



HEALTH EDUCATION CENTER

400 Hawthorne Avenue
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TERMS AND CONDITIONS FOR INTERNAL CLIENTS

The following information describes the manner in which business is conducted at the Health Education Center. All clients agree to comply with the Rules and Regulations upon entering into an event contract for reserved space.

HOURS OF OPERATION

Sunday through Thursday 7:00 a.m. to 10:00 p.m.
Friday and Saturday 8:00 a.m. to 5:00 p.m..

* Hours are subject to change

Types of Events Permitted at the Health Education Center

Off-site Meetings, Business Retreats, Training Seminars, Presentations, Teleconferences, Business Development Seminars, Sales Meetings, Annual Meetings, and the like are permitted at the Health Education Center. Scheduling of personal events (i.e. parties, weddings, banquets, and the like) are not permitted.

Event Space Reservations/Requirements

Requests for event space reservations will be processed in accordance with the Booking Policy. All non-academic requests for space will be considered TENTATIVE until such time as either an event contract, approved in writing by both parties and required payment is received in the Health Education Center office. Failure to meet payment requirements or to return contracts by the due date will result in forfeiture of the space reserved.

If requested event date is outside of the current Samuel Merritt University academic term, the event status must remain TENTATIVE until courses for the academic term that corresponds with the requested date have been scheduled. Payments will not be accepted during this waiting period. Once the academic term is scheduled, an HEC Scheduling Coordinator will contact you to continue the reservation process, provided that your requested space was not needed by the University.

Issuance of Use Agreements/Contracts

Use Agreements will be issued in accordance with the Booking Policy. However, no agreement will be issued more than four months in advance of any event.

Facilities and Services Included in Basic Rental

In accordance with the Use Agreement, clients will have access to event space during the session times specified for all activities associated with their event. Activities associated with events include, but are not limited to, moving in of materials, setting up of materials, decorating, registration of attendees, and dismantling and removal of materials.

Services included in the license fee are: use of the event space as described above, conventional lighting, heating or cooling during the actual times of the event, front office support, and lobby monitor listing of the event and location. Non-exhibit events also include one daily setup of each event space. All setups are provided within the limits of Health Education Center inventory. Minimal lighting and comfort levels will be maintained during pre and post-event activity periods as described above. Room temperature is maintained at 72 degrees. Please bring a sweater if this temperature is not comfortable for you.

Payment Methods

The following forms of payment are accepted: Personal or company check, cashier's check, official bank check, money order, or cash. All payments must be in US funds, and made payable to the Health Education Center. A 50% deposit required to secure reserved space. Full payment is due no later than three (3) business days prior to the event date. If an event is requested with less than three (3) days notice, we will only accept payment in the form of cash, company check, cashier's check, or money order, in the full amount. Personal checks will not be accepted.

Cancellation

To receive a full refund, notice of cancellation must be given no later than two (2) weeks prior to the scheduled event. If an event is cancelled with less than two (2) weeks' notice, a fee equal to 50% of all charges will be assessed. If an event is cancelled with less than 48-hour notice, a fee equal to 100% of charges will be assessed.

Event Set-Up and Requested Revisions and/or Changes

Clients shall submit a full and detailed outline of all event requirements, in writing, via fax or email, **no later than one (1) week prior to the event date**. Such details include the physical room setup, audio visual equipment, miscellaneous event items, and all other such information that may be required by the Health Education Center. If a nonstandard room setup is requested, an additional charge of two hours room rental rate (one hour preceding and one hour following the event) will be assessed. Set-up revisions and/or changes requested within four (4) business days of the event will be honored. Revisions submitted with less than four business days notice cannot be accommodated.

Use of Atrium and Pre-Function Areas

All clients are provided access to event space via the Atrium and pre-function areas. These areas may be used for registration, distribution of event information, message center, food service, ticket sales, etc., at no additional charge. Use of the areas are on an "as available" basis and in consideration of any other client. The Health Education Center staff must approve Atrium and pre-function area uses, plans, and space utilization in advance.

Delivery, move-in or move-out of exhibitory, equipment, boxes, crates, dollies, or other event-related materials shall take place only during the session times specified in the Use Agreement. Health Education Center Staff must approve any special arrangements in advance.

Condition of Premises Following Use

Following the use of the licensed premises and Health Education Center equipment, the premises and equipment will be in the same condition and state of repair, allowing for reasonable wear and tear and damage by acts of natural disasters, at the beginning of the license period. Client is responsible for removal of all bulk trash, crates, packing materials, boxes, and required repairs to return the Health Education Center to the same condition as received. Client is encouraged to request a pre-event and post-event walk through with the Health Education Center staff to review the condition of the premises.

Rental of Equipment/Provision of Services

The Health Education Center provides equipment and services over and above those included in the basic rental according to a separate rate schedule. Easels, notepads and pencils, copy machine, facsimile and other business services, security, and telecommunications are examples of the additional equipment and services available for rental at an additional fee.

Food Service, Catering, and Concessions

If you are booking an event that requires catering, you must inform the HEC staff when you make your initial booking. Catered events are booked an hour before actual start time and an hour after the event, for set-up and clean up. To ensure the highest level of quality service, it is imperative that HEC staff is made aware of all event details at the time of booking, or as they become available. **Self-catered events are not permitted in any HEC room. A list of 'Approved Caterers' will be provided once the reservations are made.** If you would like to use another licensed catering company, the HEC staff must approve your request, at least two weeks in advance. Also, a \$500 cleaning and damage deposit must be collected before the start of your event. 50% of this deposit is refundable, contingent upon the space used is left thoroughly clean and no damages are found.

Alcoholic Beverages

Alcoholic beverages are not permitted in the Health Education Center without prior approval. For alcohol-approved events, clients are responsible for arranging in-house security, at an additional cost. For more information, please contact the Alta Bates Summit Medical Center Security Department at (510) 655-4000 ext. 7847.

Security Services

Clients may be required to obtain in-house security personnel adequate for the intended facility use, at an additional cost. For further information, please contact the Alta Bates Summit Medical Center Security Department at (510) 655-4000 ext.7847.

Audio/Visual/Production Services

Clients are requested to utilize the Health Education Center's in-house Media Services Department for all required audio/visual/production services. In the event client chooses another contractor, client must utilize the Media Services Department for any required access to the Health Education Center's house audio and/or video system. Under these circumstances, there will be a separate charge; arrangements will be made by the Health Education Center. Charges will be at the prevailing rate.

Telecommunications Services

Telephone and data service is available throughout the event spaces, lobbies, and pre-function areas. Arrangements must be made through the Health Education Center; and services will be charged at the prevailing rate (please see HEC Audio Visual Equipment Price List sheet).

Health Education Center administrative office telephones are reserved exclusively for the Center's use. Public telephones, including a telecommunications device for the deaf (TDD) telephone, are located in the Atrium area. The Health Education Center telephone number may not be published as an official event information number.

Room Capacities

A maximum of 878 persons can be accommodated at any one time in the Health Education Center in a combination of meetings. Capacities in excess of the posted maximum occupant loads are not permitted.

Parking

There is metered parking along Hawthorne Avenue. Meters are strictly enforced by the City of Oakland, between the hours of 8:00am and 6:00pm, with a two-hour parking limit. Be sure to bring change for meters for it is not available at the Health Education Center.

There are also various parking garages around the Health Education Center. Parking arrangements for the garages are the sole responsibility of clients. For further information regarding parking, please contact Parking and Transportation Management at (510) 655-4000 ext. 2126

No Smoking

A City of Oakland ordinance prohibits smoking in any area of the Health Education Center at any time.

Emergency Procedures

All Health Education Center representatives have been assigned responsibilities in the event of an emergency. In such an instance, event planners, contractors, attendees, etc. are to follow the instructions of the Health Education Center representative assigned to their area of the facility. It is critical that all parties remain calm and follow instructions. In case of fire, please evacuate the facility.

Signs, Banners, and Decorations

Signs, banners, and decorations may not be taped, nailed, tacked or otherwise permanently affixed to interior ceilings, painted surfaces, columns, fabric and decorative walls, or fire sprinklers of the building interior, exterior, grounds, parking lot, or other site areas. Helium-filled balloons are permitted in all areas of the building except the entrance lobby and Atrium. Retrieval of balloons released in the entrance lobby will be charged at an additional rate.

Event Publicity

Event advertisements and/or promotions shall not be publicized until a use agreement for the specific event is fully executed. When sending event information to your guests, please refer to the facility as ***Samuel Merritt University, Health Education Center, 400 Hawthorne Avenue, Oakland, CA 94609***. Please direct your guests to call our ***direction hotline at (510) 869-6178*** for specific directions to the facility. ***Use of the Health Education Center's administrative office telephone number in advertisements and/or promotions is not permitted.***

Media/Press Releases

The media is not permitted to conduct interviews on the Health Education Center premises. The media is not permitted to film or take photos of the Health Education Center's interior and exterior facilities. All inquiries from the press should be reported to the Director of External Affairs at Samuel Merritt University at (510) 655-4000 ext. 6243.

Mail/Packages

All mail, packages, and boxes should be sent directly to and from the event staff, as Health Education Center staff cannot assume responsibility for the receipt of these items at our facility.

Pets

Animals are not permitted in the Health Education Center, with the exception of assistance dogs for people with disabilities.

Lost Articles

As a courtesy, lost articles turned over to or found by Health Education Center staff will be held in the office for a period of 30 days. Efforts will be made to contact the owner *if* articles are properly identified. Those articles not claimed during the 30-day period will become the property of the Health Education Center and are subject to disposal.

Gratuities

Health Education Center employees are prohibited from accepting loans, advances, gifts, gratuities, or any other favors from the client, client's contractors, or anyone doing business with the Center.