

General Use Policies:

Access Times:

- Defined as the groups scheduled access to the New Braunfels Civic/Convention Center. General access times may live within 7:00am -1:00am. Early access may be granted as early as 6:00am at managements discretion and will include a \$100 fee.
- Access from 12:00am-1:00am is only for vendors and client representatives to allow for event tear down, removal of decorations, and overall move out.

Alcohol Policies:

- Any alcohol must be served by a Texas Alcoholic Beverage Commission (TABC) certified bartender and may only be dispensed in compliance with TABC rules and regulations.
- All TABC Certifications must be submitted to the Center ten (10) days prior to the event. In the event of the TABC Certifications not being provided the Center reserves the right to refuse alcohol service for the reservation.
- “Last Call” must be given thirty (30) minutes prior to the event end.
- No alcohol may be brought to the Facility, whether on premises or inside, or taken out of the Facility by any guest or invitees of the Client. If alcohol is brought onto the premises by a guest, the Center reserves the right to discontinue all alcoholic beverage services or to close the event.
- Kegs are allowed at the Civic/Convention Center. Kegs must be placed in a designated container to prevent leaks.

Alcohol Security Policies:

- Security is required for all events with alcohol service
- The minimum number of security personnel required will be determined by the New Braunfels Police Department and the New Braunfels Civic/Convention Center based on the type of event and number of attendees.
- Security must be present from the time alcohol service begins until thirty (30) minutes after the event ending time.

Animal Policy:

- Live animals are prohibited from entering the New Braunfels Civic/Convention Center unless Center Management has consented in writing
- Client must sign an Animal Addendum for each event animals will be present
- Client must obtain all necessary permits from the City of New Braunfels for animals to enter
- Service animals and animals protected under the ADA are always welcome at the New Braunfels Civic/Convention Center

Cancellation Policy:

- Cancellations and reductions in reservation must be made in writing and acknowledged by the Center
- Cancellations made fewer than six (6) months before the reservation date:
 - Client is responsible for the entire rental fee due at the time of cancellation or reduction
 - The deposit will be forfeited
- Cancellations made more than six (6) months before the reservation date:
 - Client will be refunded initial payment made
 - Client will be refunded deposit

Cleaning/Damaging Policies:

- Damages are assessed the day of the event by New Braunfels Civic/Convention Center Staff. Staff will take photo evidence of all damages and submit the photos to management
- Damage: Building damage will consist of charges for any labor, materials+ 20%
- Cleaning: Client is responsible for removing decor and other items. Caterer and client are responsible for removal and disposal of food/beverage, including busing during the event
 - Cleaning Fee: \$50 per staff per hour if above listed is not completed
- Refer to the Food/ Beverage Agreement for additional policies/ procedures

Data Protection:

- A protection clause may be granted by Center Management to a recurring client or trade show with a proven record of success in the region and that have produced significant local economic benefit
- When granted, competing shows will not take place at the New Braunfels Civic/Convention Center for a period of twenty- one (21) days before and twenty-one (21) days after like events
- A competing show is defined as an event which has twenty-five (25) percent or more of the show's net square footage of exhibit space showing or selling product lines or businesses the same or substantially similar to those in the Client's show

Note: a show that is open to the public shall not be deemed a competing show with a show that is open only to trade

Decorations:

- Floorplans, list of catering, entertainment, decorator, or other vendors is due to the center thirty (30) days prior to the event.
- Prohibited Decor: both inside/ outside the Civic/Convention Center includes:
 - Glitter, confetti, and other small like items
 - Small hard plastic "gem" stones
 - Rice, birdseed, sparklers, and floral petals
 - No open flame, taper candles, pyrotechnics, smoke/fog, or flammable materials
 - Any flame approved by management must be contained in a fireproof container where the flame is lower than the surrounding class.
 - No duct tape of any kind
- Helium Balloons:
 - Are to not be distributed or sold inside the Facility
 - Helium Balloons may be used for decoration when permanently attached to a display, chair, table, etc.
 - If helium balloons are released into the facility for any reason, a fee will be charged to the client. Amount will be dependent the time, staff, etc. taken to clean up all balloons.
- Tape, tacks, staples, Velcro, or similar material is prohibited from being placed on walls, chairs, tables, doors, or any part of the premises.
- All beam structures or other painted surfaces must be covered with protective material before wire, rope, or the like is attached or touching to prevent damaging the surface.
- Items are not allowed to be attached to electrical lighting, conduits, air ducts, utility pipes, or sprinkler systems

Deliveries:

- The Civic/Convention Center does not accept deliveries on behalf of clients or clients' vendors
- In the event deliveries are made a storage fee will be assessed in the amount of \$100 per hour from the time the delivery is made until the access time of the event, or the delivery is picked up

Event Times:

- Events may occur between the hours of 7:00am -12:00am
- Events that go past the designated time will be subject to a late fee

Firearms:

- The display or sale of firearms requires advanced Civic/Convention Center Management approval
- Firearms may not be loaded or fired anywhere in the Civic/Convention Center, including exterior and parking areas
- All firearms at the Facility, including exterior and parking areas, must be deactivated by the removal of the firing pin, the bolt or otherwise altered so it is incapable of being fired (i.e., by a metal lock through the trigger mechanism, a plastic strap securing the trigger or hammer mechanism, a plastic strap securing the firearm's "action" mechanism in an "open" state or otherwise).
- Firearm powder and primer are prohibited at the Facility. Sample live ammunition may be displayed in exhibits that are kept separate from the firearm exhibit or by exhibitors who do not display firearms.
- Firearms and ammunition must be inspected by an authorized safety inspector approved by the Center during move-in, show and move-out. Violations must be corrected before an exhibit is allowed to open. Client is assessed any fees associated with such inspection.

Floor Plan:

- Finalized floor plans are due to the Civic/Convention Center no more than thirty (30) days prior to the event
- Finalized floor plans not received by the Civic/Convention Center within fifteen (15) days prior to the event will be assigned a standard floorplan.
- Any floor plan changes made within ten (10) days of the event are subject to additional fees.
- Any floor plan changes made within ten (10) days of the event absolve the Civic/Convention Center of the responsibility to have adequate personnel or equipment scheduled for set-up or day of the event.
- Client requested alterations on the day of the event are subject to additional fees.

Deliveries:

- Food/Beverage fee is due no later than thirty (30) days prior to the Reservation date.
- Food/Beverage fee is per space:
 - Ballroom: \$300
 - Exhibit Hall: \$450
 - Entire Facility: \$600
 - Garden Rooms (all five): \$300
 - Garden Room (per room): \$25
- Food/Beverage fee is waived if the overall room fee is over \$5,000 per event

Food Sampling & Concessions:

- Private Events:
 - Current Health Department policy states there are no food policies for private events serving food to its guests
- Public Events: an event in which guests are not targeted or a general audience is invited
 - Caterer must be a licensed establishment with the City of New Braunfels
 - Caterer must have a current food handler's permit
 - Events must obtain a Temporary Food Service Establishment or Special Event Permit from the City of New Braunfels Environmental Health Department.
 - Caterer/ Client must comply with all local rules and regulations

Fog/Sparklers/Smoke Machines:

- Open flame, pyrotechnics, smoke, or fog, flammable materials are prohibited by the Civic/Convention Center
- Flame is prohibited in all cases unless the flame is contained in a fireproof container and has been approved by Civic/Convention Center Management

General Use of Premises:

- Displays, activities and guests are limited to the space listed in the Rental Agreement
- Registration or ticket sales may take place in the lobby and or concourse areas, except as prohibited by the City Fire Marshal.
- Any other use of common areas including the sale or service of food or beverage is prohibited without rental of the Entire Facility or without prior Civic/Convention Center Management approval
- The Client must return the facility back in the condition in which it was received.
- All items must be removed by the reservation end time as expressed in the Rental Agreement. This includes but is not limited to; DJ and or Band equipment, center pieces, decorations, cakes, gifts, signs, rigging, etc.
- Failure to vacate the Civic/Convention Center by the ending access time will result in additional fees and or forfeiture of the Reservation Deposit.
- Additional fees may be expensed to the Client related to removal or property, debris, or excess trash.
- Food, beverage and alcohol may not be served from the loading dock

Holiday Hours/Holiday Fees:

- City of New Braunfels Designated Holidays:

- New Years Day
- Martin Luther King, Jr. Day
- New Braunfels Founder's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Comal County Fair Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

- City of New Braunfels Holidays Fee's:

- \$30 per access hour will be charged for any event occurring on a City or National Holiday

Insurance:

- All Clients are required to provide public liability and property damage insurance
- The Civic/Convention Center must receive proof of insurance at least twenty (20) days prior to the event date.
- Public liability and property damage insurance issued by a reputable casualty insurance company acceptable to Center, naming the City of New Braunfels insured under the policy in the following minimum amounts: personal injury liability of not less than \$500,000 for any one injury; \$1,000,000 for anyone (1) occurrence; and property damage liability of not less than \$100,000, unless otherwise stipulated in writing by the Center. When such a policy is issued naming the City of New Braunfels as coinsured, it is required that such insurance policy state that such insurance is primary insurance and the City's existing general liability coverage is excess coverage. The certificate must provide coverage for all risks including workers compensation as required by law. The Certificate Holder to read: City of New Braunfels- Civic/Convention Center, P.O. Box 311747, New Braunfels, TX 78131-1747. b) Contractor must provide a Certificate of Insurance from a company with an A.M. Best rating of no less than a B+ and in good standing with the State Board of Insurance. c) Vendors must comply with these Terms and Conditions.

Internet:

- Public wi-fi is provided throughout the building free of charge
- Password protected wi-fi is available upon request.

Deliveries:

- Kitchen use is included in the room rental of the Ballroom, Exhibit Hall, Garden Room 101, or All Garden Rooms (5).
- Shared equipment by all clients:

• 110-pound Ice Machine	Emergency Eye Wash Station	
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- Ballroom: Included in rental

• 1 Heated Holding Cabinet	1 Large Rolling Rack	3 Small Rolling Racks
• 2 Convection Ovens	1 Commercial Microwave	2 Garbage Disposals
• 1 Hand Washing Sink	2 Cambra Food Carts	2 Preparation Tables
• ½ Walk-in Cooler	½ Reach-in Freezer	
• 1 Six Burner Range with 2 Conventional Ovens		
- Exhibit Hall: included in rental

• 1 Heated Holding Cabinet	1 Large Rolling Rack	3 Small Rolling Racks
• 2 Convection Ovens	1 Commercial Microwave	2 Garbage Disposals
• 1 Hand Washing Sink	2 Cambra Food Carts	2 Preparation Tables
• ½ Walk-in Cooler	½ Reach-in Freezer	
• 1 Six Burner Range with 2 Conventional Ovens		
- Garden Room 101:

• Single Pot Coffee Maker	Commercial Microwave	Reach in Cooler
Preperation Surface	Motorized Window	

Key Distribution:

- Dressing rooms: when Dressing Rooms are rented by a Client the Client will check out the keys to the Dressing Room rented at the beginning of their access time from Civic/Convention Center Staff.
- The key will be the Clients responsibility for the duration of the event, and it will be the Client's responsibility to return the key to Civic/Convention Center staff at the end of their event/access time.
- Failure to return the key will result in additional fee's being assessed to the Client.

Loading Dock:

- The Loading Dock is an unsecure area and storage is not allowed.
- The loading dock is primarily designated for use of deliveries, loading/unloading, and storage of Civic/Convention Center Equipment, including trash cans.
- Loading/unloading will take place on a first come first serve basis through the Loading Dock during times expressed in the Rental Agreement
- The Civic/Convention Center has an “open dock” policy to allow exhibitors and vendors easy access for loading and unloading.
- No parking is allowed in the loading area. No vehicles are allowed inside the loading dock without Center approval and appropriate security measures being in place as determined by the Civic/Convention Center.
- Loading Dock may not be used for food prep, plating, or service.
- Loading Dock may not be used for event over-flow.
- Loading Dock may not be used to serve food, beverages, or alcohol

Lost and Found:

- If an item has been lost at the Civic/Convention Center during a reservation, it is the responsibility of the Client to notify the Civic/Convention Center of the lost item(s).
- Any property not removed and that has not been claimed is considered abandoned by the Client, its vendors, or exhibitors.
- Items left are subject to collection, disposal, donation, or used for any purpose by Center without liability.

Marquee:

- The Marquees used for information purposes only
- The Marquee is programmable as time permits for events that are open to the public events or upon Client request
- Event information will be displayed on the marquee on the day of the event only

Minors/ Events honoring minors:

- Minors shall be supervised at all times
- Minors are not allowed in spaces not expressly reserved in the Rental Agreement
- Minors may not be in the exterior areas of the Facility other than for the purpose of entering or leaving the Civic/Convention Center.
- For events where minors are honored or a majority of guests are under the age of 18, only those persons with an invitation or ticket will be allowed into the building
- Client shall provide a person or persons to collect invitations or tickets at the event entrance.
- Guests without an invitation or ticket will not be allowed to enter the Civic/Convention Center and will be required to vacate the building and grounds.

Music/ Noise Levels:

- Music and noise levels must be maintained so as to not disrupt other events, the outside public or violate City noise ordinance.

Overnight Facility Access:

- Only Licensed Texas Peace Officers/ Civic/Convention Center Staff are allowed in the Civic/Convention Center overnight.
- Access hours to the facility must be between 7:00am -1:00am.

Overnight Parking:

- Parking areas are free and available on a first come first serve basis unless otherwise approved by Civic/Convention Center Management.
- Overnight parking of vehicles is prohibited without prior Civic/Convention Center Management

Photos:

- Civic/Convention Center reserves the right to take photographs before or during Client's event(s).
- Photos may include Client and Client's guests

Prohibited Events:

- Violent or dangerous sporting events are prohibited when the safety of the public or the facility are a concern.
- No gambling, lottery or bingo will be allowed in the Center. Notwithstanding the foregoing, Clients with 501 (c)(3) status with the Internal Revenue Service may have a casino Night for charitable purposes only. Raffles may be held only in accordance with Occupations Code §2002 (Texas Charitable Raffle Enabling Act).

Smoking:

- Smoking, including vaping, is prohibited at Facility and within twenty feet of Facility doors and ventilation system.

Table Coverings:

- Tables are required to be covered for food and or beverage service
- Plastic or linen coverings are allowed

Tents or Covered Displays:

- Covered displays or tents must not exceed 4 feet in any direction
- Display covers must be flame resistant and must have an appropriate label affixed
- Booths with an open grate style ceiling do not have to meet this requirement

Times of Events:

- Defined as the groups designated time for guests, the public, etc. will be utilizing the center.
- Event access can be between 7:00am - 12:00am

Vehicles:

- Vehicles that are displayed are to have the lesser of no more than five gallons of fuel or no more than $\frac{1}{4}$ the capacity of the fuel tank filled
- Fuel tanks must be locked, and all portable tanks removed. Locking the vehicle will be sufficient for vehicles in which the gas cap cover can only be unlatched from inside the vehicle
- Vehicle battery cables are to be disconnected. Batteries used to power auxiliary equipment shall be permitted to be kept in service providing an appropriate disconnect is furnished
- Vehicle ignition keys must be removed after placement of vehicle
- Vehicles, boats, and similar exhibited products having over 100 square feet of roofed area are to have a smoke detector

Vendors:

- Client may use any vendor they choose, however any equipment or services (entertainers, amplifiers, decorations, and rented equipment) provided must have prior approval by Civic/Convention Center Management
- A list of catering, entertainment, decorator, or other vendors is due thirty (30) days prior to the event
- Client is responsible for hiring an appropriate number of qualified personnel
- Vendors are responsible for providing the Civic/Convention Center with proper proof of insurance naming the City of New Braunfels as additionally insured. Insurance requirements are:

Public liability and property damage insurance issued by a reputable casualty insurance company acceptable to Center, naming the City of New Braunfels insured under the policy in the following minimum amounts: personal injury liability of not less than \$500,000 for any one injury; \$1,000,000 for anyone (1) occurrence; and property damage liability of not less than \$100,000, unless otherwise stipulated in writing by the Center. When such a policy is issued naming the City of New Braunfels as coinsured, it is required that such insurance policy state that such insurance is primary insurance and the City's existing general liability coverage is excess coverage. The certificate must provide coverage for all risks including workers compensation as required by law. The Certificate Holder to read: City of New Braunfels- Civic/Convention Center, P.O. Box 311747, New Braunfels, TX 78131-1747. b) Contractor must provide a Certificate of Insurance from a company with an A.M. Best rating of no less than a B+ and in good standing with the State Board of Insurance. c) Vendors must comply with these Terms and Conditions.

- The Civic/Convention Center reserves the right to reject vendors where quality of service and reputation are concerned, i.e. if the vendor has violated policies in the past, if they have not delivered promised services, if they have been negligent to their client or the Civic/Convention Center.
- Vendors will comply with all laws of the United States, State of Texas, ordinances of the City of New Braunfels Police and Fire Departments, or other municipal authorities.

Video Walls:

- Clients are allowed up to four (4) slides in the events calendar section
- Clients must submit slides no less than fourteen (14) days prior to the event
- TIF, JPEG, or GIF landscape view slides no larger than 3MB with resolution not to exceed 1024x768.
- Slides must be delivered on a flash drive or sent via email.
- Additional fees may be assessed for display more than two (2) days prior to an event.

Wheelchair Lift:

- Wheelchair lift located in the Exhibit Hall is restricted to individuals requiring assistance and may not be used for freight.