

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

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 2023** 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 Oak View Group, 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

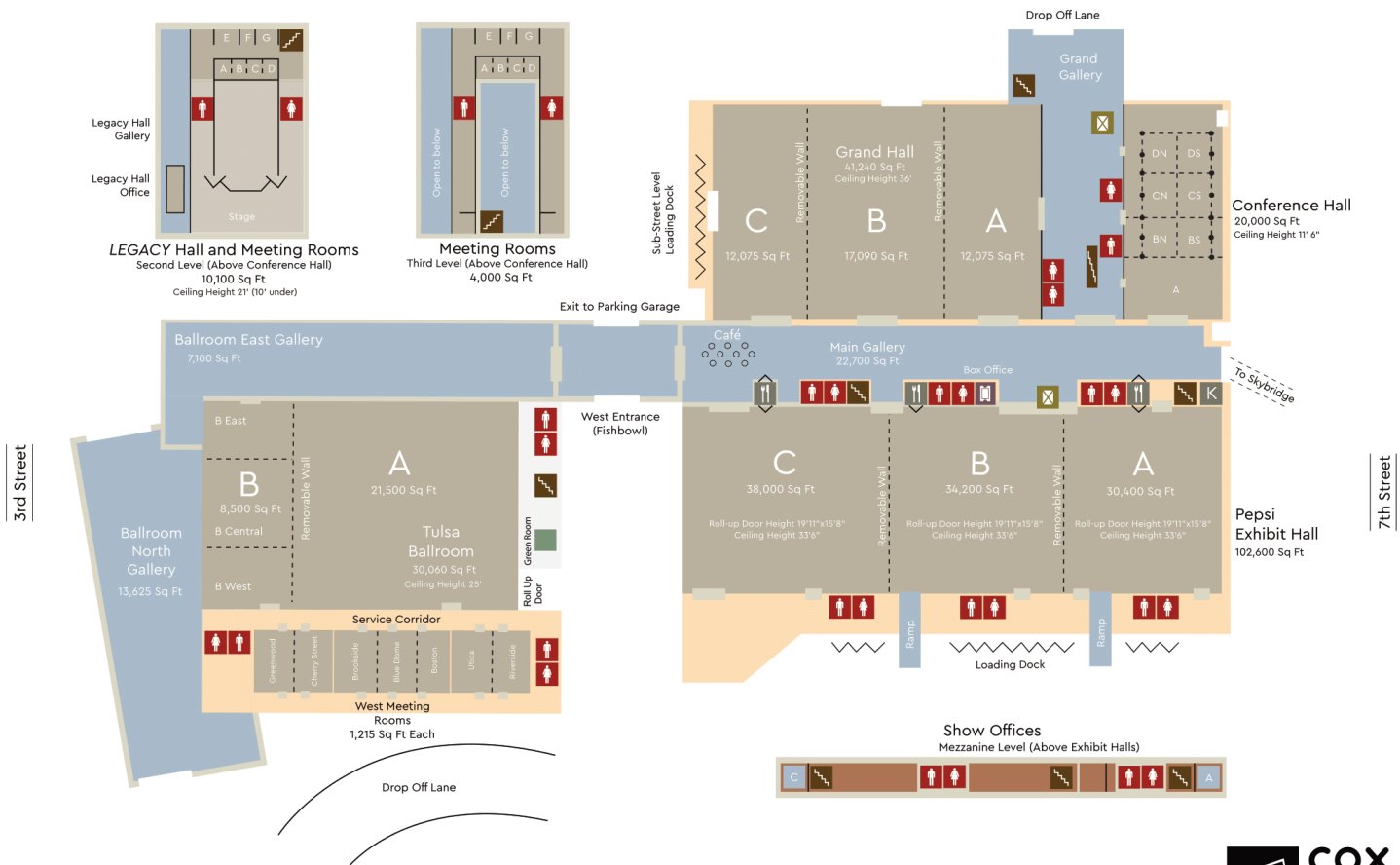
ADMINISTRATIVE OFFICE

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

COMMAND SECURITY

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.



Online floor plans are available at <https://www.coxcentertulsa.com/event-resources/>.
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 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
- 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

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 \$10-\$20 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 Improve Our Tulsa 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. Your License Agreement provides permission to Cox Business Convention Center to use photographs and/or videos of your event for promotional needs including advertising, press releases, publications, videos, collateral, social media, and website. 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 JPG/PNG image from you to do it!

Be sure that your event does not broadcast, market, or advertise until your License Agreement is final and you have received approval from Marketing. Broadcast fees may apply to any revenues generated from broadcasts.

For more information about marketing and publicity for your Cox Business Convention Center event, reach out to our Marketing Manager at (918) 894-4283.



SPONSORSHIP OPPORTUNITIES

Discover endless possibilities to amplify your brand or your sponsor's/exhibitor's visibility at the Cox Business Convention Center through our versatile range of sponsorship opportunities. Tailor your event's promotional strategy with our customizable banner placements strategically positioned in high-traffic zones, offering optimal exposure to influential attendees and industry leaders. Choose from a variety of banner packages to craft a message that uniquely resonates with your event's target audience. Dive into the realm of creativity with wraps that transform pillars, walls, and surfaces into dynamic showcases for logos and promotional content, delivering an immersive experience for convention-goers.

For a ground-level impact, explore the interactive potential of floor stickers strategically placed at key points throughout the convention center. Guide attendees directly to your sponsored areas and create a lasting impression through these eye-catching stickers. With an array of sponsorship options to suit your event's unique needs, the Cox Business Convention Center provides an open canvas for you to align your brand and or your sponsor's/exhibitor's brand with excellence and stand out in the competitive business landscape. Contact your sales or event manager to inquire about pricing and availability.

Thank you to our current Oak View Group sponsors:



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Food & Beverage

OVG Hospitality 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. OVG Hospitality expertise extends from elegantly catered events for thousands of guests to concession stands for trade shows and conventions. Our knowledgeable Catering 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 Manager.



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

- Final attendance guarantees are due to your Catering Managers no later than five business days prior to the first day of load in on your event contract.
- In addition to final guarantee, your OVG Hospitality Banquet Event Orders (BEOs) must be signed and returned to your Catering Manager five business days prior to the first day of load in on your event contract.
- OVG Hospitality staff will do our very best to accommodate an increase in attendance within five business days of the beginning of your event, however rates are increased by half in this timeframe.
- Estimated expenses will be passed along from your Catering Manager to your Event Manager in the weeks before your event. The balance due must be paid per your License Agreement prior to the start of your event to ensure costs are covered when ordering event food, beverage, and staffing.
- Please let your Catering Manager know in your initial meeting if your organization falls under the 501-(c)3 category and provide your tax exempt letter for our files. This ensures all sales tax (excluding liquor tax) will be removed from your final BEO.
- Food items prepared by OVG Hospitality 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 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 Tulsa 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 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 without prior approval.
- 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 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 \$35 per person. More than four guests can be accommodated at your tasting with prior approval from your Catering 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 OVG Hospitality. 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 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 for your event, please contact your Catering 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 License Agreement is countersigned and returned to your Sales Manager with your initial deposit payment, 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
- ☒ Coordinating any internet 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 as required by License Agreement
- ☒ Scheduling the staff required for your event including security, alcohol control, dock marshals, guest services, fire watch, medics, stagehands, and more as determined by your Event Manager
- ☒ Working with internal Exhibitor Services on building online exhibitor store and managing exhibitor orders
- ☒ Obtaining final written approval from you on event set-up diagrams, timelines, and event details
- ☒ 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 & Production

Hosting your event at the Cox Business Convention Center grants you access to our experienced OVG Tulsa Technical Services team. Let our team make an impact on your event with the following services:

- Lighting production and design of all types, from elegant accent lighting for banquets and galas to full-scale concert lighting.
- Audio design and production from a page microphone system to full concert sound.
- Video production, including projectors, cameras, and staff to manage all of the video aspects of your event.
- Internal equipment rental specifically for use in the facility, including lighting, audio, video, and more.
- Trained house A/V Technicians and Producers to set up, implement, run, and strike your production.

The OVG Tulsa Production department is comprised of dedicated professionals who are familiar with our facilities and whose job it is to safely and economically serve your technical needs. From the time you book your event, our team strives to help you create a special occasion for your attendees.

Outside A/V and production companies are allowed to be used in the building, though this requires an OVG Tulsa Room Tech be present during load in, during the event, and during load out as follows:

- Room Tech Requirements - All CBCC Spaces:
 - ◆ Event load in and load out is defined as non-event time when clients and vendors are occupying the room for set-up and breakdown.
 - ◆ Load in and load out days/times requirement a minimum of 1 Room Tech during these times at the prevailing hourly rate with a 4 hour minimum. Overtime rates apply after 8 hours.
 - ◆ Room Techs may be required during your event as well depending on the needs of your production.
 - ◆ Productions of greater rigging needs or large scale may require more than 1 Room Tech.
 - ◆ Additional labor will be assigned based on the needs of event production. This includes, but is not limited to, controlling lighting, running aerial cables, and hanging/striking banners.
 - ◆ If a room is divided in any configuration or multiple spaces are in use, a number of Room Techs may be required to guarantee the success of your production.
- Room Tech Requirements - Legacy Hall:
 - ◆ Legacy Hall house A/V and production systems (lighting, audio, video, rigging, stage, etc.) are exclusive to the OVG Tulsa Production department.
 - ◆ Room Techs will be assigned to load in, event hours, and load out when this space is in use at the prevailing hourly rate with a 4 hour minimum. Overtime rates apply after 8 hours.
 - ◆ The only exception to the Room Tech requirement for this space is when an event does not utilize the stage or house A/V systems.

All hanging from the points throughout the facility requires prior approval by the OVG Tulsa Production department and is expected to meet industry standards. Rigging plots with all lighting, audio, projection, and anything else suspended must be submitted no later than ten business days prior to your first leased date for approval. Any rigging concerns and solutions will be addressed until an acceptable rigging plot has been produced prior to any hanging occurring.

If you are interested in more information or requesting technical services for your event, consult with our Technical Services Sales Manager or your assigned event Production 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 Event Use License Agreement with initial rent & F&B deposit
As soon as possible	Event Manager	Provide details on any potential external service suppliers (decorator, A/V, etc.)
As soon as possible	Event Manager	Set time to visit CBCC or conference call for introductions
180 days out	Event Manager	Remit payment for second rent & F&B deposit
90 days out	Event Manager	Provide preliminary event info - timeline, set-up, staffing, & service needs; remit payment for third rent & F&B deposit
60 days out	Catering Manager	Provide preliminary information about F&B needs, times, & estimated head counts; schedule menu tasting
60 days out	Production Manager	Provide preliminary information regarding audio, video, lighting, & rigging needed if applicable
60 days out	Marketing Manager	Coordinate CBCC publicity details if applicable
30 days out	Catering Manager	Confirm menu selections & guest dietary restrictions; approve Banquet Event Orders
30 days out	Event Manager	Approve event set-up diagram & timelines; provide copy of certificate of event insurance
30 days out	Production Manager	Confirm production needs & timelines; provide copy of all rigging plots for approval if applicable
14 days out	Catering Manager	Provide final details & changes regarding F&B selections
14 days out	Event Manager	Provide final details & changes regarding equipment, staffing, & service needs; return all final exhibitor services order forms if applicable; remit payment for final rent & F&B deposit as well as estimated invoice balance
14 days out	Production Manager	Provide final details & changes regarding technical needs
10 business days out	Event Manager	Remit payment for pre-event estimated invoice
5 business days out	Catering Manager	Provide final event guarantee
30 days post-event	Finance	Remit payment for final event invoice



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.

- **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.
- **SENSORY NEEDS:** Cox Business Convention Center is a certified KultureCity Sensory Inclusive™ venue. Ask your Event Manager about services or locations available.
- **SERVICE ANIMALS:** Trained service animals are permitted inside Cox Business Convention Center.
- **SIGN LANGUAGE INTERPRETERS:** ASL interpreters can be provided for guests with hearing disabilities. Requests for this service must be received at least three weeks prior to the event and approved by the performer or event organizer. Seating will be reserved for the guest requesting and one companion. For details, please call the Guest Services Manager at (918) 894-4273.
- **ACCESSIBLE 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.
- **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 due to the limited number of wheelchairs available. If wheelchair assistance is needed during an event, please notify the nearest staff member.

ANIMALS

Trained 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.

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 gaff/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 can arrange 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.

COMPRESSED GAS & HAZARDOUS MATERIAL

Compressed gas, such as a propane, brought on site must be approved in advance by your Event Manager. All compressed gas must be properly stored when on site; consult with your Event Manager to arrange storage. Hazardous material is not permitted to be used, stored, generated on, or transported to/from Cox Business Convention Center.

CONFETTI, STREAMERS, & GLITTER

The use of confetti, streamers, glitter, and similar mess-making decorations or items at Cox Business Convention Center requires prior approval from your Event Manager. A \$1,000 clean-up fee will be required for use; level of labor required for clean-up can increase this fee.

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. Storage outside of leased event space is not allowed.

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 these 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 at the below address beginning one day before 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 and retrieval should occur no later than one day after your event.



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 by your Use License 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 before UAVs are operated in or near the facility.

- **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 all galleries and small meeting rooms. 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. 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 Cox Business Convention Center Engineer escort the operator when UAV is in use, and all parties must agree to abide by 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 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 OVG Hospitality Catering Manager can also assist with needs such as florals and décor if you would like as well.

EVENT SET-UP

All event diagrams must be signed off on by both you and your Event Manager at least ten business days prior to your load in. Per City Fire Code, no portion of any passageway or exit may be blocked or obstructed in any manner, no exit may be blocked or bolted while the venue is in use, and all designated exit ways must be visible at all times. Your Event Manager will assist you regarding questions about your event set-up diagram and Fire Code regulations. If your Event Manager determines your set-up has violated Fire Code, a Fire Marshal will be arranged to review. Expos, trade shows, and consumer shows are required to have floorplans approved by the Fire Marshal, which will be done through your Event Manager. Cox Business Convention Center staff will need to have access to your event spaces throughout set-up and tear-down, including Event Services, IT, Operations, OVG Hospitality, and Production, to ensure the success of your event. Events needing their spaces reset to a different layout during their event will be subject to room reset fees beyond standard equipment rental.



EXHIBITOR SERVICES

Your Event Manager will work with your general service contractor and our house Exhibitor Services staff in 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 beverage, and more. If your exhibitors require these services, inform your Event Manager so that an online Exhibitor Services store can be created for your event. Pricing for exhibitor orders increases two weeks prior to your event date. Note that some spaces may have limitations regarding power and water service. Consult with your Event Manager for any questions or special requests to be put in touch with the Exhibitor Services staff.

GUEST SERVICES

Cox Business Convention Center Guest Services personnel can serve as ticket takers, ushers, badge checkers, wrist-banders, and service desk attendants; provided they do not handle money of any kind. Guest Services staff provide extraordinary customer service and assist your attendees during events. For rates or to request Guest Services representatives at your event, contact your Event Manager.

HVAC & BUILDING LIGHTING

To control energy costs and encourage sustainability, HVAC and building lighting will be limited during load in, load out, and when overhead doors are in use. You can request the use of full HVAC and lighting during these times for an additional fee through your Event Manager. HVAC will be set to an acceptable range per the facility and building lights will be on as determined during your event hours.

INSURANCE

A Certificate of Liability Insurance (COI) is required for every event held at Cox Business Convention Center. COI may be provided by your carrier if it meets the requirements as outlined below or purchased through Oak View Group's provider by your Event Manager no later than ten business days before your event.

- A comprehensive general liability insurance policy must be provided in a form acceptable to Oak View Group, including public liability and property damage, covering its activities hereunder, in an amount not less than \$1,000,000 for bodily injury and \$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 Oak View Group 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, Oak View Group, or otherwise, with a combined single limit of not less than \$1,000,000 including an extension of hired and non-owned coverage.
- Global Spectrum LP dba OVG360, Ovations Food Services LP dba OVG Hospitality, Tulsa Public Facilities Authority (TPFA), the City of Tulsa, and each of their respective trustees, directors, officers, employees, agents, successors, and assignees are listed as Additional Insureds where required by written contract. The policy must not be canceled or materially changed or altered without first giving thirty days written notice to OVG360.

LIFTS

Outside contractors will not be permitted to use Cox Business Convention Center lifts without hiring an operator through your Event Manager. Hourly lift rental fees will be charged to event with no minimum in addition to operator labor rates, with a four hour minimum per call. Lift reservations must be requested no later than ten business days prior to the first load in day for your event. The operation of house lifts without consent from your Event Manager or Production Manager is strictly prohibited. You are permitted to rent lifts from an outside source with your own operator, provided they have no mar tires and your operator provides sufficient evidence of training. For more information regarding lift rentals, 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 required. Dock Marshals are mandatory for events using loading space or freight elevators.
- Exhibitors and vendors arriving in personal vehicles will be given a maximum of 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.
- A clear path for egress and ingress through all loading docks, entrances, emergency exits, and galleries must be available at all times regardless of load in/out status per Fire Code, and an accessible fire lane must be present in loading areas at all times with 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 Legacy 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. For the Grand Hall, trucks can load in using the ramp located centrally on the east side and smaller loads can load through a set of 10' x 10' doors at street level by the Grand Gallery.

LOST & FOUND

For lost and found inquiries, call the Command 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 including metered street parking, the Civic Center Parkade and East Lot #125 operated by American Parking, and third party valet services which you can choose to provide for your guests, staff, and vendors. Cox Business Convention Center does not operate or control any of the parking lots or services not located on our property. Pepsi Exhibit Hall events will be designated three yellow parking spaces per Hall used. Tulsa Ballroom and Grand Hall events have designated yellow parking spaces available. Events in other spaces should discuss parking with their Event Manager ten business days prior to their event.

PERMITS & APPROVALS

Your event host organization and vendors are responsible for obtaining any permits or additional licenses that may be required by the federal, state, county, or city governments.

- **FIRE CODE APPROVAL:** All expos, trade shows, and consumer shows are required to have floorplans approved by the City of Tulsa Fire Marshal, which will be handled by your Event Manager. Other event types with floorplans that may contain fire code violations will have a Fire Marshal arranged to review by your Event Manager.
- **FOOD AND BEVERAGE PERMIT:** To volunteer with OVG Hospitality 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 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 OVG Hospitality prior to the event. Consult with your Catering Manager to request approval to sell food or beverages.



- **SPECIAL EVENTS PERMIT:** This permit is required by The City of Tulsa if city streets closures, traffic control, 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. Contact the City of Tulsa Special Events department at (918) 596-2100 or <https://www.cityoftulsa.org/developmentbusiness/special-events/>

PROPRIETARY MATERIALS & COPYRIGHT

Your event must comply fully with any and all local, state, and federal laws, regulations, rules, constitutional provisions, common laws, and rights of others applicable to the reproduction, display, or performance of any proprietary or copyrighted materials, and works of third parties, and to the protection of intellectual property rights associated with such works. Rental rates and fees paid to Cox Business Convention Center do not ever include royalty, copyright, or other payments which may be payable on behalf of third party owners of such works. Your event must make any and all such payments to third parties and/or clearinghouse agencies as may be necessary to lawfully perform, publish, display or reproduce any such works. Your event specifically agrees, undertakes, and assumes the responsibility to make any and all reports to such agencies or parties, including ASCAP, BMI, SAG, SESAC, Copyright Clearance Center, and other similar agencies. Your event must obtain and maintain evidence of such reports and any necessary payments and provide any such compliance evidence to Cox Business Convention Center as may be requested before, during, or after your event. Your event Licensee must agree to indemnify, defend, protect, and hold harmless Oak View Group, the City of Tulsa, TPFA, and their respective officers, directors, agents, and employees of and from all manner of losses arising in any way from your event's use of proprietary intellectual property of third parties (whether such claims are actual or threatened) under the copyright or other laws of the United States. This foregoing indemnity must apply regardless of the means of publication, display, or performance by your event, including specifically and without limitation, the use of recordings, audio broadcasts, video broadcasts, works on magnetic media, sounds, or images transmitted via the internet, webcasts, or online service providers, satellite or cable, and all other publication, display, or performance means whatsoever, whether now known or developed after the date of this Agreement.

RIGGING & HANGING

All hanging from the points throughout the facility requires prior approval by Cox Business Convention Center and is expected to meet 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 for approval by the Technical Services Manager. Any rigging plot concerns and potential solutions will be worked out with the Technical Services Manager until an acceptable rigging plot has been produced prior to any hanging occurring. Your event will be liable for any damages or incidents as a result of rigging or hanging, so our goal is to eliminate potential problems or hazards before they occur to protect the safety of your event attendees as well as prevent any damages. All rigging or hanging taking place at Cox Business Convention Center must be done in conjunction with IATSE Local 354 riggers for a fee.

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 affixed to the facility itself and fees may apply. 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 caused by your event or attendees will result in you being liable for complete repair costs, so make sure to read through the following policies carefully:

- **BALLOONS:** Helium balloons may only be used in the facility if they are weighted or tied down so they do not escape. Balloon arches and décor must be removed during your load out. Balloons should be approved in advance by your Event Manager and balloons left behind may warrant a clean-up fee.



- **ADHESIVE & DECALS:** See the Carpeting & Floors section of this guide for approved tape and adhesive policy. Decals and clings must be approved to minimize adhesive damages. Nothing may be affixed at any time to facility structures without prior approval by your Event Manager.
- **ADVERTISING:** No advertising, signage, painting, posting, or exhibiting is allowed inside, outside, or on any part of the facility without express permission from your Event Manager.
- **FIRE RETARDANCY:** 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 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 third party rigging at Cox Business Convention Center must go through 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 with IATSE via your Production Manager. Otherwise, contracted or temporary labor must be hired for stagehand work at a one for one ratio with IATSE. Additional fees may apply if you do not adhere to this policy. For scheduling of stagehands, please consult your Production Manager no later than ten business days prior to the first load in day of your event.
- **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 sporting events and events with an attendance of 1,000 or more. Events not required to have EMSA may request EMSA at your discretion. Please contact your Event Manager for labor rates and requirements regarding EMSA.
- **FIRE WATCH:** All events taking place at Cox Business Convention Center 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 Production Manager no later than ten business days prior to the first load in day of your event, along with approval from a City of Tulsa Fire Marshal demonstration prior to the event.
- **DOCK MARSHALS:** Dock Marshals are required by Cox Business Convention Center at all times during events using loading space or freight elevators. These staff provide back of house security, assist in monitoring designated parking, operate overhead doors, operate freight elevators, monitor access of authorized personnel to your space, and more. Your Event Manager will schedule these based on your timeline.



- **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. The amount and times security personnel will be required at your event's cost will be determined by your Event Manager. Contact your Event Manager for questions regarding labor rates and requirements regarding security personnel for your event.
- **POLICE:** Cox Business Convention Center can provide off-duty police professionals for event security. 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.

STAGING

With a variety of types, sizes, and heights in inventory, Cox Business Convention Center is able to provide almost any staging needed for your event. All stages and risers provided in-house over 2'6" in height are required to have railing as a safety precaution; if you would prefer not to have railing, submit this waiver request to your Event Manager in writing. You are also welcome to bring your own staging or rent from an external provider, provided these details are communicated to your Event Manager. Be sure that any labor from external providers follows all guidelines as described in the Contractor Identification and Staffing sections of this guide.

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. Events or exhibits based around substances of any kind must be approved by your Event Manager at least ten business days prior to your first load-in day and may require additional security at your expense.

TICKETING

Some events at Cox Business Convention Center offer tickets through Ticketmaster. The "scalping" of tickets sold through Cox Business Convention Center's box office is disallowed to the extent applicable, and events must provide assistance in efforts to control and prevent scalping. If you are interested in ticketing your event through Cox Business Convention Center's ticketing service, please contact your Event Manager. Events are allowed to sell their own tickets or use services such as Eventbrite as well.

TRASH REMOVAL

One-time trash removal services are provided complimentary on site at Cox Business Convention Center. Events producing such trash as may require more dumps than the standard scheduled by the facility, additional receptacles, large dumpsters, or will have unusual materials to dispose of (i.e. dirt, etc.) will be scheduled by your Event Manager and will incur this expense on your event invoice. Fees for dumpsters vary by size, material and weight collected, and amount of removals required and may be adjusted post-event if there was a larger quantity than anticipated on site.



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. Your Dock Marshal and a Cox Business Convention Center Engineer will come inspect the vehicle on arrival to ensure it meets the requirements before allowing it to be parked inside the facility. All fuel tanks must contain less than one quarter of their capacity and visqueen must be laid under the vehicle. Additionally, if vehicles are to be displayed in a carpeted space, masonite must be placed over floor pockets before they can be driven into 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.

VENUE USE

Your event and attendees may not occupy or use Cox Business Convention Center except as provided in your Event Use License Agreement and must comply with all legal requirements which arise regarding Cox Business Convention Center, and its use and occupation. Your Event Licensee may not use the License Agreement to encumber, hypothecate, or otherwise use as security its interests for any purpose whatsoever without the express written consent of Cox Business Convention Center's general management team.

WEAPONS

By law, firearms are not permitted on Cox Business Convention Center property except by true law enforcement personnel. Events, exhibitors, vendors, and event attendees should not bring weapons or ammunition of any kind, including cosplay and/or props, on premise without express written permission from your Event Manager. Approved weapons require onsite weapon checks and additional security measures including police for weapon inspections and crowd control personnel for security. Third-party security companies may not carry firearms or weapons at any time while in the facility unless they are true law enforcement personnel and both must be approved by the Chief of Security. Any law enforcement or off-duty officers in attendance of your event are to identify themselves to Cox Business Convention Center staff so they may be vetted and notated in the event of an emergency.