subject to facilities' novelty sales policies.

The RK Group LLC is the exclusive novelty sales provider for public events with paid admission at the Convention Center and Lila Cockrell Theatre. Call the RK Group LLC at (210) 225-4535 for more information or visit their website at <http://www.therkgroup.com/>.

River City Merchandising is the exclusive novelty sales provider for the Municipal Auditorium. Call River City Merchandising at (210) 654-4447 for more information.

69) Overtime Policies

A facility stage technician must be on-duty for all event hours when the Lila Cockrell Theatre or Municipal Auditorium's sound systems and/or equipment will be used. Regular hours of operation for facility staff are 7:00am – 6:00pm, Monday through Friday, except City holidays. The Licensee will be billed for all overtime labor resulting from their use of house systems or equipment. Current overtime rates apply prior to 7:00am and after 6:00pm, Monday – Friday. Overtime rates also apply on weekends and City holidays.

See also "[Audio/Visual \(A/V\)](#)" and "[General Services](#)"

70) Painting

Paint of any kind and painting are strictly prohibited inside and outside the facilities.

71) Parking

The facilities do not provide parking. Limited daily parking for a fee is available at various surface parking lots and garages adjacent to the facilities. Under certain strict circumstances, Licensee may rent a limited number of parking spaces at the facilities' surface parking lot located at 1001 E. Market St. In addition, a limited number of temporary parking passes in certain limited areas of the facilities may be available for Licensee and their agents or representatives, dependent upon event scheduling and other criteria. Please contact your assigned Event Services Coordinator for more information.

72) Payment

Licensee is responsible for submitting a rental deposit upon return of the signed contract to the facilities. Payments are payable to the "City of San Antonio – Convention, Sports, and

Entertainment Facilities” and can be paid by cash, check, money order, or credit card and must include the Licensee’s name as listed on the signed contract. For certain government-sponsored and other events a valid purchase order may be substituted for the deposit. Deposit amounts are determined by the Booking and Services Division prior to the event and invoice amounts are determined by your assigned Event Services Coordinator. Deposits must be returned in a timely manner by the due date stipulated in order to ensure your event scheduling. Contracts are not legally binding until deposits are received. Please contact the Booking and Services Division at (210) 207-8500 for more information.

See also [“Deposits”](#), [“Lease”](#), [“Rental Rates”](#) and [“Refunds”](#)

73) Permits

See [“Licenses/Permits/Taxes”](#)

74) Pets

With the exception of assistance dogs and animals participating in contracted events, such as dog, cat or cattle shows, animals for the purpose of exhibition are not permitted in the facilities without prior written approval from the assigned Event Services Coordinator for the specified event.

Additionally, in accordance with state and San Antonio Metropolitan Health District guidelines, animals are not permitted within fifty (50) feet of any food service preparation or service area, except for assistance dogs.

Please contact your assigned Event Services Coordinator for more information.

See also [“Animals”](#), [“Garden Displays”](#) and [“Live Animals”](#)

75) Plants

The facilities do not provide plants. Licensee must obtain plants through a general services contractor (decorator).

For exhibits containing soil, humus, or similar materials a protective coating of plastic or visquine must be used to protect the floor, carpet, and all facilities equipment. Curbing must also be used to retain loose material, and to prevent leaks and fluid seepage.

See also [“Animals”](#), [“Garden Displays”](#) and [“Live Animals”](#) and [“Pets”](#)

76) Police Officers

Licensee is responsible for security in the form of off-duty San Antonio Police Department (SAPD) officers for certain events including public events, dances, and events in which alcohol is served, overnight security, move-in/move-out, and the use of Convention Way and Bowie St. drop-off. The final number of officers is determined solely by the SAPD Off-Duty Employment Unit (ODEU) based on event requirements. The facilities do not provide additional security for trade show or entertainment events. No event staffs, other than SAPD ODEU security, are allowed to physically intervene with anyone within the facilities. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

See also [“Event Staff”](#), [“Guard Services”](#) and [“Security”](#)

77) Posters/Signage

With prior approval by the facilities Director event-related and professionally-printed banners, posters and signs may be displayed in various locations inside and outside of the Convention Center and Lila Cockrell Theater only. Outside banners are prohibited at the Municipal

Auditorium. Requests for banner locations must be submitted in writing to your assigned Events Services Coordinator no later than thirty (30) days prior to your event. The installation/rigging of banners must be performed by your general services contractor (decorator) or another approved source. Banners may only be hung at approved hanging points on exterior walls of the Convention Center. Licensee is responsible for the removal of all banners. Please contact your assigned Event Services Coordinator for more information.

No decorative or structural items may be attached to or hung from any overhead beam, column, handrail, utility pipe, exterior wall, or fence without prior written approval. The Licensee will be charged for the labor and materials required for removal resulting from violation of this policy.

Drapes, decorations, buntings, and other decorative materials must be fire retardant materials properly treated to meet flame-proofing requirements and must have the prior approval of the City's Fire Marshal.

Except as noted in "Banners" and "Hanging" herein, all other posters, signs, etc.: 1) must have the prior approval of the facilities; 2) must be professionally-printed; 2) and can only be displayed on easels and individual place holders. Under no circumstances should any posters, signs, etc. be attached to walls, doors, or windows. Licensee is responsible for the removal of all such posters, signs, etc. at the conclusion of their event. This policy applies to posters, signage, etc. within exhibition areas and in individual exhibit booths. Licensee is responsible for the labor and materials required for repair resulting from violation of this policy.

See also ["Banners"](#), ["Draping"](#), and ["Hanging"](#)

78) Propane

Please refer to the Fire Regulations Packet.

See also ["Natural Gas"](#), ["Exclusive and Preferred Services"](#) and ["Utility Services"](#)

79) Raffles

Licensees and exhibitors may conduct raffles of items, except for firearms and other weapons. Raffles requiring the purchase of a ticket require the prior approval of the facilities. Sample food and beverage items have specific limitations; consult your assigned Event Services Coordinator for more information.

See ["Free Items"](#), ["Give-Aways"](#) and ["Samples"](#)

80) Recycling

The facilities recycle various items and materials including cardboard, aluminum, and pallets, and donates unused prepared food to local food banks and charities. Contact your assigned Event Services Coordinator for more information.

81) Refunds

In the event Licensee is due a refund of any deposits or payments a check, made payable to the Licensee, will be issued in 6-8 weeks.

See also ["Deposits"](#), ["Lease"](#), ["Payments"](#) and ["Rental Rates"](#)

82) Registration

The facilities will provide registration areas to Licensee: 1) subject to availability, based on other events and activities within the facilities; 2) based on the Licensee's rental and location of areas within the facilities, and; 3) subject to the prior approval of the facilities and Fire Marshal.

For more information contact the Booking and Services Division at (210) 207-8500.

83) Rental Rates

For rental rates and availability, please contact the Booking and Services Division at (210) 207-8500.

See also [“Deposits”](#), [“Lease”](#), [“Payment”](#) and [“Refunds”](#)

84) Rice

The use or display of rice is prohibited in the facilities. Licensee is responsible for the labor and materials required for clean-up resulting from violation of this policy.

[See also “Cascarones \(Confetti-Filled Eggs\)”](#), [“Confetti”](#) and [“Glitter”](#)

85) Rigging

Licensee is responsible for utilizing a qualified general services contractor (decorator), audio/visual provider, or rigging provider for all rigging requirements including lighting, sound, etc. Licensee shall comply with the facilities’ rigging guidelines and rigging plots/diagrams delineating rigging points and loads.

For more information please contact your assigned Event Services Coordinator.

86) Risers/Staging

At additional cost the facilities can provide up to 48” high risers/staging, depending on quantity and availability. Licensee is responsible for obtaining taller riser/staging requirements from a contractor.

87) Samples

Licensees and exhibitors may distribute free samples of food, beverages, refreshments, sundries, etc. that are not the same concession items sold by the facilities’ exclusive caterer/concessionaire and which are directly-related to the event. The facilities reserve the right to regulate the size and type of samples.

See also [“Free Items”](#), [“Give-A ways”](#) and [“Raffles”](#)

88) Security

Licensee is responsible for security in the form of off-duty San Antonio Police Department (SAPD) officers for certain events including public events, dances, and events in which alcohol is served, overnight security, move-in/move-out, and the use of Convention Way and Bowie St. drop-off. The final number of officers is determined solely by the SAPD Off-Duty Employment Unit (ODEU) based on event requirements. The facilities do not provide additional security for trade show or entertainment events. No event staffs, other than SAPD ODEU security, are allowed to physically intervene with anyone within the facilities. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

Licensee is responsible for all event staff, including but not limited to, ushers, badge checkers, door monitors, meeting room monitors, security, and t-shirt security. Public shows require the use of qualified ushers. Licensee is responsible for contracting with an Event Staffing contractor for these services. Contact your assigned Event Services Coordinator for more information and a list of vendors or visit the facilities’ website at www.sanantonio.gov/convfac.

Keys are available for certain office spaces and meeting rooms within the facilities. A deposit is required for each key issued. Licensee is responsible for all lost or unreturned keys issued to Licensee or any of its agents or representatives.

See also [“Event Staff”](#), [“Event Personnel”](#), [“Guard Services”](#), [“Keys”](#) and [“Police Officers”](#)

89) Service Contractors

Certain services provided within the facilities are on an exclusive or preferred basis. Licensee shall not contract any services which conflict with or violate the terms of these existing agreements.

Contact your assigned Event Services Coordinator for more information on general service contractors (decorators) and other outside contractors or visit the facilities’ website at www.sanantonio.gov/convfac.

See also [“General Services”](#) and [“Exclusive and Preferred Services”](#)

90) Signage

See [“Posters/Signage”](#)

91) Skirting

Room rental includes skirting of head tables, hollow squares and registration tables. Quantities and colors are limited.

Room rental does not include table-top linens or linens for oval tables, or skirting of additional tables. Additional tables for catering service and oval table-top linens are available through the facilities’ catering provider. Skirting for exhibitor tables must be obtained through the general services contractor (decorator).

Please contact your assigned Event Services Coordinator for more information.

See also [“Exhibit Booth Furnishings”](#), [“Meeting Room Service”](#), and [“General Services”](#)

92) Sound

The facilities’ exhibit halls, meeting rooms, Lila Cockrell Theatre, and Municipal Auditorium are equipped with state-of-the-art digital sound systems. Room rental does not include the use of any microphones, paging systems or visual aides. A/V requirements need to be coordinated through PSAV Event Services, the preferred provider, or through another A/V provider. PSAV can be contacted at (210) 308-0182 or by visiting www.psav.com. Licensee or other A/V provider may patch into house sound systems for a fee and under the supervision of a facilities’ technician or PSAV Event Services. A facility stage technician must be on-duty for all event hours when the Lila Cockrell Theatre or Municipal Auditorium’s sound systems and/or equipment will be used. Regular hours of operation for facility staff are 7:30am – 4:30pm, Monday through Friday, except City holidays. The Licensee will be billed for all overtime labor resulting from their use of house systems or equipment. Current overtime rates apply prior to 7:45am and after 4:30pm, Monday – Friday. Overtime rates also apply on weekends and City holidays. Any other A/V equipment (i.e. screens, projectors) can be obtained through **PSAV Event Services**, or any A/V contractor.

See also [“Audio/Visual \(A/V\)”](#), [“Event Staff”](#), [“Lila Cockrell Theatre”](#), [“Municipal Auditorium”](#), and [“Overtime Rates”](#)

93) Spray Paint

See "[Painting](#)"

94) Stage Hands

Licensee is responsible for utilizing a qualified provider for all stage hand requirements including rigging, lighting, sound, etc. Stage hand requirements can be coordinated through PSAV Event Services, the preferred provider, or through another A/V provider.

See also "[Event Staff](#)", "[Event Personnel](#)", "[General Services](#)", "[Lila Cockrell Theatre](#)", "[Municipal Auditorium](#)" and "[Rigging](#)"

95) Staples/Tacks/Nails/Screws

The use of staples, tacks, hangers, nails, screws, bolts, etc. on any floor, wall, door, column, ceiling, table, chair, riser or any other facilities' furniture, fixture or equipment is strictly prohibited. Licensee is responsible for the labor and materials required for repair resulting from violation of this policy.

96) Stickers/Decals/Adhesives

The use of any type of stickers, decals, or adhesives on any floor, wall, door, column, ceiling, table, chair, riser or any other facilities' furniture, fixture or equipment is strictly prohibited. Licensee is responsible for the labor and materials required for cleanup and repair resulting from violation of this policy.

See also "[Tape](#)"

97) Tape

The use of double-sided tape on any floor, wall, door, column, ceiling, table, chair, riser or any other facilities' furniture, fixture or equipment is strictly prohibited. Only masking or decorator tape may be used on exhibit hall or other concrete floors. Licensees may purchase special tape from the facilities for use on carpet, tile and parquet wood floors. Licensee is responsible for ensuring all tape is removed at the conclusion of the event. Licensee is responsible for the labor and materials required for cleanup and repair resulting from violations of this policy.

Contact your assigned Event Services Coordinator for more information.

98) Taxes

See "[Licenses/Permits/Taxes](#)"

99) Telecommunications/Data

The facilities do not provide telecommunications services. Licensees and exhibitors must utilize the facilities' exclusive provider, Smart City, for all telecommunications services. Smart City can be contacted at (210) 258-8900 or visit their website at www.smartcity.com.

See also "[Exclusive and Preferred Services](#)"

100) Television Monitors/Cable T.V.

In order to utilize televisions using electricity in the exhibit halls or other areas where power is not available Licensees or exhibitors must utilize one of the facilities' exclusive temporary utility services providers to provide power. Televisions may be rented through the facilities' preferred audio/visual provider, PSAV Event Services, or another audio/visual provider. PSAV Event Services can be contacted at (210) 308-0182 or by visiting www.psav.com. Cable television

service is available within the facilities and be accessed through Time Warner Cable at (210) 244-0500 or by visiting <http://www.timewarnercable.com>.

101) Theatre

See "[Lila Cockrell Theatre](#)"

102) Ticketing

The facilities exclusive provider for ticketing services is Ticketmaster LLC. Ticketmaster can be contacted at (210) 525-1100 or at www.ticketmaster.com.

See also "[Lila Cockrell Theatre](#)", "[Municipal Auditorium](#)" and "[Exclusive and Preferred Services](#)"

103) Track Vehicles

Vehicles that utilize tracks are strictly prohibited from operation within the facilities. Track vehicles can only enter the facilities on wheeled trailers and unloaded on proper floor tracks placed temporarily on the floor. Vehicles must remain on these floor tracks until removed. Track vehicles must also comply with all regulations in the Fire Regulations packet.

104) Trash Removal

The facilities provide open-top dumpsters for Licensee use during an event or for move-in/move-out. Licensees are responsible for a disposal fee for the use of these dumpsters if an inordinate amount of debris (i.e. stage sets) is discarded in these dumpsters. The facilities recycle crates and pallets. Licensees and exhibitors are subject to additional fees for disposal of crates or pallets in these dumpsters.

The facilities regularly remove trash from facility receptacles as necessary. Facilities staff does not remove any other trash. Additional fees will be incurred by Licensee for removal of any other trash.

105) Truck Docks

See "[Loading Docks](#)"

106) Unions

The state of Texas is a "right-to-work" state and, as such, the use of union labor is not required. Licensees are only required to utilize qualified personnel. Many types of contractor personnel, including audio/visual, decorating and rigging, may be unionized. The use of union or non-union labor is strictly between Licensee and the contractor.

107) Ushers

Rental rates do not include event personnel, including ushers. Licensee is responsible for all event staff, including ushers. Public shows require the use of qualified ushers. Ushers can also include ticket takers, additional non-police security, t-shirt security, meeting room monitors, badge checkers, and door monitors. The facilities have specific usher requirements for many types of events, including public events and events in the Lila Cockrell Theatre and Municipal Auditorium. The facilities reserve the right to require the use of in-house staff for ushering, or to allow Licensees to utilize outside event staffing contractors. Please contact your assigned Event Services Coordinator for more information.

See also "[Event Personnel](#)" and "[Event Staff](#)"

108) Utility Services

The facilities do not provide event utilities such as power, lighting, compressed air, water and drain lines, fill and drain services, natural gas lines and gas cylinders, and associated labor. Licensee is responsible for utilizing one of the facilities' exclusive temporary utility services providers for these services. The list of providers may be obtained from the facilities website at www.sanantonio.gov/convfac. For more information contact your assigned Event Services Coordinator.

See also "[Electricity](#)", "[Natural Gas](#)", "[Propane](#)" and "[General Services](#)"

109) Water Service

Room rental includes water service at head table only. Room rental does not include water service at additional tables. Additional water service is available for a fee. Please contact your assigned Event Services Coordinator for more information.

See also "[General Services](#)" and "[Meeting Room Service](#)"