SEASIDE
CIVIC AND CONVENTION CENTER

AUDIO VISUAL SERVICES

Privileges & Limitations

1. Use of the audio-visual (AV) systems at the Seaside Civic and Convention Center are provided as a charge in addition to the rental fee. This document is intended to define the scope and limitations of AV services offered.

2. **WHAT IS INCLUDED:**
    a. Supply the proper input cable and aid in patching client devices into a projection/display system, audio system, or venue lighting rig.
    b. Providing assistance and instruction on the use of microphones.
    c. Provide audio services for keynote speakers, and worship/praise teams that are integral to the promulgation of the client's program.
    d. Loop client-supplied media and slide shows.
    e. Provide Pacific Room background music stream in the genre of your choice.
    f. Provide a basic stage lighting wash in the color of your choice. (Pacific Rm.)
    g. Troubleshooting system installations.
    h. Provide audio services for worship teams.
    i. Provide audio services for entertainment that is included as part of an initial registration fee.

3. **WHAT IS NOT INCLUDED:**
    a. Venue staff are prohibited from taking direction from outside service providers.
    b. Venue staff cannot act in the following capacities:

    DJ, Emcee, Program Announcer, Stagehand/Stage Manager, Technical or Lighting Director, Production Director/Producer

    c. Staff cannot perform any cues or sound effects including, but not limited to:

    Walk-on/walk-off music, or media slide advancement for worship, auctions, keynote speakers, stage lighting.

    d. Staff are not permitted to adjust client device settings.

    e. Staff cannot create media slideshows (i.e. PowerPoint, Keynote, etc.)

    All media must be ready to play in a common presentation format. Staff are prohibited from making alterations to your PowerPoint or Keynote presentations.

    f. Staff will not provide alternate AV sets in a space that is fitted with a suitable installation.

g. Audio, lighting, and video services are not provided for ticketed or production-based events such as concerts, pageants, recitals, plays, etc. Clients must 100% provide their own production crews for these type events.

WHAT WE SUGGEST:

4. The Seaside Civic and Convention Center provides professionally designed, installed, and maintained AV systems throughout the facility for our clients' benefit. Our systems work with a vast majority of client devices, but there occasionally arises a situation where the device and the display system will be incompatible for any number of reasons. For that reason, we have compiled the following list of suggestions based on firsthand experience to help ensure the success of your event.

a. **DEVICE COMPATABILITY** – Facility display installations are designed to capture common display resolutions within specific ranges. This range is different from room to room and, unfortunately, specific details are unknown to us.

Sometimes a person will unwittingly change the display settings on their device to something outside the system capture range. These devices will not display until the output resolution is adjusted into the system's capture range.

Venue staff are not permitted to adjust client device settings and as such, we recommend testing your presentation on an external monitor prior to your arrival in Seaside. If it works with an external monitor, it will *likely* (but not guaranteed to) work with our projection/display systems.

b. **HDMI & COMPUTER CONNECTIONS** – *All* display systems installed in the facility are fitted with HDMI input connections, which is the current industry standard.

All display installations operate in a native 16:9 aspect ratio. All presentations should be created in this aspect ratio for best results.

If your device is not equipped with an HDMI output, it will require a *dongle* (an adapter that converts connections and/or formats).

Most Apple, Microsoft Surface, & all VGA output devices, plus most tablets, netbooks, & Chromebook devices will likely require a dongle in order to use *any* of our systems.

The venue has a limited supply of assorted dongles for client use, and the dongle you need may not be available at the time you need it.

The Seaside Civic & Convention Center recommends you obtain and test your own dongle prior to your arrival in Seaside. They are not readily available locally.

Always have a Plan B.

Event coordinators are encouraged to have a spare PC & Mac each on hand for emergency compatibility issues.

c. **TRANSFER of MEDIA FILES** – Media & presentation files such as PowerPoint, Keynote, MP3, MP4, MOV formats are best transferred between presentation devices via USB memory sticks and is the preferred method over email or cloud services. This increases the chances that large/embedded objects transfer properly in their entirety.

d. **A WORD ABOUT THE CLOUD**- Cloud storage is a great resource. It enables us to store and transfer large files with great ease. However, relying on cloud storage to get your presentation in front of your audience is not the wisest choice due to many factors and variables that are 100% out of anybody's control. Internet outages and remote server failures cannot be mitigated once you are in front of an audience. We strongly recommend that your presentations are loaded onto your playback device and USB memory stick prior to checking in with AV staff.

e. **AUCTIONS, BANQUETS, & AWARDS PROGRAMS** – It is common within banquets and receptions to host an awards program. Following are some tips to help make those programs successful.

f. **POWERPOINT & KEYNOTE HINTS -** If using videos for part of your recognition sequence, we suggest embedding those videos into a PowerPoint presentation in the order to be played. This enables the emcee to advance slides and launch videos with a remote slide advancer.

There are many free online video tutorials with clear and concise instructions on how to embed videos and launch links from within a PowerPoint or Keynote presentation.

If it is not possible to utilize the method described above, the client must supply a competent person to operate the slide show and launch videos.

Per Section 3 (c) ii above, slide show management is the client's responsibility.

g. **SEMINARS** – Following are tips to help ensure your seminar or classroom presentation goes smoothly.

Have an appropriate dongle for your device that has been tested prior to your arrival in Seaside.

Ensure embedded links work with a WiFi system other than your home or office network prior to your arrival in Seaside.

Arrive at least 30 minutes prior to your scheduled time to ensure enough time to get connected and the program to progress according to schedule

Please ensure special needs such as a hard internet connection or conference phone have been pre-arranged through the conference coordinator and conveyed to the venue a minimum one week in advance.

h. **PRODUCTIONS & CONCERTS** – Clients are expected to provide 100% staffing for their productions or concerts.

   The Pacific Room audio system has been designed for spoken word and medium duty applications up to comedy and live music up to about 95 db.

   Clients are responsible for damage inflicted upon venue equipment by their production staff or entertainers, such as repair bills to mics or speaker damage from excessive volume, as two examples.

i. **OUTSIDE SERVICE PROVIDERS** – Seaside Civic & Convention Center can provide you with contact information for competent AV, audio, lighting, and staging providers for aspects of your event that we are unable to provide.

It is expected that if a professional contractor is hired to provide AV services for your engagement, then that contractor be responsible for all technical aspects of your entire event.

We respectfully request to have all outside contractors contact the venue's AV lead no less than 7 days prior to your event.

RIGGING – All rigging plots must be submitted to the venue for approval no fewer than 30 days prior to load-in. Venue staff must approve all loads hung from an overhead point.