

# Event Policy Guide



**COX**  
**BUSINESS**  
CONVENTION  
CENTER

Cox Business Convention Center – ASM Tulsa  
100 Civic Center, Tulsa, OK 74103  
(918) 894-4350  
[www.CoxCenterTulsa.com](http://www.CoxCenterTulsa.com)



All policies and rates contained in this guide are subject to changes without notice. Cox Business Convention Center's Event Policy Guide has been created to describe policies in conjunction with those in the event Use License Agreement. Any exceptions or circumstances not covered by the Event Policy Guide is subject to interpretation and approval by the Event Manager and Cox Business Convention Center's General Management team. This guide revised **November 2019** supersedes any policies and procedures prior to this date.



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We are so excited to host your event at Cox Business Convention Center! To ensure your event goes smoothly from start to finish, we have put together this Event Policy Guide to provide a quick rundown of our policies and procedures, as well as provide you the information you need to begin planning.

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## Facility Information

Cox Business Convention Center is an award-winning venue in the arena district of downtown Tulsa, Oklahoma offering over 275,000 square feet of event space and 55,000 square feet in prefunction space. The facility is owned by the City of Tulsa and operated by ASM Global, a world leader in venue management. Our job is to ensure your event is a success and your guests leave knowing that Tulsa does it better!

### ADDRESS

100 Civic Center  
Tulsa, OK 74103

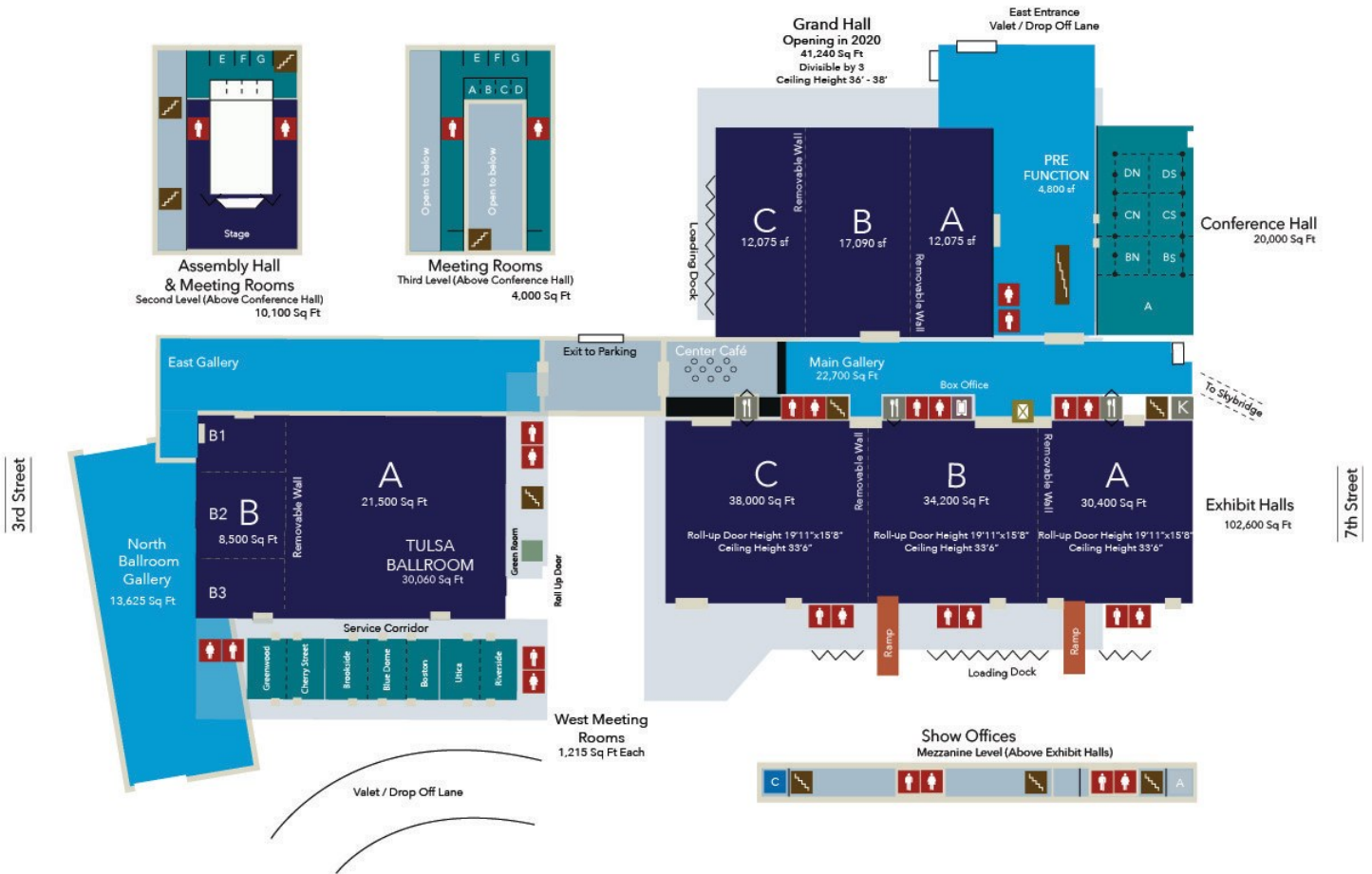
### ADMINISTRATIVE OFFICE

Monday—Friday, 9:00am—5:00pm  
(918) 894-4350

### SECURITY OFFICE

24 hours a day, 7 days a week  
(918) 894-4393

With ballrooms, exhibit halls, an assembly hall, a conference hall, and a multitude of meeting rooms available, we make it easy to design the perfect environment for any event or gathering at Cox Business Convention Center.



All dimensions and figures are approximate and may vary due to event production specifics and/or venue design developments.

Houston

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## Getting Here

With so many reasons to attend events at Cox Business Convention Center, Tulsa's most popular convention space, our goal is to make guest arrival easy. For questions concerning event attendees getting to the facility or guest parking, consult with your Cox Business Convention Center Event Manager.

### FLY

The [Tulsa International Airport](#) offers nonstop flights to Tulsa as well as flights with easy connections. Ride-sharing service pick-up locations are available at the airport as well as offering a personal rider pick-up area.

### RIDE

There are many ways to get to your destination in downtown Tulsa, including:

- Bicycle lanes located throughout downtown Tulsa; [THIS MACHINE TULSA](#) is a local smart bike-sharing system with 160 bikes and 25 stations in downtown Tulsa and along Route 66
- Ride-sharing services including [Lyft](#) and [Uber](#)
- Bus rides throughout the city and in outlying areas through [Tulsa Transit](#)
- [Lime](#) and [Bird](#) E-Scooters located throughout downtown and midtown Tulsa
- Rapid transit is coming soon

### PARK

There are nearly 10,000 parking spaces within a short walk of our facility:

- The City of Tulsa utilizes the Park Mobile app to pay for metered street parking downtown during business hours, and these parking spaces are free after 5:00pm each day
- The Civic Center Parkade located at 3rd and Houston Streets, which is owned and operated by American Parking, is connected to our facility by covered walkway; there are 1,395 spaces available in the Parkade and they are available for \$5-\$10 per car, per day depending on other downtown events
- There are several private lots which may open up for public parking during events at their own rates
- Some events bring in valet services to service their guests at a private off-site parking lot; this is up to the event, though your Event Manager can suggest several local providers of valet services

### PLAN

Check for road closures and detours by visiting the [City of Tulsa Fix Our Streets website](#) or the [OK Department of Transportation website](#).





## Marketing & Sponsorships

Your event's success is a matter of importance and pride for all of us at Cox Business Convention Center. To assist with this, there are several services and opportunities available in-house for marketing and sponsorships to help ensure you meet your goals.

### EVENT MARKETING

Cox Business Convention Center marketing accommodates both private and public events. If your event is private, it is only publicized within the venue on directional signage and internal monitors. If your event is public, we can offer added value in terms of publicity and marketing, and all we need is a high resolution JPEG image from you to do it! For more information about marketing and publicity for your Cox Business Convention Center event, reach out to our Marketing & Communications Manager at (918) 894-4283.

Also, Cox Business Convention Center has a Welcome Committee (Meet the CBCC) comprised of staff volunteers to show trade show and convention attendees how Tulsa does it better as a meeting destination!



### SPONSORSHIP OPPORTUNITIES

Cox Business Convention Center offers a variety of sponsorship and opportunities to help corporate partners reach the large and varied audiences the venue welcomes throughout the year. Sponsors receive visibility and brand recognition with the more than 220,000 local, regional, and national guests visiting the facility each year through signage, digital marketing, face-to-face opportunities, and the facility's online platforms. For more information about sponsorship opportunities through Cox Business Convention Center, reach out to our Director of Business Development at (918) 894-4266.

Thank you to our current ASM Tulsa sponsors:



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## Food & Beverage

**SAVOR...** is the exclusive in-house provider of all catering, food, and beverage services at Cox Business Convention Center. Our Executive Chef Devin Levine is nationally recognized with many years of catering experience. **SAVOR...** expertise extends from elegantly catered events for up to 4,000 guests to concession stands for trade shows and conventions. Our knowledgeable Catering Sales Managers can provide a wide selection of food and beverage options and help guide and suggest menus that will be best for your occasion, size, and budget. For a complete menu and detailed food and beverage information, contact your Catering Sales Manager.

# SAVOR...

Catering • Concessions • Special Events

Below are our food and beverage guidelines to help you through the planning process:

- Final attendance guarantees are due to your Catering Sales Managers no later than three business days prior to the first day of load in on your event contract.
- In addition to your final guarantee, your **SAVOR...** Banquet Event Orders (BEOs) must be signed and returned to your Catering Sales Manager by three business days prior to the first day of load in on your event contract.
- **SAVOR...** staff will do our very best to accommodate an increase in attendance within three business days of the beginning of your event and a surcharge will apply.
- Estimated food and beverage expenses will be passed along from your Catering Sales Manager to your Event Manager in the weeks before your event. The balance due on your estimated invoice must be paid prior to the start of your event to ensure costs are covered when ordering event food, beverage, décor, and staffing.
- Please let your Catering Sales Manager know in your initial meeting if your organization falls under the 501-(c) 3 category. Please be prepared to provide your tax exempt letter for our files. This ensures all sales tax will be removed from your final BEO.
- Food items prepared by **SAVOR...** may not be taken out of the facility. Any excess prepared food may be donated under regulated conditions to agencies feeding the underprivileged as requested by Licensee. Please feel free to ask your Catering Sales Manager for information regarding donating excess event food and beverage. All food served for your event is prepared while following strict guidelines and laws enforced by the health department; we cannot oversee how food is handled once it is been taken off property.
- All events with alcohol must be organized and coordinated by your Catering Sales Manager at least ten business days prior to the first load in day on your event contract. To ensure proper use of liquor and consumption of alcoholic beverages in our facility, we must abide by Oklahoma liquor laws. No outside alcohol is allowed on Cox Business Convention Center property.
- Our goal is to ensure your event is a success and that you are confident you have selected the right menu of food and beverage served to your attendees. Upon your request, a food and beverage tasting can be made available prior to your event. The complimentary tasting will provide food for four guests if your event guarantees at least 500 attendees or a minimum of \$34 per person. More than four guests can be accommodated at your tasting with prior approval from your Catering Sales Manager for an additional fee.
- All food and beverage sampling must be approved prior to your event. Exhibitors may only distribute sample food or nonalcoholic beverage products with written authorization from **SAVOR...** Approval for sample size product must be requested and approved in advance via a countersigned copy of the F&B Sampling Authorization Form. Please consult with your Catering Sales Manager for details about sampling and a copy of the F&B Sampling Authorization Form. Due to limited refrigerated storage, we are unable to extend usage of this space for this purpose.
- If you are interested in having concessions available to your attendees, please contact your Catering Sales Manager.



## Event Services

Our Event Services team is responsible for the organizational communication for all events taking place at Cox Business Convention Center. Once your event Use License Agreement is countersigned and returned to your Sales Manager, an Event Manager will be assigned to for your event. Your Event Manager will guide you through the planning process and coordinate the successful execution of your event by covering the following:

- Coordinating with you and our internal departments to set up meetings and facilitate communication throughout planning
- Creating set-up diagrams of your event so you can see how everything will be placed before arrival
- Coordinate any on-site IT and telecommunications needs
- Compiling an estimate of all event costs and guide you through the payment process
- Assisting with verification of certificate of event insurance from an outside vendor or applying for the internal Cox Business Convention Center certificate of event insurance
- Scheduling the staff needed for your event including security, alcohol control, dock marshals, guest services, fire watch, medics, stagehands, and more
- Facilitating any additional exhibitor services, waivers, or other special services as needed
- Obtaining final approval on event set-up diagrams and any rigging or technical plots
- Being available to respond to questions or needs throughout the planning process
- Following up post-event for feedback about how to ensure an even more successful event in the future

While you are on site for your event, one of our Event Services team members will be with you every step of the way. They will make contact with you upon your arrival at the facility so you always know who to get in touch with for anything you may need until your event is over.

## Technical Services

When you host your event at the Cox Business Convention Center you have access to our experienced Technical Services team, including managers, producers, and technicians. Should your event choose to use the in-house technical services, our team can provide all of the following:

- Lighting production and design of all types, from elegant accent lighting for banquets and galas to full-scale moving concert lighting
- Audio design and production from the most basic page microphone system to sound for a sold out concert
- Complete video production, including projectors, cameras, and staff to manage and design all of the video aspects of your event
- Internal equipment rental for use in the facility, including lighting, audio, video, and more

No matter who handles your audio, video, lighting, and set design needs, our Technical Services team will work in conjunction with you or your contracted production company to ensure the success of your event. This guarantees your event will have access to dedicated professional who is familiar with our facilities and whose job it is to safely and economically serve your technical needs.

From the time you book an event with our facility, our Technical Services team strives to help you create a special occasion for your attendees. If you are interested in more information or requesting technical services for your event, consult with our Technical Services Manager.





## Event Planning Timeline

The below timeline has been put together to help give you an idea of what all information your event team at Cox Business Convention Center will need and when to ensure your event runs smoothly throughout planning. This is not totally inclusive, so some details and times may change depending on the parameters of your event.

Deadline	Team Member	Action Item
Event booking	Sales Manager	Return signed copy of Event Use License along with initial
As soon as possible	Event Manager	Provide details on any potential external service suppliers
As soon as possible	Event Manager	Set date/time to visit the CBCC or conduct a conference
60 days out	Catering Sales Manager	Provide preliminary information about F&B needs, times,
60 days out	Event Manager	Provide preliminary information regarding event set-up, staffing, and service needs (equipment, IT, labor, etc.); provide event timeline; remit payment for 50% rent and
60 days out	Tech Services Manager	Provide preliminary information regarding A/V, lighting, and rigging needed if applicable
60 days out	Marketing Manager	Coordinate CBCC publicity details if applicable
30 days out	Catering Sales Manager	Confirm menu selections and guest dietary restrictions;
30 days out	Event Manager	Approve event set-up diagram and timelines; provide copy of certificate of event insurance; remit payment for final
30 days out	Tech Services Manager	Confirm tech services needs and timelines; provide copy
14 days out	Catering Sales Manager	Provide final details and changes regarding F&B selections
14 days out	Event Manager	Provide final details and changes regarding equipment and labor needs; return all final exhibitor services order forms if applicable
14 days out	Tech Services Manager	Provide final details and changes regarding A/V needs
3 business days out	Catering Sales Manager	Provide final event guarantee
30 days post-event	Finance Department	Remit payment for final post-event invoice balance





## Policies & Procedures

Cox Business Convention Center has the capability to service all of your event needs, ranging from large trade shows and exhibitions, to small meetings and conferences, to elegant banquets and galas. Some of the following policies and procedures apply to all of the events occurring at our facility, while others apply primarily to exhibit activities. Your Event Manager can assist if you have questions or would like further clarification regarding any of the following policies.

### ACCESSIBILITY

Cox Business Convention Center makes every effort to assist your needs and meets all requirements as stipulated by the Americans with Disabilities Act. If you have a disability and you need assistance, please contact our office at (918) 894.4350.

- **I'M A OK!:** We are a strong supporter of the Autism Oklahoma friendly locations project. Our staff has been well-versed to assist with an autistic guest and "I'm A OK" stickers are available through our Guest Services team to alert staff that we have a very important visitor that might need our help today!
- **PARKING:** Patrons in need of accessible parking spaces may park in designated spots located in the Civic Center Parkade. The Parkade, owned and operated by American Parking, is located directly northeast of the facility and has a covered walkway connecting the two structures.
- **SERVICE ANIMALS:** Service animals are permitted inside Cox Business Convention Center.
- **SIGN LANGUAGE INTERPRETERS:** Cox Business Convention Center can provide sign language interpreters for guests with hearing disabilities. Requests for this service must be received at least three weeks prior to the event and be approved by the performer or event organizer. Seating will be reserved for both the patron and one companion. For details, please call the Guest Services Manager at (918) 894-4273 or email [info@asmtulsa.com](mailto:info@asmtulsa.com).
- **TICKETING & SEATING:** Accessible seats are available in all price level sections for events ticketed through Cox Business Convention Center. Companion seat tickets may be purchased with each wheelchair accessible ticket. Please be sure to indicate when purchasing tickets if you are in need of accessible seating. Tickets can be purchased at the Box Office or online at [www.Ticketmaster.com](http://www.Ticketmaster.com).
- **WHEELCHAIRS:** Staff at Cox Business Convention Center can offer wheelchair service for guests who may need assistance. Please contact the Security Office at (918) 894-4393 for immediate assistance or arrange details in advance with your Event Manager. Wheelchair assistance is provided on a first-come, first-served basis and, due to the limited number of wheelchairs available, they may not be borrowed or rented as seating during an event. If wheelchair assistance is necessary during an event, please notify the nearest staff member.

### ANIMALS

Service animals are permitted. Non-service animals are not allowed in Cox Business Convention Center at any time except with prior approval from your Event Manager for specific displays, exhibits, or performances.

### ATM

An ATM is located in the Main Gallery of Cox Business Convention Center near the Box Office for the convenience of you and your event attendees.

### CARPETING & FLOORS

When installing carpeting in Cox Business Convention Center, your event general service contractor must first lay down painter's tape on hard floors, and carpet tape can then be used on top of the painter's tape. Because some carpet tape, duct tape, and other similar adhesives can damage facility surfaces when removed, we have tested various tapes and this proved the easiest and most cost-effective method. No tape may be used on carpeted floors.



in the facility. The event is subject to additional fees for adhesive removal or damages if left behind after your event. You are responsible for returning your event space's floor to the same condition in which it was received, including the removal of all tape, pallets, boxes, etc. The floor must be left needing only a broom-sweep cleaning (hard floor) or vacuuming (carpeted floor). Extraordinary cleaning fees may be assessed for the removal of large, unmanageable items or extraordinary cleaning.

## **COAT CHECK**

Cox Business Convention Center offers a convenient coat check service for your event upon request. We will provide your guests a safe and secure location to store their belongings along with the necessary tables, staffing, garment racks, hangers, and tickets. Requests for coat check must be made no later than ten business days prior to your event. Contact your Event Manager for more information and rates.

## **CONFETTI**

Confetti is prohibited in Cox Business Convention Center without prior approval and assessment of a cleaning fee by your Event Manager. Confetti is always prohibited in the Tulsa Ballroom.

## **CONTRACTOR IDENTIFICATION**

Public venue security and identification of individuals on property is a priority for Cox Business Convention Center to ensure all of our clients, guests, and patrons are safe. All contractors working in our facility or on the premise must wear an ID badge and/or nametag with their individual name on them (preferably with picture). In lieu of company badges, the individual must get a guest day pass from security. All of our Dock Marshals, security, and Cox Business Convention Center employees will be using these ID tags to control access to loading docks and doorway/passages. Individuals who cannot be identified may be asked to leave.

## **CRATE & PALLET STORAGE**

Crate and pallet storage is permitted only in designated areas and must be indicated on all event set-up diagrams submitted for approval by your Event Manager. The dimensions must be clearly marked to ensure the integrity of proper aisles for safety and adherence to fire codes.

## **DAMAGES**

Our goal is to keep our facility in excellent condition all of our clients and guests may equally enjoy the overall attractiveness and serviceability of Cox Business Convention Center. You are responsible for any damages caused by your event staff, contractors, exhibitors, or attendees exceeding reasonable wear and tear. We understand that it is difficult to oversee everything that happens while your event is on site; the following suggestions may help you to minimize your risks:

- Make sure your contractors, exhibitors, presenters, staff, and others working to ensure the success of your event know the policies and procedures that apply to them
- Inform your general service contractor that you will hold them responsible for any damages they cause while loading in and out or during your event

## **DELIVERIES & FREIGHT**

Cox Business Convention Center does not have warehousing or freight storage facilities on site. To ensure the security of your event property, all packages and freight must be clearly labeled with the name of your event, the organization it belong to, a specific contact name, and contact information. Deliveries can be made to the facility beginning the week of your event with prior approval from your Event Manager or directly to your event space for receipt by your general service contractor during your leased loading and unloading times. Shipping and pick-up arrangements must be made by the owner of the package or freight as our staff cannot provide this service. Your Event Manager can work with you to ensure packages for your event are successfully shipped and picked up.



## DRONES & UNMANNED AERIAL VEHICLES

The operator must provide a written, detailed description of the proposed drones or unmanned aerial vehicles (UAVs), including make, model number, manufacturer guidelines, and the proposed location, date, and time for the UAV operation. The operator will also be required to provide a certificate of liability insurance that covers the use of UAVs at Cox Business Convention Center in an amount not less than that required under the agreement. The certificate of insurance must stipulate the provider's coverage specifically amends the aircraft exclusion to allow for the type of UAV proposed to operate at on site and name the Indemnitees as additional insured. Satisfactory documentation must be provided to your Event Manager that the UAV operator has been trained and is qualified to operate the UAV. If approved, the operator must ensure compliance at all times with any and all applicable laws, rules, regulations, and procedures issued by federal, state, and local governmental authorities or the operator of any airports or nearby sporting facilities, including without limitation the Federal Aviation Regulations and any rules and regulations issued by the FAA or the TSA as amended, modified, or supplemented from time to time. All UAV operators must secure final written approval from Cox Business Convention Center's Director of Event Services or Assistant General Manager before UAVs are operated in or near the facility or in connection with any event.

- INDOOR UAV OPERATION:** Event attendees must be advised that UAVs will be used during the event, which must include posted signage at all entrances at the event's expense. UAVs are prohibited from flying over populated areas. UAVs are prohibited from being flown in prefunction spaces, meeting rooms, or other shared or public areas. UAVs must weigh less than 55 pounds. UAVs carrying weapons are prohibited. UAVs are prohibited from flying within 18" of any building structure, including sprinklers. UAVs must fly only in the defined event space or exhibit booth space as expressly approved by Cox Business Convention Center in accordance with the general conditions above. Attendees must be protected from UAVs using some form of netting, plastic, or other Cox Business Convention Center approved safety device. The event will incur the expense to have a member of Cox Business Convention Center Engineer escort the operator when UAV is in use in attendee populated spaces, and all parties must agree to abide by our Engineer's safety guidance.
- OUTDOOR UAV OPERATION:** Valid permits including a Certificate of Waiver or Authorization (which are for public entities) or a Commercial Exemption or Special Airworthiness Certificate (for private entities) must be secured from the Federal Aviation Administration and provided to your Cox Business Convention Center Event Manager together with a representation and warranty that such Exemption or Certificate is valid. UAVs must be operated less than 400 feet above ground, away from airports and air traffic while also within sight of the operator, and comply with any temporary airspace restrictions as may be in place. Written approval must be secured from the City of Tulsa and provided to your Event Manager prior to your event.

## EQUIPMENT

Cox Business Convention Center has an extensive list of rentable equipment for your event from tables and chairs to easels. Be sure to communicate your event needs with your Event Manager to determine availability and what specialty items may need to be arranged through an outside vendor. Your **SAVOR...** Catering Sales Manager can also assist with some needs including florals and décor.

## EVENT SET-UP

All event set-up diagrams must be signed off on by both you and your Cox Business Convention Center Event Manager at least ten business days prior to the first leased date on your contract. This will help to ensure your Event Manager can prevent you from finding yourself in the position of selling or setting up space to later find that your set-up must be changed to conform to fire and life safety codes. Your Event Manager will assist you regarding any questions you might have regarding your event set-up diagram and fire code regulations.



## EXHIBITOR SERVICES

Your Cox Business Convention Center Event Manager can assist you with planning exhibitor placement to help maximize efficiency in service. We are also pleased to provide exhibitor services for your event including internet, water, telecommunications, electricity, in-booth food and beverages, and more. If your exhibitors require these services, your Event Manager can provide you with the necessary Cox Business Convention Center service order forms to distribute. Your exhibitors should then fill out the necessary forms and submit them back to the you or your general service contractor. You must return all exhibitor requests to your Event Manager or **SAVOR...** Catering Sales Manager no later than ten business days prior to the first load in day of your event in order for utilities to be active upon arrival. Fees for these exhibitor services will be included on the event estimate compiled by your Cox Business Convention Center Event Manager prior to your event. In the Tulsa Ballroom and West Meeting Rooms, there are limited provisions in place for installation of electrical or telephone services to individual exhibits and no provision for plumbing. Consult with your Event Manager for any questions or special requests regarding exhibitor services.

## GLITTER

Glitter is not permitted in any Cox Business Convention Center carpeted areas. An additional clean-up fee may be assessed to the event for removal of glitter from the facility.

## GUEST SERVICES

Cox Business Convention Center Guest Services personnel can serve as ticket takers, ushers, badge checkers, wrist-banders, and service desk attendants. Guest Services staff provide great customer service and assist your attendees during events. They can also provide additional crowd management and inform security of suspicious activity. To request Guest Services representatives at your event, contact your Event Manager.

## INSURANCE

Event insurance is required for every event held at Cox Business Convention Center. This insurance may be provided by your insurance carrier if it meets the requirements as outlined below. Event insurance which meets these requirements can also be purchased through Cox Business Center's insurance provider. Please let your Event Manager know at least thirty days prior to your event to discuss costs and make arrangements.

- A comprehensive general liability insurance policy must be provided in a form acceptable to ASM Global, including public liability and property damage, covering its activities hereunder, in an amount not less than one million dollars (\$1,000,000) for bodily injury and one million dollars (\$1,000,000) for property damage, including blanket contractual liability, independent contractors, and products and completed operations. The foregoing general liability insurance policy shall not contain exclusions from coverage relating to the following participants, legal liability activities or issues related to the event.
- Comprehensive automotive bodily injury and property damage insurance must be provided in a form acceptable to ASM Global for business use covering all vehicles operated by the Licensee, its officers, directors, agents and employees in connection with its activities hereunder, whether owned by Licensee, ASM Global, or otherwise, with a combined single limit of not less than one million dollars (\$1,000,000) including an extension of hired and non-owned coverage; and Cox Business Convention Center, ASM Global, the City of Tulsa, and TPFA shall be named as additional insured.

## LIFTS

Outside contractors will not be permitted to use Cox Business Convention Center lifts without the hiring of an operator through your Event Manager. Rental fees for the lifts will be charged to event with no minimum as well as the labor rates for the scheduled operator with a required minimum of four hours per call. All orders for lift reservations must be submitted no later than ten business days prior to the first load in day for your event. You are permitted to rent lifts from an outside source for your use with your own operator if you so choose, provided that they have no mar tires. For more information regarding Cox Business Convention Center lift rentals and to coordinate pick up or drop off of outside lifts, please consult your Event Manager.

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## LOADING & UNLOADING

Consult with your Event Manager to determine the availability of a loading area for your event and confirm what designated parking may be utilized. All event-related vehicles must be staged in designated portions of the service road or docks; those who are not may be towed. The following policies apply to all loading areas:

- Loading and unloading times must be provided to your Event Manager no later than ten business days prior to your first load in day in order for us to schedule Dock Marshals and other labor as needed. Dock Marshals are mandatory when using a loading area to ensure safety and a smooth flow of traffic.
- Exhibitors and vendors arriving in personal vehicles will be given thirty minutes to load or unload their vehicle. At that time the personal vehicle must be removed from the loading dock to ensure a smooth load-in experience for vendors and exhibitors loading and unloading.
- The facility may be hosting several events simultaneously, and we must maintain access to our loading docks and gallery entrances for all of our clients.
- An accessible fire lane must be present through loading areas at all times for to provide clearance for emergency vehicles.
- No carts or dollies are allowed through glass doors.

For the Exhibit Hall, trucks can load and unload at the West Loading Dock at 7th Street and Houston Avenue. Events loading or unloading for events in the Conference Hall or Assembly Hall may be able to utilize this dock, depending on availability. Vans, vehicles, and trailers have a 10 foot height limit. For the Tulsa Ballroom, trucks can load in the West Entrance street level loading area located centrally on the Houston Street side of the building. No trucks, lifts, or other devices besides dollies and push carts are allowed on the carpeted floors unless protected by plastic or plywood.

## LOST AND FOUND

For lost and found inquiries, please call the Cox Business Convention Center Security Office at (918) 894-4393 during normal business hours.

## PARKING

Approximately 10,000 parking spots are located within a 10 minute walk of Cox Business Convention Center for your event attendees which includes metered street parking, the Civic Center Parkade owned and operated by American Parking located to the northeast of the facility, nearby private lots, and third party valet services which you can choose to provide for your guests. Staff, crews, exhibitors, contractors, and others involved in your event may use these options for parking as well. Cox Business Convention Center does not operate or control any of the parking lots or services no located on our property. Due to limited parking available adjacent to the facility itself, all parking needs should be discussed with your Event Manager no later than ten business days prior to the first day of load in for your event to determine your parking plan.

## PERMITS

Your event or exhibitors are responsible for obtaining any permits or additional licenses that may be required by the federal, state, county, or city governments. Your Event Manager can help you with any of the following permits or licenses required for your specific type of event:

- **FOOD AND BEVERAGE PERMIT:** To volunteer with **SAVOR...** at Cox Business Convention Center, each volunteer must be at least 18 years of age and have a Food Handler's Permit. Contact your Catering Sales Manager for additional information.
- **PROMOTER SALES PERMIT:** This permit is required by The City of Tulsa if you or your exhibitors will be selling food and/or beverages at your event. You can apply for the sales tax permit electronically by completing and filling out the Business Registration form online at <http://www.tax.ok.gov/busregonline.html>. Events selling food or beverages must also obtain approval from **SAVOR...** prior to the event. Please consult with your Catering Sales Manager to request approval to sell food or beverages.





- **SPECIAL EVENTS PERMIT:** This permit is required by The City of Tulsa if city streets, facilities, or other services are required. You should allow up to sixty days for the submittal, review, and final decision on the approval or denial of this permit. You can contact the City of Tulsa at (918) 596-2100 if assistance is needed. The application can be found at [www.cityoftulsa.org/media/186386/specialeventapppermit09-12-11.pdf](http://www.cityoftulsa.org/media/186386/specialeventapppermit09-12-11.pdf).

## RIGGING & HANGING

All rigging and hanging from the hang points throughout the facility requires prior approval by Cox Business Convention Center and is expected to meet generally accepted industry standards. All rigging plots must be submitted to Cox Business Convention Center no later than ten business days prior to your first leased date on for approval by the Technical Services Manager. Any rigging plot concerns and potential solutions can be worked through with the Technical Services Manager until an acceptable rigging plot has been produced prior to any rigging occurring. Your event is liable for any damages or incidents as a result of rigging or hanging, so our goal is to eliminate any potential problems or hazards before they occur to protect the safety of your event attendees as well as maintain facility hang points and ceiling structures. All rigging taking place at Cox Business Convention Center must be done in conjunction with either ASM Tulsa Technical Services staff or IATSE Local 354 riggers for a fee. Consult with our Technical Services Manager for questions regarding rigging.

## SIGNAGE & DECORATIONS

Signage and banner plans must be submitted to Cox Business Convention Center at least thirty days prior to your load in. You will need to receive approval from your Event Manager before placing any signage, banners, wraps, clings, or other decorations. Cox Business Convention Center retains control over our facility, which may limit the ability to place event signage and other decorations. This helps us in maintaining an orderly event setting and also prevents unauthorized advertising or other messages being installed by individuals or other events which may occupy different portions of the building. Any damage resulting from actions your event or attendees will result in you being liable for complete repair costs, so make sure to read through the following policies carefully:

- Cox Business Convention Center will only allow tape that has prior approval and is known to not cause damage. See the Carpeting & Floors section of this guide for approved adhesive. Nothing may be taped, nailed, stapled, tacked, or otherwise affixed to ceilings, painted surfaces, fire sprinklers, columns, fabric, decorative walls, or podiums throughout the facility.
- If your signs or banners require additional personnel or equipment to install, please work with your Event Manager on an installation plan.
- Cox Business Convention Center does not allow helium balloons and decals/stickers with an adhesive back in the facility. Your Event Manager can work with you on acceptable alternatives.
- All decorative materials must be flameproof in accordance with Fire Marshal rules and regulations, which includes drapes, banners, fabrics, posters, boards, signs, curtains, drops, trees, foliage, screens, plastics, and other decorative materials. Leave the flame retardant labels on any items sprayed or treated, such as drapes, holiday trees, etc. The Fire Marshal has the right to ask you to prove the products are safe and, without such proof, you may be asked to remove all items.

## SMOKING

The City of Tulsa has a nonsmoking policy in all public and city-owned facilities, which includes Cox Business Convention Center, in the interest of public health, recognizing the medical evidence of the potential health hazards of secondhand smoke. No smoking of any kind, including vaping, e-cigarettes, or other devices, is allowed inside Cox Business Convention Center. There are designated smoking areas available outside of the facility and an area can be provided outside for your event depending on the space you have leased. Please consult with your Event Manager for more information about exterior smoking areas.



## STAFFING

Cox Business Convention Center staff work with many local partners to ensure all clients and guests have a safe and efficient event. Please coordinate all potential staffing needs with your Event Manager no later than ten business days prior to the first leased date on your contract. The following are the staff we can assist with:

- **STAGEHANDS:** All rigging and stagehand labor for Cox Business Convention Center is contracted through the International Alliance of Theatrical Stage Employees (IATSE) Local 354. All third party labor brought into the facility by outside contractors for these purposes MUST be employed by your company (and identified per the Contractor Identification policy) or arranged through IATSE Local 354. Absolutely NO other labor companies may be used at any time, including temporary staffing services. Additional fees may apply if you do not adhere to this policy. For scheduling of stagehands, please consult your Event Manager no later than ten business days prior to the first leased date on your contract.
- **MEDICAL SERVICES:** Emergency Medical Services Authority (EMSA) may be required depending on the nature and attendance of your event. Your Event Manager will consult with you about these details to determine what EMSA needs will be required for your event, though EMSA is generally necessary for events with an attendance of 1,000 or more. Events that have been determined not to require EMSA per your Event Manager may request EMSA at your discretion. Please contact your Event Manager for labor rates and requirements regarding EMSA.
- **FIRE WATCH:** Cox Business Convention Center and all events taking place in the facility must abide by the regulations and rules set by the City of Tulsa Fire Marshal to ensure that all event attendees are safe from harm. The City of Tulsa laws require that Fire Watch be onsite if your event uses smoke, haze, pyrotechnics, open flames, or other potential fire hazards. Fire Watch at your event expense is necessary to control and identify fire hazards, detect early signs of unwanted fire, and notify the fire department if an unplanned fire does occur. Pyrotechnicians must have an approved Oklahoma Pyrotechnic license to be provided to your Event Manager no later than ten business days prior to the first load in day of your event, along with scheduling a City of Tulsa Fire Marshal demonstration prior to the event. Please notify your Event Manager of these needs no later than ten business days prior to the first load in day of your event to make arrangements for Fire Watch and ensure your event meets the requirements set forth by the City of Tulsa Fire Marshal.
- **POLICE:** Cox Business Convention Center provides off-duty police professionals who are knowledgeable and reliable for security when needed. Police staff may be required depending on the nature and attendance of your event. Your Event Manager will consult with you about these details to determine what police needs will be required for your event to maintain safety and crowd control in any event where public safety is a concern. Police staff are always required for events serving alcohol on the premise. The minimum number of officers will be determined by your Cox Business Convention Center Event Manager at your event's cost. Police staff can be provided in uniform or plain clothes and will carry a firearm at all times. Please contact your Event Manager for labor rates and requirements regarding police staff for your event.
- **CROWD SAFETY PERSONNEL:** Crowd Safety Personnel, or T-Shirt Security, are professionally trained crowd managers who can support your event as crowd control, stage security, concert security, bag searchers, and roamers. Your Event Manager will consult with you about these details to determine requirements and security needs for your event to maintain safety and crowd control in any event where public safety is a concern. Security personnel will always be required for events using dock areas to load and unload. The amount and times security personnel will be required at your event's cost will be determined by your Event Manager. Please contact your Cox Business Convention Center Event Manager for questions regarding labor rates and requirements regarding security personnel for your event.





## **SUBSTANCES & PARAPHERNALIA**

Cox Business Convention Center maintains a substance-free environment for our clients, guests, and patrons. The possession or use of THC products and/or illegal substances is strictly prohibited on the premise. No plants of any kind will be permitted on Cox Business Convention Center property. Devices which are used for the consumption of medical marijuana is permitted to be sold, distributed, and possessed on the premise. Any violations of this policy are subject to ejection and/or trespassing from the facility. Please contact your Event Manager for more information.

## **TRASH REMOVAL**

Basic trash removal services are provided complimentary on site at Cox Business Convention Center. Your Event Manager can assist you in securing a dumpster for your event if larger trash removal services are required. Fees for dumpsters vary by size, material and weight collected, and amount of removals required.

## **VEHICLE DISPLAY**

If you wish to have a motor vehicle such as a car or motorcycle as a display element for your event, you must have an advance written permission from your Cox Business Convention Center Event Manager. The Tulsa Fire Marshal has very specific rules and regulations regarding motor vehicles for display. Your Event Manager can provide you with a copy of the Vehicle Display Waiver and the requirements to display a vehicle in the facility. Any vehicles which do not meet these requirements and display a countersigned copy of this waiver will be prohibited from displaying in the facility. Additionally, if vehicles are to be displayed in a carpeted space, their tires must be wrapped in plastic, and plywood must be placed over floor pockets before they can be driven into the facility. Contact your Event Manager for additional requirements or questions about display vehicles.