

HEATH EDUCATION CENTER POLICIES AND GUIDELINES FOR INTERNAL RESERVATIONS

After reviewing the policies and guidelines, please let us know if any questions remain unanswered. We look forward to providing you with accommodations and service which meet your needs and exceed your expectations.

GENERAL INFORMATION

Hours of Operation*

HEC hours of operation are as follows:

Sunday through Thursday – 7:00 AM to 10:00 PM

Friday and Saturday – 8:00 AM to 5:00 PM

*Hours are subject to change.

Smoking

By way of City of Oakland ordinance, smoking is prohibited at any time in any area of the Health Education Center.

Animals

With the exception of assistance animals for persons with disabilities, animals are not permitted in the Health Education Center.

Mail and Packages

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

Gratuities

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

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 thirty (30) days. An effort will be made to contact the owner IF articles are properly identified.

After thirty (30) days, unclaimed articles will become the property of the Health Education Center and are subject to disposal.

Emergency Procedures

In the event of an emergency, all HEC representatives have assigned duties. Under such circumstances, all contractors, external clients, and event attendees are to follow the instructions of the HEC 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 immediately.

USAGE GUIDELINES AND REQUIREMENTS

Types of Events Permitted at the Health Education Center

Event types permitted in the HEC include: University events, off-site meetings, business retreats, training seminars, presentations, teleconferences, business development seminars, annual meetings.

Event types which are not permitted in the HEC include: parties, dances, weddings, and any event where money will be collected on-site from attendees.

Room Capacities (see the Room Rental Rate Schedule for details)

A total maximum of 878 persons can be accommodated at any one time in the Health Education Center. Any capacity in excess of the posted maximum occupancy is not permitted.

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 at no additional charge for such purposes as registration, distribution of event information, and food service. Use of these areas is on an “as available” basis. Health Education Center staff must approve in advance Atrium and pre-function area uses, plans, and space utilization. Client may receive deliveries and move event-related materials in or out of the HEC only during the session times specified in the Rental Agreement. This includes exhibitory items, equipment, boxes, crates, or any other event-related materials. Any special arrangements must be approved in advance by Health Education Center staff.

Parking

There are parking garages near the HEC. Parking arrangements for the garages are the sole responsibility of the external client. For additional parking information, contact Parking and Transportation Management at (510) 655-4000, extension 2126. There is also metered parking along Hawthorne Avenue. Meters are strictly enforced by the City of Oakland as follows: Monday through Saturday, 8:00 AM to 6:00 PM, with a two-hour parking limit. If you plan to park at a meter, be sure to bring change as it is not available at the HEC.

Cancellation

Please provide notice of cancellation ASAP.

Condition of Premises Following Use

Following the use of HEC facilities and equipment, Client will insure that the premises and equipment are in the same condition and state of repair as they were at the beginning of the rental period. Allowing for reasonable wear and tear and damage by acts of natural disaster, Client will be responsible for the cost of repairs required to return HEC facilities and equipment to the same condition and state of repair as they were at the beginning of the rental period. Client is responsible for removal of all bulk trash, crates, packing materials, and boxes. Client and HEC Coordinator will have a pre-event and post-event walk-through to review the condition of the premises.

SERVICES AVAILABLE

Facilities and Services Included in Basic Reservation

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

Services included as part of the reservation include: use of the event space as described above, conventional lighting, heating or cooling during 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.

Room Set-Up

Client will submit a complete and detailed outline of all event requirements, in writing, via fax or email, no later than one week prior to the event date. Outline should include the physical room set-up, audio/visual equipment, and any other information that would be needed by the Health Education Center. **Set-up changes requested less than four (4) business days before the event cannot be accommodated.**

Equipment Rental and Provision of Services

In addition to the equipment and services included in the Basic Reservation, the HEC has other essential items available for rental. Clients requiring additional equipment and/or services may choose to rent these items from the HEC for additional fees. For a list of items available for rental, **please see the Audio/Visual Equipment and Services Price List.**

Audio/Visual/Production

Clients are requested to utilize the Health Education Center's in-house Media Services Department for all audio/visual/production services. Clients who choose to use another contractor must work with our Media Services Department to gain access to the Health Education Center's house audio and/or video center. Under these circumstances, additional charges will be assessed at the prevailing rates.

Telecommunications

Telephone and data service are available throughout the event spaces, lobbies, and pre-function areas. Arrangements must be made through the Health Education Center. For a list of available services, **please see the Audio/Visual Equipment and Services Price List.**

Security

At the Client's cost, in-house security is required for all events where alcoholic beverages will be served. All security services have a 4-hour minimum requirement. Alcoholic beverages are not permitted in the Health Education Center without prior approval.

FOOD AND ALCOHOL

Food Service, Catering, and Concessions

If your event will be catered, this must be indicated in your initial reservation request. As catered events require extra time for set-up before and clean up afterward, HEC staff will add an hour to both the front end and the back end of your reservation (two hours total). Self-catered events are not permitted in any HEC room. HEC staff will provide a list of approved caterers after the reservation is confirmed. Any client who would like to use a licensed caterer who is not on the list of approved caterers must provide the caterer's business license and insurance certificate to have them approved by HEC staff at least two weeks in advance of the event.

Alcoholic Beverages

Alcoholic beverages are not permitted in the Health Education Center without prior approval. For alcohol-approved events, in-house security is required at the Client's cost. All security services have a 4-hour minimum requirement.

MEDIA, PUBLICITY AND SIGNAGE

Event Publicity

Event advertisements and/or promotions shall not be publicized until a Rental Agreement for the specific event is fully executed. When sending event information to your guests, please refer to the facility and its location as:

Samuel Merritt University Health Education Center
400 Hawthorne Avenue
Oakland, CA 94609

For specific directions to the facility, please direct your guests to call our Direction Hotline at (510) 869-6178. 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 interior or exterior facilities. All inquiries from the press should be reported to the Director of External Affairs at Samuel Merritt University at (510) 655-4000, extension 6243.

Signs, Banners, and Decorations

Signs, banners, and decorations may not be taped, nailed, tacked or otherwise 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 including the entrance lobby and Atrium.