

# ANAHEIM CONVENTION CENTER

## Frequently Asked Questions & Answers

### LOADING DOCKS, SECOND & THIRD FLOOR LOAD-IN AND STORAGE

- Load-in for ballrooms and 2nd/3rd floor meeting space is through the freight elevator located at the Hall E docks. There is about a 300 ft. push to the elevator.
- There are 37 non-exclusive docks (six in ACC North). They are shared between shows. GSCs are required to marshal loading docks.
- Hall A & the Arena share six non-exclusive docks. ACC North has six docks. Production or GSC trailers may be left in docks overnight during contracted dates.
- Pallet or box deliveries cannot arrive prior to the first day of move in.
- All freight is handled by your GSC.

### OUTDOOR SPACE

- California and Katella Terraces - events must be set 25' from railing per fire code. \* The Arena Plaza may be used exclusively by groups using the Arena and ACC North.
- The Grand Plaza may be used by groups in Halls A-E. Please consult with your Visit Anaheim sales representative or your ACC Event Manager for more information.
- There is no rental fee for food and beverage events on the Arena or Grand Plazas. For other events, a rental fee may apply.

### PARKING

- 10 complimentary staff parking passes are provided. Additional passes may be available from your Event Manager at the standard parking fee.
- Parking availability is based on event need and designated parking will be determined by the Parking Manager or Parking Supervisor. ACC does have agreements with overflow lots close by if needed and available.
- On move in/out days, exhibitors may come in/out in paid parking lots. On event days parking is based on once in, once out only.

### RE-KEY FEES

Each meeting room typically has 4-5 cylinders. Should a key be lost, a replacement fee will be charged. There is a charge to high-secure a room.

### SIGNAGE & SPONSORSHIPS

- All signage must be approved through your Event Manager.
- Sponsorship signage is not allowed on the exterior of the building or street pole banners.
- Sponsorship window clings may be used on the ACC doors facing the lobby if they are not visible from the outside. Clings promoting the event in general, without sponsorship information, can be shown outside.
- Fees for interior sponsorship signage will be charged per piece, or based on the overall sponsorship amount, as determined by your Event Manager.
- \* Clings promoting the event may be used on the pavers with Event Manager approval. Damages to the pavers will incur a fee.
- \* There are designated areas for signage on the outside of the building for each exhibit hall and the placement of signage should be discussed with your Event Manager.

### STAFFING

- Firewatch staff members may be required in the exhibit hall. Clients may use an approved outside security vendor for positions other than firewatch, with a schedule to be submitted to the ACC Crowd Control supervisor for review and approval.
- ACC has the right to require security as deemed necessary. ACC security and crowd control staff are required for public events and any event in the arena. Clients may use an approved vendor for a private event, with submittal of the proper paperwork.
- Armed security is not allowed and if this is needed for an event, it will be scheduled through the facility and provided by the Anaheim Police Department.
- Each event is required to have their own crowd control staff (one for every 500 people). This may vary depending on the type of event.
- Public events are required to utilize ACC staff for ticketing.
- An ACC nurse is required for open hours for all events with 300+ people. Certain types of events may require a nurse during move in and move out. Nurse stations in are located in Lobby Hall A/B, Hall D, Arena, 3rd level and ACC North and will be scheduled at event location.

