

Policies and Procedures

Frequently Asked Questions

- 1. Do you require a cleaning/security deposit?**
 - a. Yes, all events require a security/cleaning deposit per area, which is refundable if facility is left intact, clean and trash removed. (Certain types of events and anticipated attendance may require a higher security/cleaning deposit.) This deposit is due with final payment.
- 2. Do you have kitchen facilities for off-site caterers?**
 - a. Prep-kitchens are available for off-site caterers.
- 3. What is included with the venue rental?**
 - a. The venue rentals are based on inclusive pricing with includes specified venue rental hours, Audiovisual equipment (specific to each venue), and furniture. Additional hours and equipment will be billed individually.
- 4. Is set-up and clean-up included?**
 - a. Same-day set-up and tear-down of an event is required. We allow time prior to the event for load-in and set-up and time after for load-out and tear-down. Additional hours are billed at an hourly rate.
- 5. Are we responsible for clean-up?**
 - a. The client shall leave the venue in the same condition as it was on the first day of the event. The security deposit will be refunded if the facility is left intact, clean and trash removed.
- 6. Do you offer tours?**
 - a. Yes. Please call The Venues of NTC Promenade offices to set up an appointment. (619) 573-9260.
- 7. Can I have a DJ or band?**
 - a. The McMillin Event Center and the outdoor venues allow for a band or DJ.
- 8. Can I leave my rental items overnight for pick-up the next day?**
 - a. Items left overnight must be arranged in advance with The Venues of NTC Promenade. This depends on the availability of the venue.
- 9. What are your office hours?**
 - a. Monday-Friday 8:00 AM – 5:00 PM
- 10. Can we serve alcohol?**
 - a. All alcohol beverage service must be provided by Event Beverage Solutions. Caterers may work directly with EBS on the client's behalf.

11. Can I bring my own food?

- a. The client may bring food, liquor or other refreshments on site; however, a licensed caterer is required. The Venues of NTC Promenade has a “Preferred Vendor” list for these services. If a client would like to use a non-preferred caterer, there is a facility use fee.

12. How many people can be accommodated in the McMillin Event Center?

- a. The McMillin Event Center can accommodate 50 to 500 guests depending on set up.

13. How many people can be accommodated in the NTC Command Center?

- a. The NTC Command Center can accommodate 12 to 300 guests depending on room usage and set up.

14. Do you have available parking?

- a. Parking is free at the Venues of NTC Promenade. Guests will be instructed to park in one of several lots. Certain types of events and certain anticipated attendance may require parking services off site at the client’s cost. A parking plan may be requested 30 days prior to the event.

15. Does The Venues of NTC Promenade provide linens, silverware, plates or serving dishes?

- a. No, the client’s caterer will provide these items.

16. Does decorating material need to be pre-approved by the The Venues of NTC Promenade?

- a. All decorating materials must be approved by The Venues of NTC Promenade in advance and must meet all San Diego Fire Department regulations. No décor may be attached or displayed on any of the exhibits or artifacts. All décor items must be completely removed by the client during the pre-discussed load out times.

17. Do we need to remove our own trash?

- a. The client and/or the caterer must provide trash receptacles and periodic emptying of receptacles throughout the event. All trash must be removed from the premises.

18. Are security services required for certain events?

- a. Certain types of events and anticipated attendance levels of an event may be required to hire outside security services at the client’s cost.

19. What is the smoking policy?

- a. California law prohibits smoking in public assembly facilities. Smoking is allowed in designated areas located outside of the facilities. Please check with NTCP staff for exact locations.

20. What signage is allowed for an event?

- a. Directional signage is provided by The Venues of NTC Promenade. The client may provide professional event-specific signage, but its location and size must be approved by The Venues of NTC Promenade. No signs shall be displayed either within, outside, or grounds of the NTC Promenade including surrounding area, without the approval from the NTC Promenade.

21. Do you have Audio/Visual Services and Equipment?

- a. The Venues of NTC Promenade offers a variety of audio/visual equipment. This includes a 15’ x 20’ screen, LCD projector, integrated sound system, and microphones (stand, cordless hand-held and cordless lavalier) in the McMillin Event Center. The NTC

Command Center meeting rooms come equipped with a 42" plasma screen with VGA connections and conference phones (upon request). There is no additional charge for WiFi, or domestic conference calling.

22. How late can I have an event?

- a. Music must be shut down by 12 am for outdoor venues and 1 am for indoor venues. Tear down may take place after these times.