

# Holthus Convention Center: General Operating Policies

## Costs & Fees

### **Billing**

Upon booking an event, the renter is required to pay a deposit of 50% of the total rental cost. An invoice will be provided 60 days prior to the event showing remaining rental cost due. This amount will be due 30 days prior to the event. **Deposit is nonrefundable for cancellations made within 60 days of event date.**

**Cancellations made prior to 60 days in advance will receive a full refund.**

For your convenience and clarification, an event settlement sheet summarizing rent, additional charges, and any credits can be prepared for your event if requested. Any additional charges and fees accrued before, during or after the event will be charged to the renter. These charges may include, but are not limited to:

- Additional electrical service
- Additional telecommunications service
- Additional janitorial and cleaning service
- Additional trash hauling fees
- Security or police officer services
- Emergency Medical Technician Services
- Damages to Holthus Convention Center and equipment
- Additional equipment or supply rentals
- Removal of personal property cost or fees

### **Cancellations**

Weekend and holiday cancellations must be made at least 45 days prior to the reserved date to avoid full rental charges. Weekday cancellations must be made at least 30 days prior to the reserved date to avoid full rental charges.

- Weekends are defined as Friday – Sunday
- Weekdays are defined as Monday – Thursday
- Holidays are defined as New Year's Eve, New Year's Day, Martin Lutheran King Day, Presidents Day, Memorial Day, Fourth of July, Labor Day, Veterans Day, Thanksgiving, Day after Thanksgiving, Christmas Eve and Christmas Day

### **Event Estimates**

Holthus Convention Center management will provide an estimate and detailed Rental Agreement to the renter prior to the event. The renter will be asked to sign the Rental Agreement and agree to the charges prior to the event. Charges are subject to change.

### **Payment**

Accepted payments are credit/debit card, cash, check, money order, or cashiers check. The Holthus Convention Center reserves the right to request payment in advance for any estimated additional costs the renter may incur. In the event a renter fails to pay an invoice when due, the Holthus Convention Center reserves the right to pursue any and all legal action to collect the balance due and to cancel event.

## Reservations

The Holthus Convention Center accepts reservations via [www.holthusconventioncenter.com](http://www.holthusconventioncenter.com), telephone, or email. All renters will be required to sign the *Holthus Convention Center Rental Agreement* upon booking. When making a reservation, the renter(s) must provide the following information:

- Date of the event
- Department, agency, program, or person making the reservation
- Name and type of event
- Estimated number of attendees
- Details regarding catering service (if applicable)
- Space reserved
- Rental deposit (50% of total rental cost)

An invoice will be sent to the renter 60 days prior to the scheduled event showing the balance due. Final payment will be due 30 days prior to the scheduled event. If final payment is not received within 30 days of scheduled event date, event will be removed from the schedule and will be made available to any interested parties.

Failure to cancel reservations as indicated above will result in the renter being billed for the full rental charges agreed upon in the *Rental Agreement*. These charges may be waived by the Holthus Convention Center management in their sole and absolute discretion, if the host submits adequate justification for failure to use the reserved space.

## Security Deposit

In addition to the rental fee, renter shall pay a security deposit of \$250 at least 10 days prior to the scheduled event. In the event that any portion of the facility or its equipment are damaged/missing during the event or excessive cleanup is required following an event, Holthus Convention Center management will notify the **renter** of the cost to repair the damage/cleanup of the premises or replacing missing items, which will be taken out of the security deposit. Excessive cleanup will be determined at the sole discretion of Holthus Convention Center management. If the cost of repairing the damage/cleanup of the premises or replacing missing items exceeds \$250.00, the **renter** will be required to pay the remainder of the costs within 10 days of receipt of an invoice from the Holthus Convention Center showing the balance due. If the cost of repairing the damage/cleanup or replacing items is less than \$250 the unused portion of the security deposit will be returned to the **renter** within 30 days of the date of the event.

## Set Up/Clean Up Information

The renter must provide all information required by the Holthus Convention Center concerning the event, such as room set-ups, staging, and catering specifics no later than ten days before the event. Depending on event schedule, events requiring set up prior to the date of the event will be charged a setup fee of \$250, priority will be given to events already scheduled. Renter will only be allowed one additional day prior to day of event at this rate. Additional days will be charged at the standard room rate.

All clean up after an event must be completed after the event is over and renter must vacate the facility by 2:00am. Cleanup is not allowed the next day or at a later time without incurring an additional Clean Up fee of

\$250. Depending on event schedule for the following day, the Holthus Convention Center may require cleanup be complete by a pre-determined time.

## **Accommodations Services and Restrictions**

### **Animals**

For the safety and comfort of all our visitors, animals are not permitted in the Holthus Convention Center except in conjunction with an approved exhibit, display or performance, which absolutely requires the use of an animal. The renter is responsible for obtaining all appropriate permits. Guide dogs, signal, or service dogs (as defined by law) are allowed in the Holthus Convention Center at any time. All sanitary needs for animals are the responsibility of the renter.

### **Audio System**

Holthus Convention Center staff is responsible for the house audio system and must supervise any connection made to the system.

### **Banners and Signage**

Banners, signs, pictures, notices, or advertisements may only be placed in locations, and by methods, approved in advance by the Holthus Convention Center management. The Holthus Convention Center requires posters to be mounted on easels and/or individual holders. Staples, tacks and nails are prohibited and are not to be used on any building surface or equipment. NO STICKERS CAN BE USED OR DISTRIBUTED. Tape of any type is prohibited in all areas of the building.

### **Decorations**

The method and location of any special installations that your decorations may need must be approved in advance by Holthus Convention Center management. The following is a general list of decorating guidelines:

- No one may tape, nail, tack, or otherwise fasten to ceilings, painted surfaces, columns, walls, or windows decorations of any kind.
- Decorations may not block doors, fire extinguishers, fire sprinklers, any emergency equipment, emergency exits, lighting systems or security cameras.
- All decorating materials must be constructed of flameproof material or treated with an approved fire retardant solution. Spot testing may be performed by the York Fire Department if needed.
- The use of candles is permitted if the flame is enclosed by glass one inch above the flame.
- No one may use adhesive-backed decals or stickers nor may they be distributed anywhere on the premises.
- Glitter and confetti may not be used in any part of the building.
- Only Holthus Convention Center staff may move planters, lobby furniture, and other equipment in the public areas.
- The use of and distribution of helium balloons in the Holthus Convention Center is allowed. If helium balloons become detached from a display, the labor cost to retrieve the balloons will be charged to the renter. Compressed gas (helium) cylinders used to inflate balloons must be properly secured to prevent toppling.

## **Catering**

Outside caterers are allowed to serve events in the HCC. Caterers will be allowed to use the kitchen and the equipment located within for events that have a kitchen included in their rental agreement. Equipment and items used during your event are required to be cleaned and when applicable returned to their corresponding storage location at the conclusion of your event.

## **Cleaning**

The building will be provided to the renter as specified in the Rental Agreement. The floor will be clean upon move-in. It is the responsibility of the renter to return the building to its original condition. If excessive cleaning is required after your event to return the building to its normal condition, renter may incur an additional fee for cleaning services.

## **Damages**

In addition to the rental fee, **renter** shall pay a security deposit of \$250.00 at least two weeks prior to the scheduled event. The renter is responsible for all damages to the Holthus Convention Center property while using the facility. If HCC's equipment and facilities are damaged during the event, or HCC is required to clean up the premises after the event, HCC will notify the **renter** of the cost of repairing the damage/clean-up of the premises which will be taken out of the security deposit. If the cost of repairing the damage/clean-up of the premises exceeds \$250.00, the **renter** will be required to pay the additional amount within 10 days of receipt of an invoice from HCC showing the balance due. The unused portion of the security deposit will be returned to the **renter** within 30 days of the event date.

## **Event Related Equipment**

The renter is responsible for the removal of any personal property, equipment, signs, and decorations from the Holthus Convention Center at the end of the event. If not, the Holthus Convention Center may remove said property from the premises and charge the renter a fee for the removal of said property and discard same if the renter does not pick up said property in a timely basis after notification from the Holthus Convention Center.

## **Equipment and Property Owned by Holthus Convention Center**

Holthus Convention Center equipment such as tables, chairs, audio/visual equipment, etc., are not allowed to leave the premises.

## **Movable Walls**

All movable walls must be installed and removed by Holthus Convention Center staff only.

## **Parking**

Options for the rental of the parking lot areas for outside exhibits and/or guest parking are available upon request.

## **Photography**

HCC retains the right to take photographs of events for its own records and for publicity purposes.

## **Utilities**

Installation of all utility services involving electrical, air, water, water drainage, or internet/telephone connections must be performed or supervised by Holthus Convention Center management. Holthus Convention Center electrical equipment, such as extension cords, electrical panels, spotlights, and fixtures are not to be removed by the renter or any unauthorized persons. Violators will be assessed an appropriate charge for any removals. Under no circumstance shall distribution panels or mechanical equipment be blocked or access impeded. Floor boxes may not be accessed by anyone other than Holthus Convention Center personnel.

## **Sale of Merchandise and Novelty Items**

The Holthus Convention Center retains all rights and permissions for the sale of merchandise and novelty items sold within the facility and on the premises. Merchandise and novelty products include, but are not limited to, T-shirts, programs, pictures, records, tapes, and miscellaneous show promotional items. A facility merchandise fee may be applicable. All negotiations to arrange for event sales and compensation procedures are to be directed to Holthus Convention Center management.

## **Surface Drilling**

Floor, wall, and ceiling drilling are strictly prohibited.

# **Public Safety**

## **Capacities**

All rooms have a maximum occupancy, which may not be exceeded. The Holthus Convention Center reserves the right to deny further entry into these spaces in order to protect public safety.

## **Fire Arms**

It is the HCC policy that personal possession of firearms is prohibited within the facility with the exception of law enforcement officers with jurisdiction. Holthus Convention Center Management must be notified thirty (30) days in advance when firearms or weapons are being displayed as part of a show or exhibition.

## **Fog and Smoke Machines**

For public safety, fog/smoke usage is not allowed on Holthus Convention Center property.

## **Hazardous Materials Labeling**

For the safety of the public and all employees, OSHA requires that all containers of hazardous materials be labeled with the identity of the hazardous materials contained therein and appropriate hazard warnings. Any exhibitor/renter displaying or using hazardous chemicals must submit Material Safety Data Sheets and manifests to Holthus Convention Center management no less than 60 days prior to event move-in.

## **Package Inspection**

For safety and security reasons, cartons, packages, or other containers brought in or removed from the Holthus Convention Center may be subject to inspection.

## **Pyrotechnics**

The use of pyrotechnics is not allowed on Holthus Convention Center property.

## **Safety and Fire Code Requirements**

The safety of all occupants of the Holthus Convention Center is of primary concern. Any unsafe condition or activity should be immediately reported to the Holthus Convention Center management and supervisory personnel of the responsible party for corrective measures. In case of an emergency, call **911**.

## **Sound Levels**

Maintaining sound levels will ensure that other events are not disturbed nor interrupted. Holthus Convention Center management reserves the right to require sound levels to be lower if needed.

## **Security**

Doors, hallways, or fire exits can be blocked or obstructed when the area is occupied. Event security requirements must be submitted 30 days prior to event for approval by HCC management.

## **Smoking**

As designated under the Nebraska Clean Indoor Air Act, the Holthus Convention Center is a non-smoking facility. Smoking is allowed outside the facility in designated areas.

## **Conduct & Compliance**

### **Behavior**

Rude behavior towards Holthus Convention Center staff or other hired staff will not be tolerated and will be reported to the Holthus Convention Center management. Repeat offenders may be barred from use of Holthus Convention Center facilities.

### **Americans with Disabilities Act (ADA)**

As a facility of public accommodation, the Holthus Convention Center is sensitive to those with special needs, and complies in all respects with the Americans with Disabilities Act (ADA) and regulations issued thereunder. We also require our guests to comply with all provisions of the ADA.

### **Holthus Convention Center Management**

Holthus Convention Center management will provide professional, efficient, and courteous service to its guest. Holthus Convention Center management or their designated parties will:

- Contact renter following execution of event agreement if needed.
- Be the renter's primary Holthus Convention Center liaison before, during, and after an event.
- Be responsible for gathering all event information and provide that information to all necessary Holthus Convention Center departments.
- Generate an estimate and detailed report for renter's review and approval no later than 30 days prior to an event.

## **Holthus Convention Center Staff**

The Holthus Convention Center is committed to providing first-class hospitality, maximum safety, and effective cost controls. The Holthus Convention Center is responsible for the conduct of its employees, subcontractors, and subcontractors' employees.

Restricted areas of the Holthus Convention Center that are labeled "Authorized Personnel Only" are off limits to all personnel except those authorized by Holthus Convention Center management.

Profane language and disorderly conduct is not permitted at any time.

The use of alcoholic beverages in the workplace is strictly prohibited. The use of illegal drugs is strictly prohibited at all times. All employees, subcontractors, or subcontractors' employees may be subject to drug and alcohol testing at any time, and is at the discretion of the Holthus Convention Center.