

METREON

EVENT PLANNING PACKET

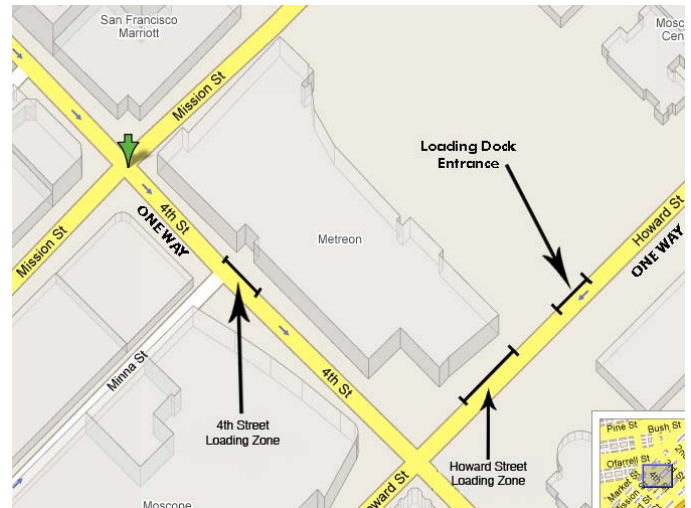
Please complete and return at least 15 days prior to your event. Work Orders after this date will require additional charges including a 15% administration fee.

Fax 415-369-6025 E-mail metreonevents@westfield.com

I. METREON GENERAL INFORMATION

LOAD-IN/LOAD-OUT

- The Metreon loading dock is part of an operating retail/entertainment center and is used everyday by our tenants. Please be respectful of others when using this shared space.
- The Loading Worksheet must be completed and submitted to Management at least 15 days prior to the Event. Work Orders after this date will require additional charges including a 15% administration fee. Load-in/out schedule is subject to Management approval and may be modified if conflicts arise. Parking in the Metreon loading dock is prohibited.
- All loading must take place through the Howard Street Loading Dock, between 3rd and 4th Streets (See map)
- Regular Operating Loading Dock hours are 7 AM - 4 PM, Monday - Friday, with peak hours from 7 AM - 10 AM.
- Deliveries during peak hours should be avoided and require Metreon Event Management approval.
- Event loading must occur from loading bay #2, the right stall of the Loading Dock, adjacent to the wall.
- Freight Elevator Dimensions: **Doors** = 5' W x 8' H **Inside** = 8'4" W x 9'5" H x 10'2" D
- When using the Freight Elevator please note that the **DH button** ("door hold") will hold open the elevator doors.



BUILDING ACCESS

- Building hours are from 10:30 AM – 8:30 PM Monday–Thursday and 10:30 AM – 8:30 PM Friday and Saturday. If access to the Center is required before or after normal building hours, additional charges will apply. Arrangements for early or late opening/admittance to Metreon must be confirmed with Management at least fifteen (15) days prior to Event.
- During your Event load-in and Event full access to the 4th Floor via the freight elevator will be provided. Freight elevator access to the 4th floor is restricted during non-event hours.
- The building's passenger elevators may **not** be privatized.

SECURITY

- A minimum of two (2) Metreon security guards are required for Events in City View. Hours of coverage and number of guards will be determined by the hours and duration of your event. Guards are \$20/hour, with a minimum of 4 hours per guard.
- If you are planning on having additional private security present, please coordinate directly with Metreon Event Management and Metreon Security to ensure all teams work together. See *Logistics Worksheet*
- Any special needs required for VIP guests, (i.e. separate entrance/exit plan, back of house access, etc.) must be coordinated with Management and Metreon Security.

TENT INSTALLATION/TERRACE

- Should your event require tent installation additional coordination with Management regarding load-in and production will be required; additional fees will apply.
- Terrace tiles are sensitive to weight. Heavy object placed on the terrace must be approved by Management.

METREON

EVENT PLANNING PACKET

Please complete and return at least 15 days prior to your event. Work Orders after this date will require additional charges including a 15% administration fee.

Fax 415-369-6025 E-mail metreonevents@westfield.com

- Scissor lifts and man lifts are prohibited on the 4th Floor terrace due to weight limitations.

NEIGHBORHOOD SERVICES

- Parking is available at the Fifth and Mission Garage, 833 Mission St, 415-982-8522
- Valet Parking Services can be arranged through the Metreon Management Office, 415-369-6002
- Copying/Fax Services are available at Fedex Kinko's at 1967 Market Street, 415-252-0864
- Home/hardware goods are available at Cole Fox Hardware, 70 4th Street, 415-777-4400

LIFT/LADDER/EQUIPMENT RENTAL

- Rental/loan of Metreon equipment for events is not permitted. Please see vendor list for lift/ladder rental options.

POSTER HANGING/BUILDING SIGNAGE

- Rooms are equipped with eye hooks that can be used to hang visual elements and posters. Client is **not permitted** to affix any items outside of these designated areas without written Metreon management approval. If your Event has special needs for visual displays, please coordinate with Management prior to execution.
- Event is permitted three 22x28 directional signs on the ground level of the center. Signage creative and placement must be approved by Metreon Management. *No unapproved signage may be placed in the common area.*

OTHER

- Fog Machines are not permitted during events at Metreon.
- No heaters and/or non-catering heating elements are permitted within Metreon event spaces.
- **Access to the rooftop is not permitted.** Any damage to the roof will result in a fine of \$1,000 in addition to the cost for repair.

RESTROOMS

- Restrooms for events on the second floor can be found on the ground floor in the center of Metreon.
- Restrooms for events on the fourth floor can be found in the fourth floor atrium lobby and within the City View space.

METREON

EVENT PLANNING PACKET

Please complete and return at least 15 days prior to your event. Work Orders after this date will require additional charges including a 15% administration fee.

Fax 415-369-6025 E-mail metreonevents@westfield.com

II. CATERING/KITCHEN STANDARDS

It is highly recommended that a caterer from Metreon Event Management's "Recommended Caterers" list be used for event catering. These caterers have experience working at Metreon and are familiar with Metreon's rules, regulations and logistics. This list is available upon request through Metreon Management. Use of caterers not on the Recommended Caterers list is subject to Management approval and may result in an increased security deposit.

INSURANCE/PERMITS/WORKSHEETS

- All caterers working within the City View space are required to have a valid Certificate of Insurance on-file with Metreon Event Management. *Please see Sample Certificate of Insurance*
- If your event requires open flame (i.e. sterno, candles, grills, burners, etc.) the necessary fire permits(s) must be completed, approved, and a copy must be submitted to Management the day of the event.

KITCHEN CONDUCT/FOOD PREPARATION

- The City View kitchen is production space to be used for last minute food preparation, plating and bussing only. The walk-in refrigerator can be activated upon special request with Metreon Management. Please note: the freezer is inactive.
- Pots, pans, dishes, and utensils are not provided by Metreon. Caterers must provide all such equipment.
- Cooking of food in any space other than the Catering Kitchen is not allowed. **Cooking or preparing food outdoors on the terrace is not permitted.**
- Caterers must provide a fire extinguisher at each food warming station.
- Steam can set off fire alarms. Attention must be paid to steam escape from dim sum or chaffing dishes with steam-style inserts. *See Catering Planning Worksheet*
- The City View kitchen has a small safety area with a broom, dustpan and mop. These are to be used to clean up minor spills and messes that could pose a safety hazard. *This equipment is not to be used for cleaning the entire kitchen.*
- The kitchen production space will be provided in a clean condition and the space should be returned to Management as in a clean condition. All areas should be empty, clean, and no food waste should be left behind. **KITCHEN MUST BE MOPPED IMMEDIATELY FOLLOWING THE EVENT.**
- If Management judges that following the event, the kitchen requires more than routine cleaning and maintenance to return to the kitchen prior conditions, a fine will apply and will be deducted from the security deposit. A check-list of clean-up procedures will be provided to all clients.

EVENT SPACE SERVICE

- For safety reasons, bussing must be done throughout the event.
- A final walk-through with a member of Management is mandatory at the close of the event. Failure to comply with Management requirements may result in additional charges.
- Caterers who do not operate safely or return the kitchen in a satisfactory condition may be fined and subject to loss their catering privileges at Metreon.
- If there will be alcohol served at your event, an alcohol catering permit must be completed, approved and submitted to Management at least 5 days prior to your event.
- All bar locations are required to have floor mats/rugs behind the bar to protect the Metreon event space flooring.

METREON RECYCLING PROGRAM

METREON

EVENT PLANNING PACKET

Please complete and return at least 15 days prior to your event. Work Orders after this date will require additional charges including a 15% administration fee.

Fax 415-369-6025 **E-mail** metreonevents@westfield.com

- Metreon is committed to our recycling and composting program. We have created a strong, building-wide program and require participation from all retailers on site. If trash and recycling is left on-site it must be stored in the designated trash and recycling room, located on level 4 near the freight elevator.
- 4th Floor Garbage and Recycling Room
 - All trash must be left in the Trash and Recycling room. All event refuse must be sorted into Cardboard, Bottles/Cans, Compost and Garbage.
 - To prevent contamination, Non-Metreon staff is prohibited from disposing of any trash and recycling in the loading dock area.

METREON

EVENT PLANNING PACKET

Please complete and return at least 15 days prior to your event. Work Orders after this date will require additional charges including a 15% administration fee.

Fax 415-369-6025 E-mail metreonevents@westfield.com

III. TECHNICAL INFORMATION

AUDIO/VIDEO INSTALLATIONS

- Metreon is not a vendor of AV equipment and does not provide technical planning beyond advising clients of the capabilities of the on-site equipment. City View house lighting comes as a basic package and should be used for ambient purposes only.
- Fog/smoke machines and fire handling performances are prohibited.

POWER

- All house power may only be turned on and off by Metreon staff. If power must be turned off after 10 PM, special arrangement must be made with Metreon Event Management.
- All power and electrical requirements must be submitted for review at least 15 days prior to Event.
- Guidelines set forth in the National Electric Code (NEC) must be followed with particular attention paid to the section dealing with temporary power.
- Extension cords must be 3-pronged, UL listed. Home extension cords (2-pronged plugs) are not permitted.
- Metreon Event Management does not provide extension cords, distro panels, safety mats, pigtailed, gaffer's tape, etc.
- All cords must be properly managed and made safe for event guests. Particular attention should be paid to the placement and safety of cords in front of doorways, thresholds and emergency exits.
- Duct tape is prohibited on event space surfaces (walls, floors, columns). Tape or Velcro is not permitted on walls.
- Light trees must not lean against or touch the walls. They must be securely sandbagged or stanchioned if located in the main event area.
- If Metreon's power capacity is determined to be insufficient, a generator must be provided.
- Electrical floor plans will be provided by Metreon Event Management upon request.

WALL PLATES

Room	Circuits	Receptacles
City View Interior	17 – 20 Amp 2 – 208 v	29 – Duplex 2 – 4plex 2 – Single
City View Terrace	5 – 20 Amp	6 – Duplex 1 – 4plex
City View Kitchen	36 – 20 Amp 3 – 208 v	39 – Duplex 11 – Single
Natoma Club	3-20 Amp	7 – Duplex 2 – 4plex
4th Floor Lobby	4 – 20 Amp	7 – Duplex

EVENT POWER (CAM LOCKS)

Location	Location #	Volts (3-phase)	Amps
1 – CV Terrace North	CAM 1	120/208	200
2 – CV Restrooms	CAM 2	120/208	400
3 – CV Freight Elevator	CAM 3	120/208	200

3 phase conductors, 1 neutral, 1 ground = 5 wire systems with female cam-locks. Connections are turned around. No one other than a Metreon Engineer is authorized to connect to or disconnect from power boxes. Dedicated circuits are available. Please ask your Metreon staff contact for the specific locations.

METREON

EVENT PLANNING PACKET

Please complete and return at least 15 days prior to your event. Work Orders after this date will require additional charges including a 15% administration fee.

Fax 415-369-6025 E-mail metreonevents@westfield.com

Section I - Planning Information

Event Coordinator (Main Point of Contact): _____	
Company: _____	
Direct Telephone Number: _____	Cell Phone Number: _____
Email address: _____	Fax Number: _____
Secondary Contact: _____	
Company _____	
Direct Telephone Number: _____	Cell Phone Number: _____
Email address: _____	Fax Number: _____

Section II-Event Details

Client (Organization Executing Contract): _____	
Name of Event: _____	
Type of Event (Banquet, Reception, Product Launch, etc): _____	
Projected Attendance: _____	
Is this a private or public event? _____	
Event Date(s): _____	Event Space(s): _____
Guest Arrival Time: _____	Event Conclusion Time: _____
How will you be promoting this event? _____	
(Note: any use of the "METREON" name needs to be approved by Management.)	
What kind of entertainment will be present (DJ, live band, dancers, etc)? _____	
Will you have any special décor or props (ice sculptures, SF Landmarks, etc)? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please describe: _____	
Will there be alcohol served? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Company serving alcohol: _____	
Contact name and phone number: _____	
Will you have any unique and/or large equipment for your event? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please describe: _____	

ENGINEERING

Heating, Ventilation and Air Conditioning

METREON

EVENT PLANNING PACKET

Please complete and return at least 15 days prior to your event. Work Orders after this date will require additional charges including a 15% administration fee.

Fax 415-369-6025 E-mail metreonevents@westfield.com

HVAC Start Time: _____ HVAC Stop Time: _____

Kitchen Exhaust Fans

KEFs Start Time: _____ KEFs Stop Time: _____

Walk-in Refrigerator

Fridge Start Time: _____ Note: the freezer is non-operational

Will you be renting & using a lift for event setup? Yes No

If yes, what type? (scissor, man, etc.) _____

Rental Company: _____ Contact Number: _____

Lift delivery date & time: _____ Pickup date & time _____

Note: Lifts cannot be used on terrace. No electric pallet jacks are permitted on site.

Will any equipment or objects be suspended from the ceiling? Yes No

If yes, please describe: _____

Will you be tenting the terrace? Yes No

If yes, whom are you renting the tents from? _____

How do you plan to secure the tent (water drums, etc)? _____

Will you use heating elements on the terrace? Yes No

If yes, what type? _____

Please see Audio/Visual/Power Info Sheet for Metreon policies

What are the power requirements for this event? _____

Please describe the audio system you will be using and proposed method of installation? (Number of speakers, location of speakers, volume, etc.)

Will there be any amplified sound? Yes No

With-In Space: Commencement: _____ Conclusion: _____

On Terrace: Commencement: _____ Conclusion: _____

Will there be any hazers/special effects? Yes No

If yes, special permitting is required. Hazers that are not permitted in advance but used on the night of the event will not be allowed and will be disabled.

SECURITY

Load-In (First-In): _____ Load-out (Last-out): _____

Beginning time for facility Metreon guards: _____ End Time: _____

Note: 2 facility guards are required for Events over 150 people

METREON

EVENT PLANNING PACKET

Please complete and return at least 15 days prior to your event. Work Orders after this date will require additional charges including a 15% administration fee.

Fax 415-369-6025 E-mail metreonevents@westfield.com

Will there be additional event security? Yes No

Name of security company: _____ Insurance is required for all Vendors

Start Time: _____ End Time: _____

Will you have any VIP's in attendance? If so, whom? _____

Please list any additional security needs (separate entrance/exit, etc)? _____

Will you require **guest** access to the event space prior to 10:30am? Yes No

Load-In Start (Date & Time): _____

Load-Out Completion (Date & Time): _____

Time you need to take possession of space(s): _____

Time you anticipate relinquishing space(s): _____

How will the event access be controlled? _____

Will you be providing credentials to event staff? Yes No

HOUSEKEEPING

Would you like a pre-event spot vacuum of the space(s)? Yes No

Time of service: _____

What times would you like Metreon to provide a restroom attendant during your event?

Beginning Time: _____ End Time: _____

Note: Additional Charges will apply for any time over 4 hours

RECYCLING / COMPOST / TRASH

Will you be leaving trash and recycling onsite? Yes No

If yes, please answer the questions below