



OCC CONFERENCE CENTER USER POLICIES AND PROCEDURES

1. The Oakland City Center Conference Center ("OCC Conference Center") is located at 500 12th Street, Suite 105, Oakland, CA.
2. Conference Rooms are available Monday – Friday, 8:30 am to 5:30 pm for meetings, trainings, interviews, classes and similar uses. Reservations after hours (before 8:30 am and after 5:30 pm) are subject to staff availability and will incur additional costs.
3. Tenants, non-tenants and community groups ("User") may book one or more conference rooms in the OCC Conference Center for up to twelve (12) months in advance and for no more than five (5) consecutive days.
4. Rooms/Dates are available on first-come, first-served bases. A 48-hour hold may be placed on any room for up to 3 dates. The OCC Conference Center reserves the right to relocate the event at any time based on space accommodation and center needs.
5. Rooms are reserved on a half day (less than 4 hours) or full day (more than 4 hours) bases.
6. User has access to the rental space during the half/full day block of time or specified contracted times. This allocated time includes set-up, clean-up, and removal of all persons, equipment, and materials. **Additional rental hours are subject to availability and are at a rate of \$150 per hour.**
7. Holiday parties or large special events will require the rental of the entire conference center to ensure other users are not disturbed during event. This type of event must be specified at the time of booking.
8. The OCC Conference staff must be notified at least 24 hours in advance of the number of people attending, the desired room set up (e.g., classroom, theater, u-shaped or boardroom), and/or the need for any equipment.
9. The OCC Conference Center resides in a business atmosphere so User and User's guest must show common courtesy during their use. To maintain the quality of the meeting space, amplified music is not allowed.
10. OCC Conference Center fees shall be billed back to the User at the end of the month for payment. Should User wish to pay by check, the payment is due to the OCC Conference Center prior to or on the day of the event. Checks are payable to OCC Owners Association.
11. OCC Conference Center rates do not include catering. User is responsible for all catering arrangements as well as for any loss or damage resulting from the caterer's activities.
12. Catered Events - Food and beverages may be served with advance notice. A certificate of insurance from caterer will be required one week prior to event. Be sure to reserve enough time to allow for setup and breakdown by the caterers.
13. The user's organization is responsible for obtaining a liquor license if alcohol will be available at their event. If the event caterer does not have a license the user's organization must obtain one. A copy of the license must be provided to OCC Conference Center at least 1 week prior to the event.
14. User understands that OCC Conference Center will suffer substantial loss if user cancels. Accordingly, user will be required to pay a cancellation rental fee in the following manager listed below (cancellation charges apply to both tenants and non-tenants). **All cancellations must be confirmed via email.**

Number of Days Prior to Event	Applicable Cancellation Fee
Less than 48 hours or 'no shows'	Full reservation amount
Less than 72 hours	50% of estimated reservation amount
5 business or more days	No cancellation fee

15. Damages - User is responsible for any and all damage caused by person(s) in attendance. User shall replace any fixtures, furniture, carpet, equipment, other fixed furnishings, or supplies missing from the facility following its use.
16. The user's organization is responsible for adhering to all building and fire code regulations.
17. Signs - Announcement and directional signs may be posted on walls or any painted surfaces using a painter's masking tape only or using easels. Nothing may be affixed to surfaces inside or outside of the facility with nails, staples, or any adhesive substances. Post-it pads and painter's tape are acceptable. Additionally, signs may only be posted on the day of the event and must be removed promptly at the conclusion of the event.
18. Smoke Free Environment - All Oakland City Center buildings, including the 500 12th St. building where OCC Conference Center is located, are strictly non-smoking facilities. Smoking is also prohibited within 25 feet of OCC Conference Center.
19. OCC Conference Center is not responsible for items lost/left in the facility.

CONTACT FOR INFORMATION OR WITH ADDITIONAL QUESTIONS:

- BRITTANY ABANGAN, Admin or CARMEN BENJAMIN, Manager
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