



POLICIES AND PROCEDURES

The following policies and procedures for events held at the Hurst Conference Center have been established to promote a safe, secure, and enjoyable environment for all our clients, patrons, and employees. Any violations of the following policies and procedures may result in termination of your event and removal from the premises of the Hurst Conference Center.

The Hurst Conference Center, managed and owned by the City of Hurst, hereinafter referred to as "CENTER" and the name on the Facility Use Agreement is hereinafter referred to as "CLIENT."

Audio Visual Equipment:

Outside audio visual equipment is allowed but will not be supported by the CENTER. An audio visual technician may be required for operation of CENTER audio visual equipment.

Changes/Requests:

Changes to the floor plan received within thirty-six (36) hours of this event shall result in additional charges. The CENTER reserves the right to charge the CLIENT for excessive, unplanned changes or numerous changes per day. CLIENT is allowed one complimentary set-up per day.

Clean-up:

All items that are brought onto the CENTER's premises by the CLIENT and their vendors shall be removed from the CENTER at the end of contract date. The CENTER is not responsible for any items left behind. Any event that may produce excessive amounts of trash i.e. Tradeshow, Expo, etc., shall be required to pay an additional trash and/or recycle fee at the discretion of the CENTER's Operation Supervisor. Prior to leaving the facility, the CLIENT must check with CENTER's Manager On Duty (MOD) that the building has been left in acceptable condition. Any damage beyond normal wear and tear will be subject to an excessive clean-up fee at the prevailing rate.

Decorations:

Decorations are limited to table decorations and freestanding items. Other decorations, including banners and streamers, may not be attached to any surface without prior approval of the CENTER. Glitter and/or confetti, rice, balloons and potpourri are not allowed in any part of the CENTER. Should this policy not be followed an additional charge will be added to the final billing for the clean-up of this material as determined by the CENTER's management.

Fire/Open Flame:

No open flame is permitted in any part of the facility per Fire Marshal.

Food & Beverage:

No outside food & beverage shall be brought into the CENTER. The CENTER holds the liquor license and exclusive rights for food & beverage for the CENTER. All beverages (alcoholic and non-alcoholic) will be provided by CENTER. The CLIENT and their attendees are not permitted to take leftover food items or beverages from the CENTER. A CLIENT ordering food and beverage for less than twenty-five (25) people, is subject to a small group fee of \$100 per day. Final guarantees for food and beverage are due no later than five (5) business days (excluding holidays and weekends) prior to CLIENT's event date. Any changes to the food and beverage order made thereafter are subject to a 25% surcharge.

Helium:

Helium balloons are not allowed in any part of the CENTER without a previously signed Waiver by the General Manager. CLIENT will be responsible for damages that may occur and charges that are incurred for retrieving, removing and cleaning the area affected by the balloon activity. **Helium tanks** are not allowed at any time in the CENTER.



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Move-In/Move-Out:

All move-in and move-out for events must be through CENTER's designated loading docks and doors. The main lobbies, side doors, and elevators are not to be used for this purpose. CLIENT is responsible for dock marshaling and coordinating move-in and move-out access.

Security:

Uniformed off-duty City of Hurst Police Officers will be required at CLIENT's expense at functions where deemed necessary by the CENTER. Arrangements for the hiring, scheduling and payment of the officers are the sole responsibility of the CLIENT. The number of officers in attendance will be determined by the City of Hurst Police and CENTER. The officer(s) must be contracted to work starting 30 minutes prior to the beginning of the event until the end of the event when the building is secure.

Shipments:

All shipments should be to the attention and are the responsibility of the CLIENT. Any packages received more than one (1) day prior to CLIENT's event may be rejected or charged a holding fee of \$25 per day/ per pallet size. It is the CLIENT's responsibility for scheduling the pickup of packages after the event ends. Tradeshow and Expos must define shipping term with the event coordinator prior to event load-in.

Smoke-Free:

The CENTER has a smoke-free (including e-cigarette) environment policy that is enforced in all areas of the CENTER. City Ordinance 2174 states it is unlawful for any person to smoke or possess a burning tobacco in any building or park owned, operated, or managed by the City with the exception of paved parking areas only. This applies to all attending the event as well as any vendors or personnel hired, such as DJ's, entertainment or other personnel.

State Sales Tax:

The State requires sales tax on equipment rental, food and beverage, and labor. Those items are also subject to the prevailing service fee rate. CLIENT must provide a Sales Tax Exemption letter 14 days prior to event.