

CHASE  CENTER

TECH PACK




SPORTS BUSINESS
AWARDS 2020
SPORTS FACILITY OF THE YEAR



Revised July 2023



TABLE OF CONTENTS

- [2](#) About Chase Center
- [3](#) Health & Hygiene
- [4](#) Team Member Directory
- [5](#) Location
- [6](#) Loading Docks / Truck & Promoter Parking
- [7](#) Floor Specifications
 - Elevators / Access
 - House Stage & Equipment Specifications
 - Building Elevations
- [8](#) Show Power
- [9](#) Rigging
- [11](#) Technical Information
- [12](#) Permitting / Pyro / Special Effects
- [13](#) Union Jurisdiction / Work Rules
- [14](#) IT Capabilities
- [15](#) Dressing Rooms / Offices & Event Level Map
- [17](#) Hospitality / Catering
- [18](#) Roadie Kitchen
- [19](#) Capacities
- [20](#) House Reduction Curtain
- [21](#) Arena Policies / Accessibility / Box Office
- [22](#) Safety / Security
- [23](#) Front of House Wayfinding
- [24](#) Transportation
- [28](#) General Information

ABOUT SAN FRANCISCO

Surrounded by San Francisco Bay and the Pacific Ocean, San Francisco is known for its refreshing summers, fog, rolling hills, and cable cars. The city's most notable landmarks include the Golden Gate Bridge, the former Alcatraz Federal Penitentiary, Fisherman's Wharf, and its Chinatown district. San Francisco is also home to the University of San Francisco; University of California, San Francisco; and San Francisco State University. Known for its unique culture and diverse community, San Francisco is one of the most fascinating and frequently visited cities in the nation.

ABOUT MISSION BAY

Mission Bay, one of San Francisco's most rapidly growing neighborhoods, is located on San Francisco's waterfront on the East side of the city. The Mission Bay neighborhood is home to Chase Center, the University of California, San Francisco research campus and hospital, and numerous biotech companies. It is a family friendly neighborhood boasting local parks, farmers markets, the San Francisco Public Library, and family activities that are continuing to grow with Thrive City.

ABOUT CHASE CENTER

CHASE CENTER / THRIVE CITY FACTS

- The Chase Center/Thrive City site is the only privately financed arena or stadium project built on private property in the modern era of sports with no money from the City's general fund, no public land, and no new taxes. The arena is owned and operated by the Warriors giving them complete control of creating a best-in-class experience.
- The Warriors broke ground on Chase Center in January 2017 and the arena opened in September 2019.
- Thrive City covers a total of 11 acres and features office, restaurant, and retail space for neighbors to visit year round. The site also features the Gatehouse, a 5,000 square foot building along Third Street, that encloses the West Plaza creating a more intimate environment for visitors. The Gatehouse includes additional retail space as well as stadium seating for guests to sit and observe the many events and activities that take place on the West Plaza.
- The public has access to 3.2 acres of plazas and open space on-site. Additionally, Thrive City has triggered the creation of a brand-new, 5.5-acre public park on the waterfront, across from the arena.
- Chase Center is one of the country's most bike-friendly arenas with more than 300 permanent bike valet parking spaces.
- Of the 20 most populous cities in the U.S., San Francisco was the only one without a full-size arena that seats at least 12,000 people until Chase Center was built. With 18,064 seats, Chase Center was built for a variety of events including Warriors basketball, concerts, family shows, and special events to create the best possible experience and sightlines for fans.
- Chase Center features a "Tastemaker" program incorporating Bay Area restaurant partners including Oakland's Bakesale Betty, San Francisco's Tacolicious, Sam's Chowder House of Half Moon Bay, the exclusive Hot Dog Bill's Burger Dog from San Francisco's Olympic Club, Tony's Pizza by local World Champion pizza maker Tony Gemignani, Big Nate's BBQ, and many other local vendors to create a unique and exclusively Bay Area F&B experience for all guests.

GLOBAL BIORISK ADVISORY COUNCIL (GBAC) ACCREDITATION

By receiving this accreditation, Chase Center has established and will maintain a cleaning, disinfection, and infectious disease prevention program held to the industry's highest standards.

This will be done through best practices in the workplace and proper cleaning/disinfection protocols performed by our highly skilled cleaning partner, ABM, who are trained for outbreak and infectious disease preparation and response.

SUSTAINABILITY & LEADERSHIP IN ENERGY AND ENVIRONMENTAL DESIGN (LEED) GOLD CERTIFICATION

Chase Center is committed to a long-term environmental plan through the implementation of sustainable business practices and procedures that contribute to a clean and healthy environment. We incorporate sustainability into our core business operations by educating employees on resource conservation and pollution prevention, diverting 90% of the waste stream, reducing the use of toxic materials to protect employee health and the environment, responsible consumption of natural resources, purchasing environmentally preferable products, and an award-winning alternative transportation plan.

Chase Center has achieved the United States Green Building Council's (USGBC) Leadership in Energy and Environmental Design (LEED) Gold Certification for Building Design and Construction: New Construction. LEED is regarded as the most widely used green building rating system in the world and provides a framework for healthy, highly efficient, and cost-saving green buildings. Chase Center is the first major sports venue in the United States to receive both the GBAC and LEED Gold certifications. Additionally, Chase Center is the only NBA arena in California to be a Certified Green Business under California's Green Business Program, a network of local programs operated by counties and cities throughout California whose purpose is to help local businesses conserve energy, water, minimize waste, prevent pollution, and shrink their overall carbon footprint.

DIVERSITY, EQUITY, AND INCLUSION MISSION STATEMENT

The Golden State Warriors are committed to diversity, equity, and inclusion and believe our collective experiences, backgrounds, and perspectives help drive innovation and create a community of empowerment. To protect our diverse and inclusive environment, we are committed to building a nondiscriminatory culture and providing equal opportunity for employment and advancement. Creating an equitable workplace, in which all employees feel valued and respected, allows us to leverage the diverse backgrounds and experiences of our employees, fans, and partners to promote collaboration that drives meaningful change.



HEALTH & HYGIENE

Chase Center Has Earned Prestigious Global Biorisk Advisory Council (GBAC) STAR Accreditation

By receiving this accreditation, Chase Center has established and will maintain a cleaning, disinfection, and infectious disease prevention program held to the industry's highest standards. This will be done through best practices in the workplace and proper cleaning/disinfection protocols performed by our highly skilled cleaning partner, ABM, who are trained for outbreak and infectious disease preparation and response. Chase Center was one of the first major sports and entertainment venues to receive this accreditation reinforcing that our team is following the most stringent cleaning, disinfecting, and disease mitigation protocols in the industry.



State of the Art HVAC System Exceeds ASHRAE and CDC's Air Quality Guidelines

Being a newly built arena, Chase Center already has the newest ventilation infrastructure in place with MERV 15 filtration, the ability to perform 4 air exchanges per hour, and the capability to use 100% outside air, all of which exceed ASHRAE and CDC recommendations.

- The COVID-related minimum recommendation for central air filtration is a Minimum Efficiency Reporting Value (MERV) rating of 13. The Chase Center current MERV filter rating is 15 (scale goes from 1 to 16).
- The State of California recommends four air exchanges an hour for indoor spaces. Chase Center can achieve up to four air exchanges per hour and will often times exceed the minimum requirements throughout the arena.

Stringent Health & Hygiene Protocols Enacted

The Warriors have created a dedicated Health & Hygiene department to quickly and thoroughly address the changing nature of our industry. The team will continue to monitor the evolving COVID-19 situation and enforce strict health and safety protocols that have been established in coordination with the Centers for Disease Control and Prevention (CDC), California State Department of Health, San Francisco Department of Public Health, and the NBA.

Chase Center has also created the Chase Center Clean Team, sponsored by Clorox. The Chase Center Clean Team will focus on cleanliness and disinfection levels of high frequency touch surfaces throughout the day on both event and non-event days.

Enhanced Cleaning/Disinfecting Measures Include:

- Chase Center uses cleaning products that are registered on EPA List N (Approved for use against SARS CoV 2).
- Increased frequency of cleaning in all public spaces with an emphasis on frequent contact surfaces.
- Over 300 touchless hand sanitizer stations and wall mounted dispensers have been installed throughout the arena. Touchless fixtures are installed in most restrooms including faucets, soap dispensers, and flushing mechanisms.
- Compliance team regularly audits cleanliness levels of all areas to ensure proper sanitizing protocols are followed.
- After every event, all spaces and seating areas will go through an additional, rigorous disinfection process with electrostatic sprayers.
- Chase Center has an Aeroclave RDS 6110 unit that can be deployed immediately to a space that needs to be decontaminated quickly. Typical decontamination procedures may keep a space closed for 24 hours or longer, but with the Aeroclave unit a space up to 15,000 cubic feet can be decontaminated and available for use in about 90 minutes. The Aeroclave is also equipped with a hose allowing for decontamination of cars and trucks.

COVID Related Entry Requirements

Chase Center complies with all local, state, and federal requirements for indoor mega events (including vaccine and/or testing requirements). For the latest local requirements, please visit: www.sfdph.org/dph/alerts/coronavirus-healthorders.asp

Mobile-First and Touchless Experience for Fans

The Warriors have introduced a fully contactless entry through the use of mobile ticketing, enabling fans to use their mobile device to store and scan their tickets when entering the venue.

Through the Warriors + Chase Center app, mobile ordering available locations have been expanded to now include all bar locations (must present ID) in addition to the previously included Chase Center eateries. Menus for all eateries and bars will be available to view on the app, giving guests an opportunity to review menu offerings and place their order without leaving their seat or congregating in front of eateries. The app also includes location-based wayfinding services to guide guests through the arena based on their current location, parking purchasing options, and real time transit information.

Chase Center is shifting to contactless transactions at all points of sale, and will accept credit cards, debit cards, and digital methods of payments. Reverse ATMs have been installed in the arena for guests to transfer cash to a Visa card that may be used in the arena or anywhere Visa is accepted.

TEAM MEMBER DIRECTORY

GENERAL

DONNA DANIELS
 GENERAL MANAGER
 O (415) 286-9572
 E ddaniels@warriors.com

PROGRAMMING

SHEENA WAY
 VP, Content & Programming
 O (415) 289-5248
 C (415) 513-7896
 E sway@warriors.com

DONNA HUYNH
 Sr Manager, Content & Programming
 O (415) 347-9245
 C (510) 284-7387
 E dhuynh@warriors.com

ASHLEY WILLIAMS
 Manager, Content & Programming
 O (415) 683-7712
 C (650) 669-9195
 E awilliams@warriors.com

CATHERINE RAINFORD
 Director, Content & Programming
 C (513) 545-3150
 E crainford@warriors.com

EVENTS

ALLISON SHAPIRO
 Event Coordinator
 O (415) 967-0081
 C (415) 990-7427
 E ashapiro@warriors.com

JASON MARK
 Sr Event Manager
 O (415) 213-2314
 C (510) 307-6744
 E jmark@warriors.com

CANDICE FREER
 Sr Director, Events
 O (415) 604-2917
 C (610) 763-4390
 E cfreer@warriors.com

CHAD ROBERTSON
 Director, Events
 O (415) 213-2252
 C (702) 528-4340
 E crobertson@warriors.com

LILY JOHNSON
 Event Manager
 O (415) 347-9285
 C (217) 840-3207
 E ljohnson@warriors.com

ISABELLA BENNETT
 Event Coordinator
 O (415) 231-5804
 C (916) 517-8542
 E ibennett@warriors.com

ASHLEY BRUSCA
 Sr Event Manager
 O (941) 448-6442
 C (415) 289-5157
 E abrusca@warriors.com

OPERATIONS

MATT BALK
 VP, Operations
 O (415) 212-8666
 E mbalk@warriors.com

DAVID MARSH
 Director, Operations
 O (415) 521-1093
 C (647) 283-2112
 E dmarsh@warriors.com

ZACHARY CAPLAN
 Director, A/V Systems & Broadcast Ops
 O (415) 286-9344
 C (678) 908-5880
 E zcaplan@warriors.com

BOX OFFICE

RACHEL RHODES
 Sr Director, Box Office
 O (415) 991-2837
 E rrhodes@warriors.com

ANTHONY SILVA
 Sr Director, Box Office
 O (415) 349-3611
 E asilva@warriors.com

GUEST EXPERIENCES

PHIL HASTINGS
 VP, Event Experiences
 O (415) 434-3010
 E phastings@warriors.com

ALISON WRIGHT
 Sr Director, Guest Experiences
 O (415) 326-8894
 C (415) 940-9161
 E awright@warriors.com

MARKETING

TESSA MORRIS
 Director, Chase Center Marketing
 O (650) 380-9054
 E tmorris@warriors.com

STEPH KRUTOLOW
 Marketing Manager, Chase Center
 O (415) 484-0843
 E skrutolow@warriors.com

SECURITY & TRANSPORTATION

BRIAN HERBERT
 VP, Security
 O (415) 358-1364
 C (415) 416-7812
 E bherbert@warriors.com

ADRIANNE WYNNE
 Sr Director, Security
 O (415) 299-8213
 C (973) 454-9705
 E awynne@warriors.com

RAYMOND CHAVIS
 Director, Parking
 O (415) 358-7648
 C (510) 331-1131
 E rchavis@warriors.com

HOSPITALITY/ FOOD & BEVERAGE

CHRIS GOODYEAR
 Sr Director, Food, Beverage & Hospitality
 O (415) 213-2370
 C (917) 689-6793
 E cgoodyear@warriors.com

ERIC CANUPP
 Director of Catering, Bon Appetit
 C (415) 846-4435
 E eric.canupp@cafebonappetit.com

CATHERINE ROBINSON
 Manager, Group Private Events
 C (805) 450-0334
 E cat.robinson@cafebonappetit.com

MERCHANDISE

JOSH GOLDEN
 Fanatics
 C (916) 990-6877
 E jgolden@fanatics.com

SARAH CHEAH
 Fanatics
 C (440) 258-8378
 E scheah@fanatics.com

PUBLIC RELATIONS

KIMBERLY VEALE
 VP, Corporate Communications
 O (415) 213-4907
 C (510) 599-9674
 E kveale@warriors.com

MARIA WILES
 Manager, Venue Communications
 O (415) 462-4156
 C (716) 432-9197
 E mwiles@warriors.com

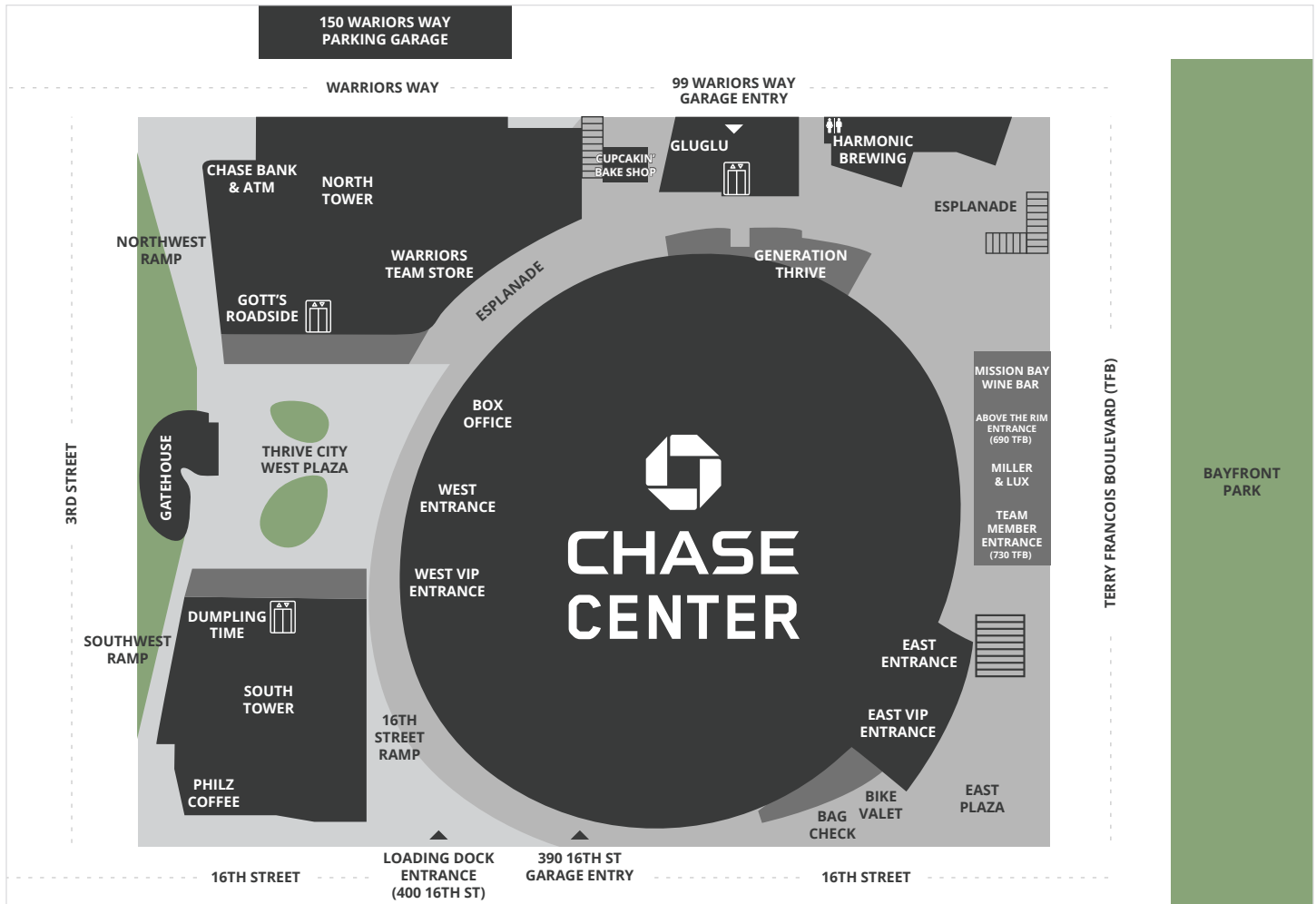
SUSTAINABILITY & HYGIENE

JACKIE VENTURA
 Sr Director, Sustainability & Hygiene
 O (415) 578-1702
 C (305) 469-1187
 E jventura@warriors.com

ALYAH KANSO
 Manager, Sustainability
 C (415) 286-9184
 E akanso@warriors.com

LOCATION

THRIVE CITY



ARENA

Chase Center
1 Warriors Way
San Francisco, CA 94158

SHIPPING/LOADING DOCK

Chase Center
400 16th Street
San Francisco, CA 94158

PARKING GARAGE ENTRANCE

99 Warriors Way
San Francisco, CA 94158

TEAM MEMBER ENTRANCE

730 Terry Francois Boulevard
San Francisco, CA 94158

PUBLIC

May enter through the West Entrance or East Entrance.

TOURING PERSONNEL, LOCAL 16 CREW, VENDORS, AND MEDIA

Must enter through the Team Member Entrance at 730 Terry Francois Blvd.

DRIVING DIRECTIONS

Talent in limousines or vans may be dropped off at the loading dock entrance (400 16th St). Talent drop off location(s) to be approved by Event Manager.

From **East Bay**

1. Take the Bay Bridge (80 West)
2. Exit 5th Street
3. Left on 5th Street
4. Left on Brannan Street
5. Right on 4th Street
6. Left on Channel Street
7. Right on 3rd Street
8. Chase Center will be on the left

From **South Bay**

1. Take 101 North
2. Exit Vermont Street
3. Continue Straight onto Mariposa Street
4. Left on 3rd Street
5. Chase Center will be on the right

From **Peninsula**

1. Take 280 North
2. Exit Mariposa Street
3. Right on Mariposa Street
4. Left on 3rd Street
5. Chase Center will be on the right

From **North Bay**

1. Take 101 South
2. Exit Cesar Chavez East
3. Continue onto Cesar Chavez Street
4. Left on 3rd Street
5. Chase Center will be on the right

LOADING DOCKS / TRUCK & PROMOTER PARKING

LOADING DOCK ACCESS

- Entrance Address: 400 16th Street (between 3rd St and Terry Francois Blvd)
- Chase Center has (4) indoor loading docks equipped with levers that can adjust to most trailer decks and ample hammerhead space for truck turnaround access.
- Entrance: 15' Clearance, Lowest Clearance Inside: 14'
- Push from Loading Docks to Arena Floor is 250'.
- Staging trucks and buses/idling on streets surrounding Chase Center is not permitted at any time (see Event Curb Regulations map in Transportation/Parking section for additional detail). If staging vehicles prior to entering the loading dock is necessary, contact Event Services to arrange for marshalling in a nearby lot.
- Surrounding streets will close to traffic approximately 2 hours before doors. Offsite trucks/buses may not approach venue until streets reopen post-show. Runners that need access to the venue during the show will be given a placard that will allow them through the closure via a specific, predetermined path.

POWER

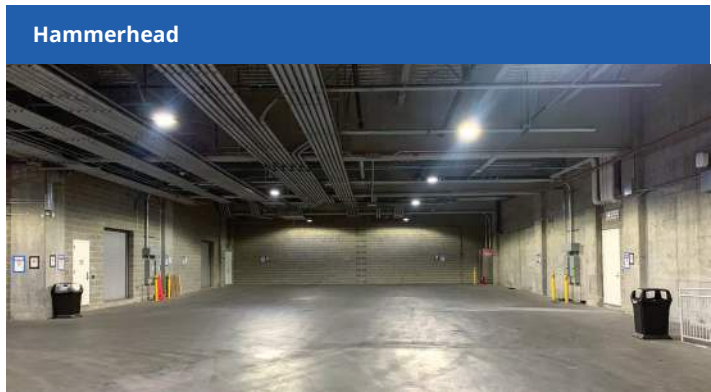
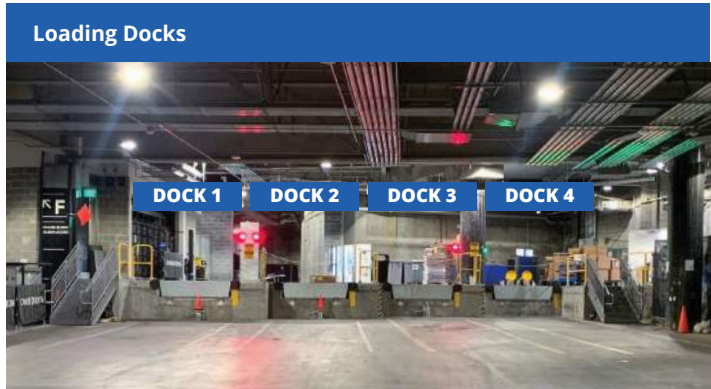
- Power available for approximately 9 buses (pending total needs)
- Loading Dock/Hammerhead: (12) 200A disconnects - (4) in Hammerhead, (8) in Loading Dock - maximum of 800A (300 kVA transformer)
- Loading Dock Ramp:
 - (4) 400A disconnects, maximum of 600A (225 kVa transformer)
 - (1) 400A disconnect, maximum of 300A (112.5 kVa transformer)
 - (2) 200A disconnects, maximum of 300A (112.5 kVa transformer)
- Generators may NOT be run in loading dock

TRUCK/BUS PARKING

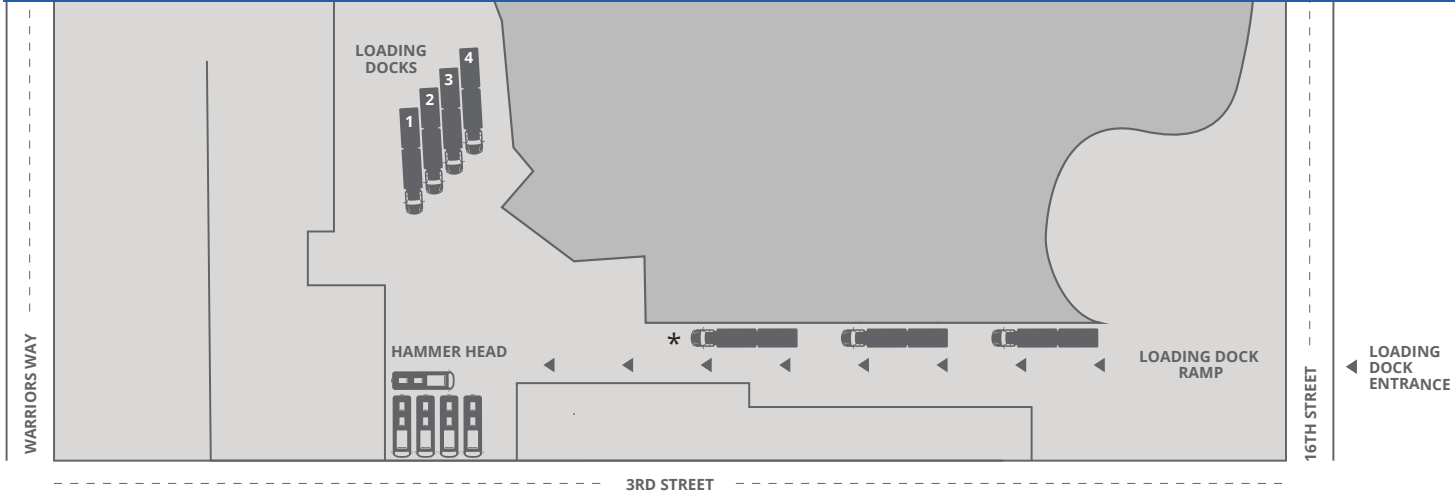
- Approximately 10-12 trucks/buses can park in the indoor loading dock and surrounding area.
- Trucks may remain at docks. However, Dock 1 must be made available from 11 AM - 4 PM.
- Chase Center will accommodate parking for up to 18 trucks/buses between both on and off-site parking. For events with more than 18 trucks/buses, supplemental parking can be arranged in nearby off-site lots. Contact Event Services for availability and pricing.

PROMOTER/CLIENT VEHICLE PARKING

- Parking Entrance Address: 99 Warriors Way (Between 3rd St and Terry Francois Blvd)
- A limited number of parking spaces in the on-site Mercedes Benz Garage will be provided for promoter/client use.
- For pricing and availability of additional parking spaces, please contact Event Services.



Onsite Truck Parking Map



* Loading dock ramp can accommodate (3) trucks or (4) buses

FLOOR SPECIFICATIONS

FLOOR SPECIFICATIONS

The arena floor is located on the event level (1st Floor).

- Type: Concrete, Saw cuts on floor line up with center line of trusses
- Load Capacity: 1,000 PSF
- Dimensions: Approximately 105' W x 205' L
- Inserts for circus tie down, tennis, and volleyball

FLOOR VOM DIMENSIONS

Standard End Stage Concert (1 spanner deck installed):

- Northwest (Stage Right) – 14' W x 14'6" H
- Northeast (Stage Left) – 13'6" x 14'8" H

Basketball / 360 Event (3 spanner decks installed):

- Northwest (Stage Right) – 11'1" W x 9'3" H
- Northeast (Stage Left) – 9'10" W x 9'4" H

Vom dimensions may increase or decrease pending event configuration

ELEVATORS/ACCESS

FREIGHT & SERVICE ELEVATORS

Freight Elevator - Located in marshalling area near loading dock, runs all the way to catwalk

- Size: 10' W x 9' H x 20' D
- Door Opening: 9'8" W x 8' H
- Capacity: 12,000 Lbs

Service Elevator (FS9/Mini Freight) - Located in Northeast corner of arena

- Size: 5'8" W x 9'H x 9'7" D
- Door Opening: 4' W x 8'H
- Capacity: 5,000 lbs

SERVICE CORRIDOR

- Chase Center features a 12' wide service corridor around the entire event floor, with access to service and freight elevators.

BUILDING ELEVATIONS

BUILDING ELEVATIONS

- Arena Floor (1st Floor) – 0'
- Base of Courtside Lounges – 5'3"
- Seat of Courtside Lounges Row 1 (First row of fixed seating) – 6'7"
- Main Concourse/Top of Lower Level Seating (3rd Floor) – 32'
- Base of Suite Level (4th Floor) – 45'
- Base of Theater Box Level (5th Floor) – 57'
- Upper Concourse (6th Floor) – 69'
- Last Row of Upper Level Seating – 98'
- Low Roof – 117'2"

HOUSE STAGE & EQUIPMENT

STAGE SPECIFICATIONS

Chase Center Stage:

- 60' x 48' Stage Right rolling stage and (2) 12' x 24' wings
- 4' x 8' decks
- Height: 48" - 78" in 2" increments
- Accessories: (4) sets of stairs, skirt, guardrails, (1) ADA ramp package (0"-72")

Chase Center Mix Platform:

- 24' x 24' Mix Platform
- 4' x 8' decks
- Height: 12" - 24" in 2" increments
- Accessories: (2) sets of stairs, skirt, guardrails

BIKE RACK & BARRICADE

- Barricade: (43) 4' pieces of Stage Right Barricade (total of 172')
- Bike Rack: (60) 8' pieces of bike rack (total of 480'), subject to availability

LIFTS & VEHICLES

All vehicles are electric.

QUANTITY	TYPE	DETAILS
1	12k Forklift	72" Forks
2	8k Forklifts	72" Forks*
2	6k Forklifts	72" Forks*
4	Pallet Jacks	4,500 lb capacity
2	Flatbed Vehicles	3,000 lb capacity
2	4-Passenger Carts	800 lb capacity
1	6-Passenger Carts	1,200 lb capacity
1	26' Scissor Lift	500 lb capacity
1	32' Scissor Lift	500 lb capacity
1	20' Man Lift	350 lb capacity
1	56' Compact Crawler Boom Lift	441 lb Basket Load

*(2) sets of 48" forks available for use on 6k or 8k forklifts

UPSTAGE BLACK

- Chase Center has a 75' W x 70' H upstage black curtain with (2) 40' W x 70' H wings.

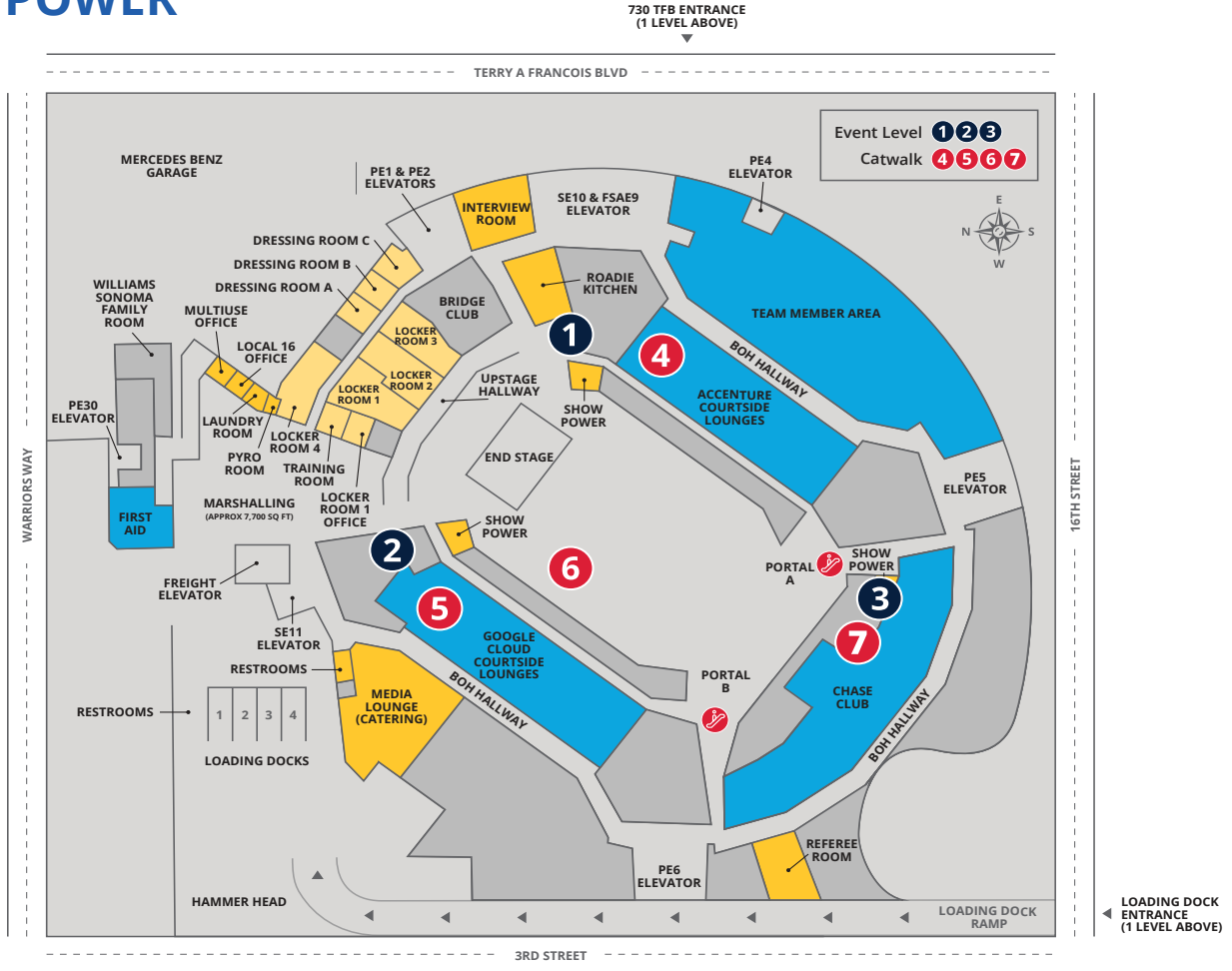
FURNITURE & DRAPE

- 6' or 8' tables, 6' or 8' classroom tables, folding chairs, soft seating, pipe & drape, and additional furniture available upon request, subject to availability

LAUNDRY

- Laundry room with commercial machines available for use (may be used for cleaning products) and hookups for tour washer and dryer.

SHOW POWER



LOCATION	DISCONNECTS	TRANSFORMER
1. Show Power Stage Left (1,500A maximum)	(2) 400A	225 kVa - Service maximum of 600A
	(2) 400A	225 kVa - Service maximum of 600A
	(1) 200A	75 kVa
	(1) 100A	30 kVa
2. Show Power Stage Right (1,500A maximum)	(2) 400A	225 kVa - Service maximum of 600A
	(2) 400A	225 kVa - Service maximum of 600A
	(1) 200A	75 kVa
	(1) 100A	30 kVa
3. Mix Position Power (800A maximum)	(2) 400A	225 kVa - Service maximum of 600A
	(1) 200A	75 kVa
4. Catwalk Power Area A	(1) 400A	150 kVa
5. Catwalk Power Area D	(1) 400A	225 kVa
6. Catwalk Power Area D, Level 2	(1) 400A	300 kVa
7. Catwalk Power Area B	(3) 400A	500 kVa

* All 3 phase, 208/120 volts, camlock

GENERATOR CONNECTIVITY

Existing cabling is run from typical generator location on Warriors Way (exterior) to generator powered PDU located in loading dock. 300 kVa transformer, service maximum of 800A.

RIGGING

RIGGING GRID

- 180' wide x 277' long rigging grid covers entire arena floor and large areas over the permanent seats
- Rigging beams are 10' on center, left and right of center, including a centerline beam
- Arena floor to rigging grid: 96' 6"
- Arena floor to gantry: 85'

CAPACITY

- End Stage: 250,000 lbs.
- In the Round: 200,000 lbs. including 100,000 lbs. on two movable gantries (50,000 lbs. per gantry)
- Far Southern End: 50,000 lbs.

Structural engineer's loading diagram available upon request. Engineer approval required for anything over 250,000 lbs.

ACCESS

- Primary grid access for equipment and personnel is via freight elevator (specs on page 7) which runs directly from loading dock area to catwalk.
- There is also a 10' x 10' hinged panel in the tension grid that allows rigging crew to pull equipment up through the grid if necessary.

FALL PROTECTION

- All grid areas have fall protection to ensure safety.
- High use areas have tension grid walking surface for quick access.
- All rigging beams outside tension grid area have horizontal lifelines.

CATWALKS

- An extensive catwalk system provides access for non-rigging personnel and dedicated staging areas for show equipment. Catwalks in high use areas have removable hatches over rigging beams, permitting connections to beams under catwalks.

SAFETY

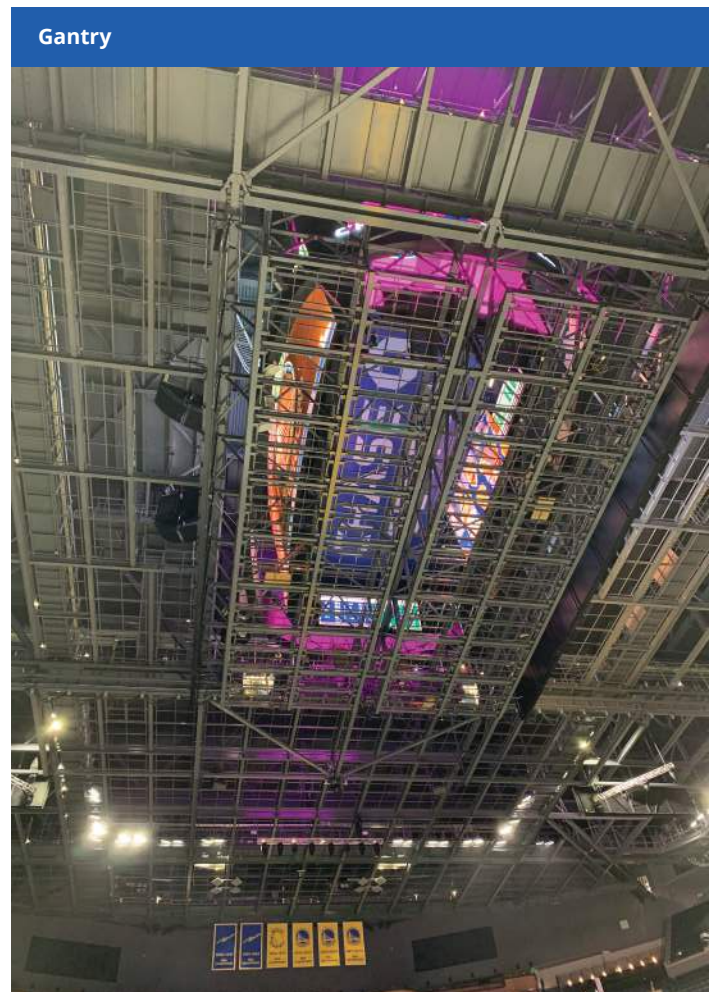
- All personnel working on the arena floor during overhead rigging must wear a hard hat. Chase Center will provide hard hats to any workers who do not have their own.

ADDITIONAL FEATURES

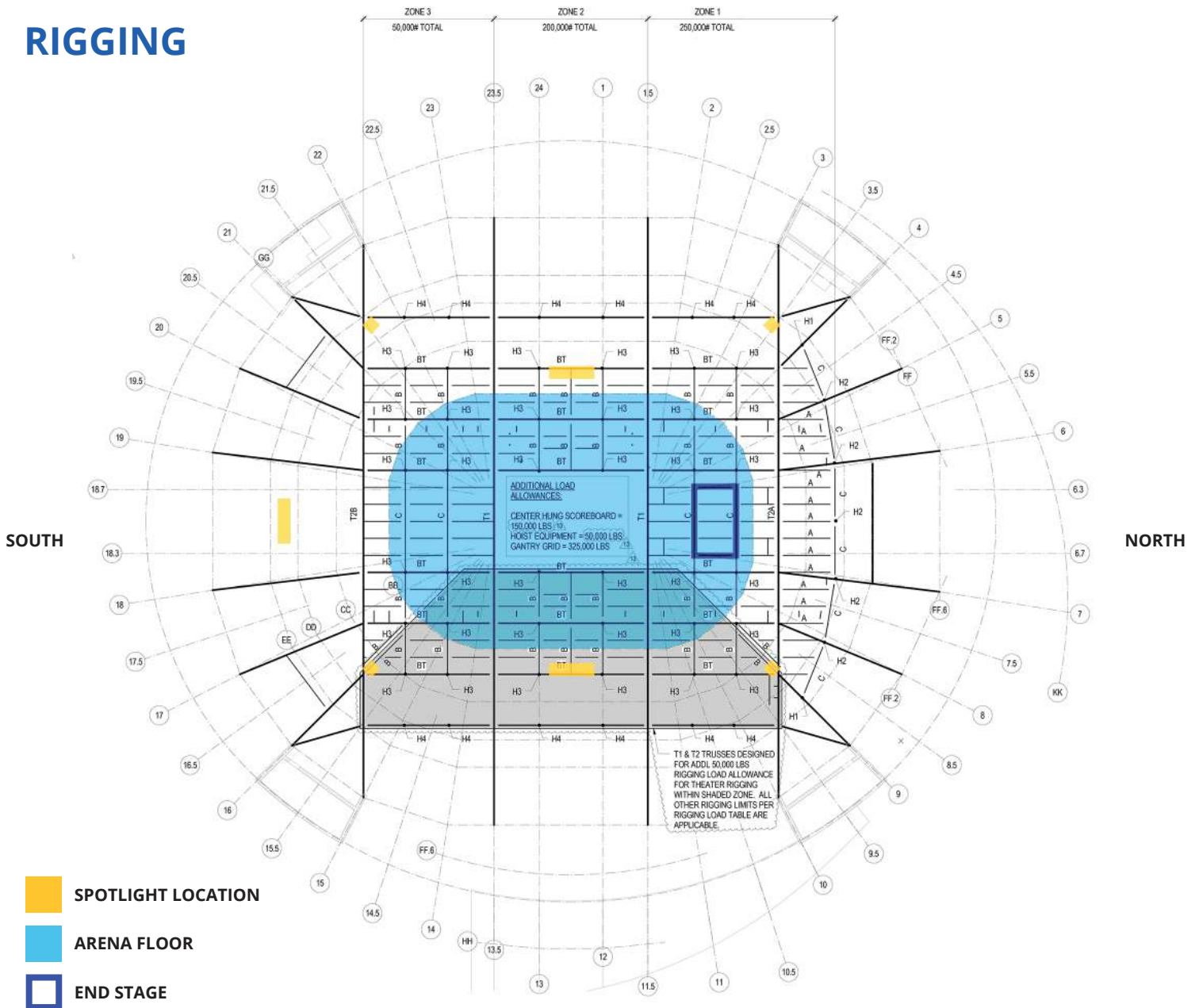
- The arena floor is saw cut to match the center lines of rigging beams above the floor. This provides precise information to riggers during show layout, easing the process and saving valuable time. Increased speed and accuracy result for the entire rigging operation.
- The grid has 491 hauling points.

SCOREBOARD AND GANTRY SYSTEMS

- The scoreboard stores completely above the low steel. Once stored, two motorized gantries fill the 60' x 90' space under the scoreboard to provide uninterrupted rigging capability over the entire arena floor.
- The two gantries each have a capacity of 50,000 pounds.



RIGGING



RIGGING NOTES

- Rigging loads to framing are to be limited to those identified. Loads are identified both as individual loads and as a total amount of load that can be supported by a given member. The facility operator is to be responsible to ensure that the loads are not exceeded.
- The maximum individual applied load to a rigging beam is 4,000 lbs applied vertically or in a bridled condition up to 60 degrees from the vertical. See detail.
- Multiple individual loads may be applied to a beam or beam segment but the sum of applied loads shall not exceed 8,000 lbs.
- The rigging total load on any member equals the direct applied loads + loads from any supported members. Load shall not exceed scheduled total load.
- Load at hanger to truss above is the sum of all members connecting to hanger. Individual hanger loads shall not be exceeded.
- T1 and T2 may each have up to (10) 5k loads applied along the length of the truss. Up to 15k of vertical load and 7.5k of bridled load may be applied between truss bottom chord panel points. Each bridging truss may have up to (4) 5k loads applied along the length of the truss.
- Rigging in multiple zones shall not occur simultaneously except as noted below and the total rigging load within a zone shall not be exceeded. The operator shall confirm that the application of total load is not exceeded. The sum of T1, T2, and hanger loads shall not exceed the allowance zone load. Zone loading may be combined as follows:
 - 75% Zone 1 + 50% Zone 2
 - 75% Zone 2 + 50% Zone 1 + 50% Zone 3
 - 100% Zone 3 + 75% Zone 2 + 25% Zone 1
 - 100% Zone 2 + 75% Zone 3 + 25% Zone 1
- Coordinate fall protection systems with rigging grid and primary structure. System and connections to the primary structure are per the manufacturer. A maximum 2,000 lb horizontal load can be applied to truss verticals and hangers to support fall protection. Manufacturer shall design/provide other framing as necessary for fall protection system support.
- The primary structure is not infinitely rigid and will deflect vertically up to 1 1/4" globally under the application of total rigging loads.
- Zone 2 rigging loads may increase to 300,000 lbs if the center scoreboard is removed.
- Rigging loads shall not be applied to catwalks.
- Beams above practice court designed to support 2k vertical rigging load.

TECHNICAL INFORMATION

AUDIO SYSTEM

Mains: JBL VTX-V20 with JBL ASB6128V for subs. (8) arrays each consisting of (6) VTX-V20's and (3) ASB6128V's around the centerhung - all on a chain hoist system.

Additional: (4) Arrays of (6) VTX-V20's for mid-level fills at the north and south end of the building.

Various fill speakers: JBL PD6000, PD500, AM5212, AC28, and AC15

Amplification: Crown DCiN series with JBL speaker presets for VTX.

DSP: BSS BLU with Dante

Console: Yamaha CL5

dB Limit: 116 dB A-weighted, 123 dB C-Weighted

LIGHTING

Followspots:

Chase Center is equipped with (12) Lycian followspots. (8) – #1295 XLT 3000 watt spotlights and (4) – #1290 XLT 2000 watt followspots. (See page 10 for locations)

House Lighting:

Musco LED Sports Lighting System with instant on/off capability and two zones (arena floor and arena seating)

Theatrical Lighting:

8 – MGD ATMe Hazers with RE 2 Turbo Fans

(4) - 30ft Truss

EACH TRUSS HAS:

6 - Ayrton Khamsin-S

2 - Martin Axioms

(4) – 20ft Truss

EACH TRUSS HAS:

2 - Ayrton Khamsin-S

2 - Martin Axioms

Accent Colored Lights:

200 Level Bowl Corners Northend

EACH CORNER HAS:

4 – Martin Axioms

Bottom of the Scoreboard:

12 - Ayrton Khamsin-S

Lighting Consoles:

Full-size grandMA3

High End Systems Full Boar 4

ADDITIONAL EQUIPMENT

TVs on rolling carts, clickers, speakers, microphones, and uplights available upon request. Subject to availability.

WIRELESS MICROPHONES

Bowl System comes with 8 channels of Shure Axient Digital wireless (AD not ADX). Each channel comes with a handheld transmitter with a Beta58 capsule and a beltpack transmitter with a Countryman earset microphone.

BUILDING CONNECTIVITY

Chase Center has 64 JBT connectivity points throughout the building and exterior campus which allow analog audio (XLR and DT-12), single mode fiber (primarily ST connectors in the field), isolated UTP, and camera (both TRIAX and SMPTE 2110) signals to flow back to the truck dock compound, broadcast booth, or video control room.

INTERCOMS

House Intercom - 2 channel **RTS system** (NOT Clearcom) that extends to:

1. Vomitory and center court locations at the event level.
2. Main Concourse spot locations
3. Broadcast Booth
4. Upper concourse spot locations
5. Catwalk spot locations
6. Audio control room.

The audio control room will have a matrix intercom station to interface with the Video Production matrix intercom system (12) double muff headsets can be provided. No single muff headsets available.

TOURING INTERCOM

At each of those locations there is a tie line down to an enclosure near marshalling area for touring sound to plug into. There is a single home run per building level to reduce cable distance.

RADIO RENTAL

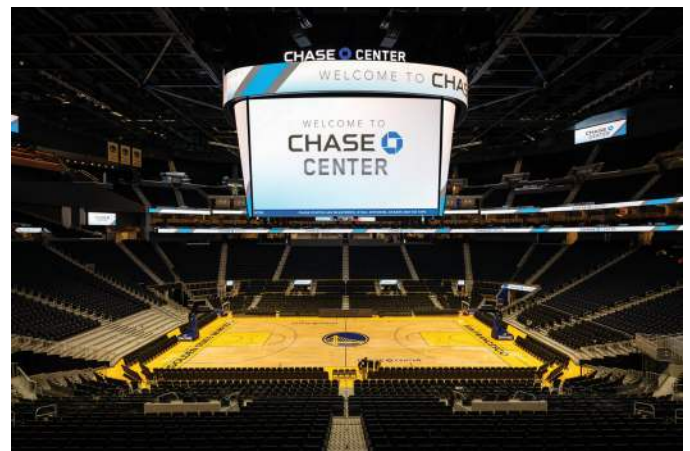
Radios may be rented through Golden State Communications for \$11.00 per radio, per day. All accessories required for two-way radio communication (excluding dispatch console) are included in rental cost. One frequency will be allocated for the client through our truncated system. Please contact Event Manager to coordinate rental.

SCOREBOARD

1080p59.94 HD-SDI

The Prismview centerhung video displays consist of a double hoisted assembly capable of independent images on each of the primary 4 faces, as well as the interior displays that are optimized for courtside viewing of live video and statistics. The graphics and content component of the centerhung is driven by multiple Ross Video Tessera Xpression engines composited with live game video from a Ross Video Acuity production switcher, Evertz Dreamcatcher instant replay and clips playback engine, and a full complement of Sony broadcast cameras, including 6x high frame rate recording and playback. The video production system is a SMPTE 2110 system with end to end HDR (HLG format) capability and will ingest broadcast truck feeds during games.

Content creation guide for digital assets available upon request.



PERMITTING

FLOOR PLANS:

- All floor plans must be submitted 30 days prior to on sale for approval by SFFD.
- General admission floor capacity will be calculated using 6 square feet per person.
- Any enclosed areas, platforms, or unique set-ups must comply with capacity and exiting requirements per CA Fire Code.
- Any changes to floor surfaces/elevations must be coordinated with and approved by Chase Center.
- Must not obstruct emergency exit doors, stairwells, hallways/pathways, and designated exit aisle; exit signs; emergency lighting; fire extinguishers (stationary and portable), standpipes and hose cabinets; fire alarm devices (pull stations, speakers, strobes, warden phones); sprinkler system; or ventilation system supplies and returns.

NO OPEN FLAME:

Chase Center (indoors) is a no open flame facility. For any catering set-ups, electric warmers must be used in place of traditional Sterno.

PERMITS:

- Permits will be required for any SFFD regulated activities/activations including but not limited to:
 - Tents greater than 400 sq ft
 - Propane/butane (LPG)
 - Generator
 - Open flame (outdoors only)
 - Indoor vehicle displays
- *Tents/structures with roofs (including quick change tents), flammable liquids/gases, generators, and open flame are not permitted indoors.
- Flame retardant certificates will be required for soft goods.
- All outside equipment is subject to inspection and approval by Chase Center.

DRONES:

Drones are not permitted outside of Chase Center or on Thrive City property. Indoor drones subject to Chase Center approval. Please advance with Event Manager.

OUTDOOR AMPLIFIED SOUND RESTRICTIONS:

- Peak 85 dBA/96 dBC measured 25' from speaker, L90 average 66 dBA/70 dBC measured at property line, and L90 average 56 dBA/67 dBC measured 250' from property line.
- Additional restrictions apply. Any outdoor amplified sound must be reviewed and approved by Event Services.

PYRO REQUIREMENTS

- All pyrotechnics must be advanced with Event Manager and permitted by San Francisco Fire Department at least (14) business days prior to event.
- All concert/event pyrotechnics must be 15' away from the nearest patron.

San Francisco Fire Department
Bureau of Fire Prevention
Attn: SFFD Operational Permits
49 South Van Ness Avenue
San Francisco, CA 94107

Permit Section
P: (628) 652-3260
<https://sf-fire.org/permits>

SPECIAL EFFECTS

All special effects (including haze and confetti) must be advanced with Event Manager. Helium balloons and mylar are not permitted. Cleaning fees may apply.

UNION JURISDICTION / WORK RULES

Chase Center is a unionized building. All work relating to building trades (i.e. electrical, carpentry, plumbing, utility, stagehands, and more) will be performed by union/building tradesmen. Event Services will work with you on staffing the proper trades for your event based on union rules and procedures.

Please contact Event Services or Director of Operations for additional information on union rules.

LOCAL 16 WORK RULES SUMMARY

The following is a summary of Local 16 work rules for reference only. All rules subject to change, interpretation, and past practices.

Stagehands (Stage Technicians):

Scope of Work / Department Overview

- Rigging, show related equipment set-up/strike (lighting, sound, video, projection, cameras, staging, sets, cabling, special effects, etc), and spotlight operations shall be performed by Local 16 stagehands.
- Steward + Minimum of 4 Heads Required (additional heads may be required, see below)
 - Union is departmentalized. In addition to Steward, one head per department will be required. Departments include but are not limited to: Rigging, Electric, Lighting, Audio, Video, Projection, Carpentry, and Special Effects.
 - Additional heads may include 1 camera operator when 3 or more are hired, sound & lighting board operators, A-2 when 12 or more wireless frequencies are in use, "must be" employees, and generator operator.
 - Loaders are not limited to loading trucks, can roll into main call to fulfill minimum.

Minimums

- Stagehands - 5 hours for load-in and 4 hours for load-out, exclusive of meal periods.
- 8 consecutive hours, exclusive of meal periods, for show days that do not have a load-in/out.
- Heads - Minimum of 8 consecutive hours, exclusive of meal periods
- Rigging -
 - For floor mark, Head Rigger + (2) riggers will be required
 - Minimum of (3) riggers required when fall protection is in use

Breaks

- Coffee break must be provided 2 hours into shift.
- Meal break must be provided no sooner than 3 hours/no later than 5 hours into shift. Meal breaks may be 30 minutes on the clock if meal is provided or 1 hour walk away off the clock.
- If employees are broken for 1 hour, there is a 2 hour minimum when they return to work. If they are broken for more than 1 hour, there is a 4 hour minimum when they return to work.
- Meal Penalty - 1 hour of straight time in addition to the prevailing rate for every hour until a 1 hour break is given or a meal is provided.

Rate Rules

- All labor is paid per hour. A call may begin on the half hour or the hour but must end on the corresponding half hour or hour.
- Standard Rates:
 - Straight time up to 8 hours
 - Time and a half (overtime) after 8hrs
 - Double time after 12hrs and any work from 12:00AM – 7:00AM
 - For calls starting between 12:00 AM and 6:00 AM, double time shall prevail until the employee has had at least a 9 hour rest period.

- Riggers working outside of catwalk/tension grid shall receive a higher rate of pay.
- Any unworked hours in a minimum call shall be paid at the hourly rate at which the employee began the minimum call.
- If any employee is excused for the day and called back the next day before a rest period of 9 hours has elapsed, that employee will be paid 1 hour of straight time for every hour worked in addition to the prevailing rate until they receive a 9 hour rest period.
- If a shift is cancelled after 5:00 PM for a call that night or the following day, the affected employees shall receive payment for the minimum call that was cancelled.
- Any employees working on the following holidays shall be paid one half of the straight time rate for every hour worked in addition to the employee's prevailing rate.
 - New Year's Day, Martin Luther King Jr Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Christmas Day.
- Any broadcast, webcast, simulcast, recording or other electronic media exploitation of events at Chase Center is subject to prior approval and possible license, building, and union fees. Jurisdiction of broadcast positions to be discussed. Please contact Event Services and/or Content & Programming for inquiries.

House Utility / AV Crew:

Scope of Work

Concert/Entertainment Events:

- House Stage (*stagehands may roll stage*)
- House Barricade and Bike Rack
- Mix and Camera Platforms
- Chair set and strike (*stagehands may also participate in chair strike*)
- House lighting and sound equipment
- House/rented furniture (*tour furniture set by stagehands*)
- House/rented pipe & drape
- Fixed upper bowl reduction curtains
- Ground cover

Sporting Events:

- Set-up and strike including all ground cover, furniture, and specialized rented equipment for sports (such as boxing or wrestling ring)
- House lighting and sound equipment
- Operation of motors for gantries, scoreboard, speakers, and moving lights/trusses
- Operation of spotlights
- Special effects assistance (pyro, lasers, cryo, etc)
- Temporary event related projection, LED/video wall, and associated camera equipment

Special Events:

- Event set-up and strike (including furniture, drape, podiums, etc)
- House/rented lighting & sound equipment

Minimums

- Full time employees, stewards, leads, and AV techs - 8 hours, exclusive of meal periods
- All other utility team members: 5 consecutive hours - exclusive of meal periods
- Spotlight Operators - 5 consecutive hours, exclusive of meal periods, paid at the lead rate

Dedicated Utility / AV Labor

- May be requested through Event Services. Minimums; meal, break, and rest periods; holiday pay; rate rules; and other contractual requirements will apply.

IT CAPABILITIES

Chase Center offers high speed internet provided by Comcast with redundant 10Gbps fiber circuits entering the building on diverse pathways and is distributed using the latest technology from Aruba Networks. Chase Center is the first on the West Coast to become Verizon 5G enabled, with AT&T shortly following suit. Verizon and AT&T provide the strongest cellular signals within the arena; while other carriers will need to rely on WiFi Calling to augment cellular service. Private and public WiFi is accessible throughout the entire property; broadcasting at both 2.4Ghz & 5Ghz on more than 810 access points. Chase Center's Star Campus is comprised of multiple rooms, each equipped with a hardline ethernet port, WiFi, and a VoIP phone.

STANDARD INTERNET CONNECTIVITY

Each room in the Star Campus contains at least one hardline connection with upload/download speeds of up to 50Mbps. Public WiFi is provided by Xfinity using a captive portal and registration with a valid email address is required to connect. Private WiFi is also available throughout the property and included with the technology fee.

Both wired and wireless connections are secured per industry standards and best practice.

SUPPORTED WIRELESS PROTOCOLS

- 802.11b
- 802.11g
- 802.11n
- 802.11ac
- 802.11ax (WiFi 6) Coming Soon in the Arena bowl

ENHANCED INTERNET CONNECTIVITY & ADDITIONAL CONFIGURATION

Internet bandwidth can be upgraded at an additional cost. Services such as creation of private customized networks (VLANs) and port activations (additional house drops) outside of the Star Campus are also available. Please contact Event Manager for more details.

TELEPHONES

All rooms within the Star Campus contain a VoIP phone with domestic long-distance calling. International calling can be enabled per phone at an additional cost. Please contact Event Manager for more details.

IT EQUIPMENT RENTAL

IT equipment such as unmanaged network switches, printers, copiers, scanners, VoIP conference room phones, monitors, Uninterruptible Power Supplies (UPS), tablets, laptops, teleconferencing equipment, and other technology devices are available at an additional cost. Please contact Event Manager for more details.

IT SUPPORT

Onsite IT Arena Support is provided with the technology fee and is limited to the acquired services.

INTERNET/PHONE LINES FOR BROADCAST & MEDIA

For our broadcast and media partners, internet access will be charged per hardline drop, with upload/download speeds of up to 50Mbps. Enhanced bandwidth is also available at an additional cost. We also have The Switch, Vyvx, and AT&T's Global Video Services available for use. Requests for these services should be sent directly to the provider of choice.

DRESSING ROOMS / OFFICES

All rooms have:

- Individual temperature control in room
- At least one hardline connection and VoIP phone, see page 14 for additional IT capabilities

ROOM	APPROX. SIZE	RESTROOMS	AMENITIES
Star Campus			
Dressing Room A	19'5" x 15'5"	Personal restroom including shower	(1) TV
Dressing Room B	17' x 9'4"	Personal restroom including shower	(1) TV
Dressing Room C	17' x 16'	Personal restroom including shower	(4) TVs
Dressing Room D (2nd Floor)	23' x 18'	Personal restroom including shower	(2) TVs
Dressing Room E (2nd Floor)	28' x 15'5"	Personal restroom including shower	(1) TV, air wall can be opened to turn Dressing Rooms E & F into one large room
Dressing Room F (2nd Floor)	23' x 17'7"	Personal restroom including shower	(1) TV, air wall can be opened to turn Dressing Rooms E & F into one large room
Weight Room (2nd Floor)	32' x 20'	No attached restroom	(1) TV, workout equipment
Locker Room 1	26' x 15'	Community restroom (2 stalls, 4 urinals, 8 showers)	(1) TV, lockers on 2 walls (18 total), lockable doors can be opened to connect Locker Room 1 to Training Room and/or Locker Room 2
Locker Room 2	15'5" x 23'	Community restroom (2 stalls, 2 urinals, 4 showers)	(1) TV, flat locker space on two walls, lockable door can be opened to connect Locker Room 2 and Locker Room 1
Locker Room 3	23'5" x 19'6"	Community restroom (2 stalls, 2 urinals, 4 showers)	(1) TV
Locker Room 4	22' x 18'	Community restroom (2 stalls, 2 urinals, 4 showers)	(1) TV, flat locker space on two walls
Training Room	16'7" x 10'4"	No attached restroom	(1) TV, lockable door can be opened to connect Training Room to Locker Room 1
Locker Room 1 Office	11' x 15'	Connecting door can be used to access Locker Room 1 restrooms	(1) TV, lockable door can be opened to connect to Locker Room 1
Additional Dressing Rooms/Offices			
Interview Room	30' x 30'	No attached restroom	(4) TVs, LED Wall
Multiuse Office	13' x 10'	No attached restroom	(1) TV
Referee Room	7' x 25'	Each changing room has a changing area and community restroom with 2 stalls, 2 urinals, 1 shower, 1 ADA shower	(2) TVs, Office space, two 300+ sq ft changing rooms

* Detailed Dressing Room Tech Pack available upon request.

HOSPITALITY / CATERING

HOSPITALITY & VIP EVENTS

Chase Center offers many hospitality spaces to provide a memorable experience to guests, including our premier JP Morgan Club which can be used for private/VIP events pre, during, and post show. The JP Morgan Club also affords the opportunity to open a cash bar for VIP groups that do not typically have F&B included in their package or are typically held in unopened concourse areas while awaiting the start of their pre-show VIP experience.

JP Morgan Club Capacity: 270

Thrive City also offers the unique ability to host VIP receptions in outdoor spaces and restaurant/retail locations to capture the beauty of our waterfront views and the San Francisco skyline.

All spaces pending availability and approval. Please contact Event Services to coordinate any hospitality needs.

VIP Deck available upon request.

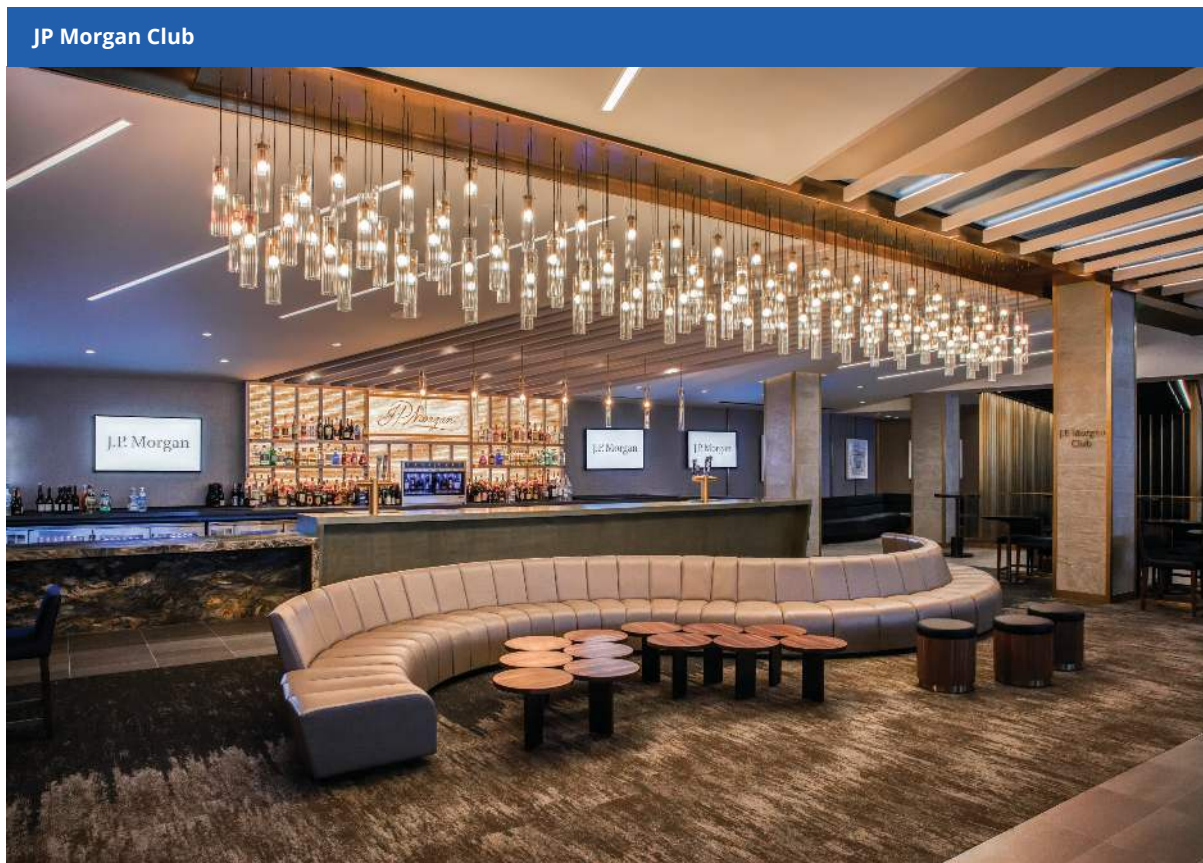
CATERING

Bon Appetit is Chase Center's exclusive front of house caterer.

Outside caterers may be used for back of house catering only.

See page 18 for information on Roadie Kitchen and crew dining room spaces.

Catering services can be provided by our Chase Center Hospitality Experience partner, Bon Appetit Management Company. Bon Appétit Catering approaches everything with an eye for detail and a vision for the complete experience, whether we're serving 500 hungry revelers at a product launch party, an intimate group of VIP clients, or a simple drop-off boxed lunch for a team meeting. Our catering menus will change with the seasons and feature ingredients sourced from local farmers, ranchers, and food artisans and as always, customization is the name of the game. Our commitment to you doesn't stop with the food. We'll be by your side from the start of planning and on the day of every event to ensure that everything from décor and setup to service and event flow are thoughtfully and professionally executed.



ROADIE KITCHEN

OVERVIEW

Chase Center's state of the art 800 square foot Roadie Kitchen was designed as a flexible space to meet a variety of catering needs. With shelving units and worktables on casters and power drops from the center of the space, the space can be safely rearranged to fit each individual caterer's preference while high-end appliances provide a variety of cooking options.

APPLIANCES & EQUIPMENT

- 36" 6-Burner Gas Range with Convection Oven
- 36" 3-Burner Countertop Griddle with 2-Drawer Refrigerated Base
- Convection Oven
- Rational-Combi Oven
- Ice Machine (1,350 lb Capacity)
- 3-Section Reach In Refrigerator
- 1-Section Reach in Refrigerator
- 3-Compartment Sink
- (4) 5-Shelf Wire Units on Casters
- (5) 30" x 72" Worktables on Casters
- (3) Power Drops from Ceiling to Worktables, additional wall power throughout

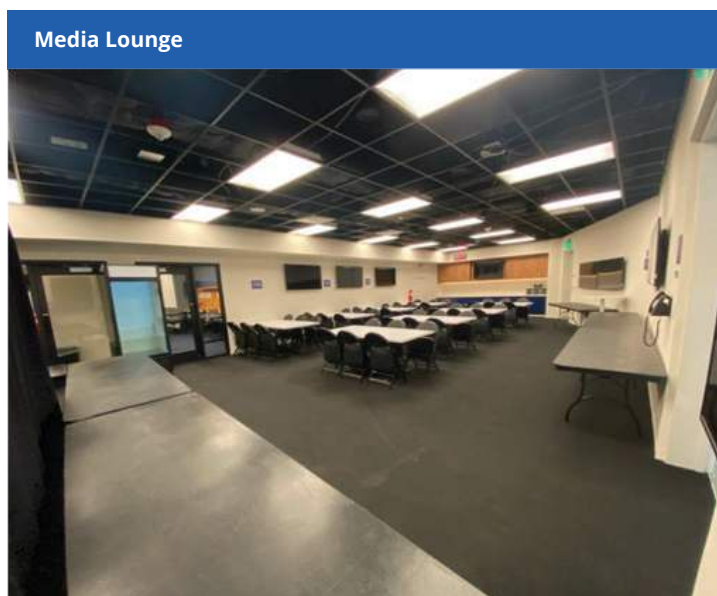
CLEANING REQUIREMENTS

Caterer is responsible for detailed cleaning of all kitchen equipment (range and griddle tops and grease trays, inside ovens and refrigerators, etc) and disposing of all waste in proper receptacles. Detailed cleaning checklists are posted in kitchen. If kitchen is not cleaned according to posted cleaning requirements, a \$500 cleaning fee will be billed to caterer/client.



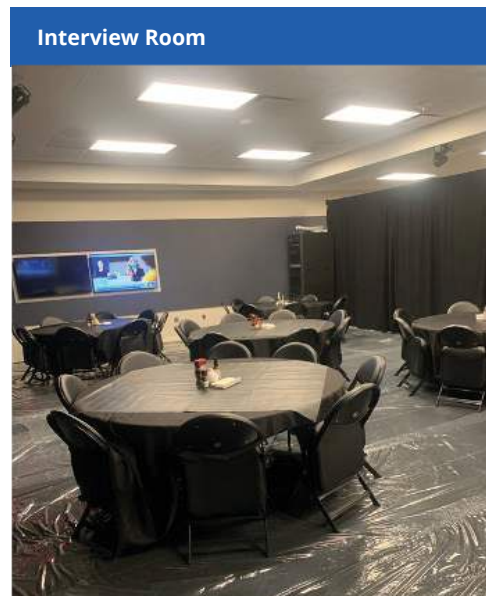
DINING ROOMS

No open flame may be used, electric warmers only.



MEDIA LOUNGE

Seating for approximately 100, largest and most commonly used dining room space. Additional seating not pictured.



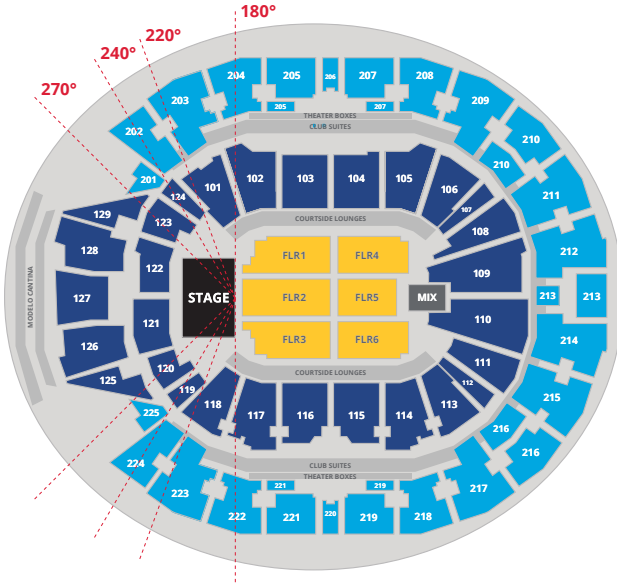
INTERVIEW ROOM

Seating for approximately 40, typically used for touring crew when separate local/tour dining rooms required.

CAPACITIES

All concert capacities are approximate and are based on a 40' x 60' stage roughly 12' off the North retractable seats with a 20' x 24' Front of House position.

RESERVED FLOOR - CONCERT



180°

Floor: 1,896
Lower Bowl: 4,828
Upper Bowl: 5,659
Total: 12,383

220°

Floor: 1,896
Lower Bowl: 5,371
Upper Bowl: 6,590
Total: 13,857

240°

Floor: 1,896
Lower Bowl: 5,541
Upper Bowl: 6,972
Total: 14,409

270°

Floor: 1,896
Lower Bowl: 5,824
Upper Bowl: 7,067
Total: 14,787

360°

Floor: 1,896
Lower Bowl: 7,617
Upper Bowl: 7,067
Total: 16,580

GENERAL ADMISSION - CONCERT



180°

Floor: 2,156
Lower Bowl: 4,762
Upper Bowl: 5,659
Total: 12,557

220°

Floor: 2,156
Lower Bowl: 5,305
Upper Bowl: 6,590
Total: 14,051

240°

Floor: 2,156
Lower Bowl: 5,475
Upper Bowl: 6,972
Total: 14,603

270°

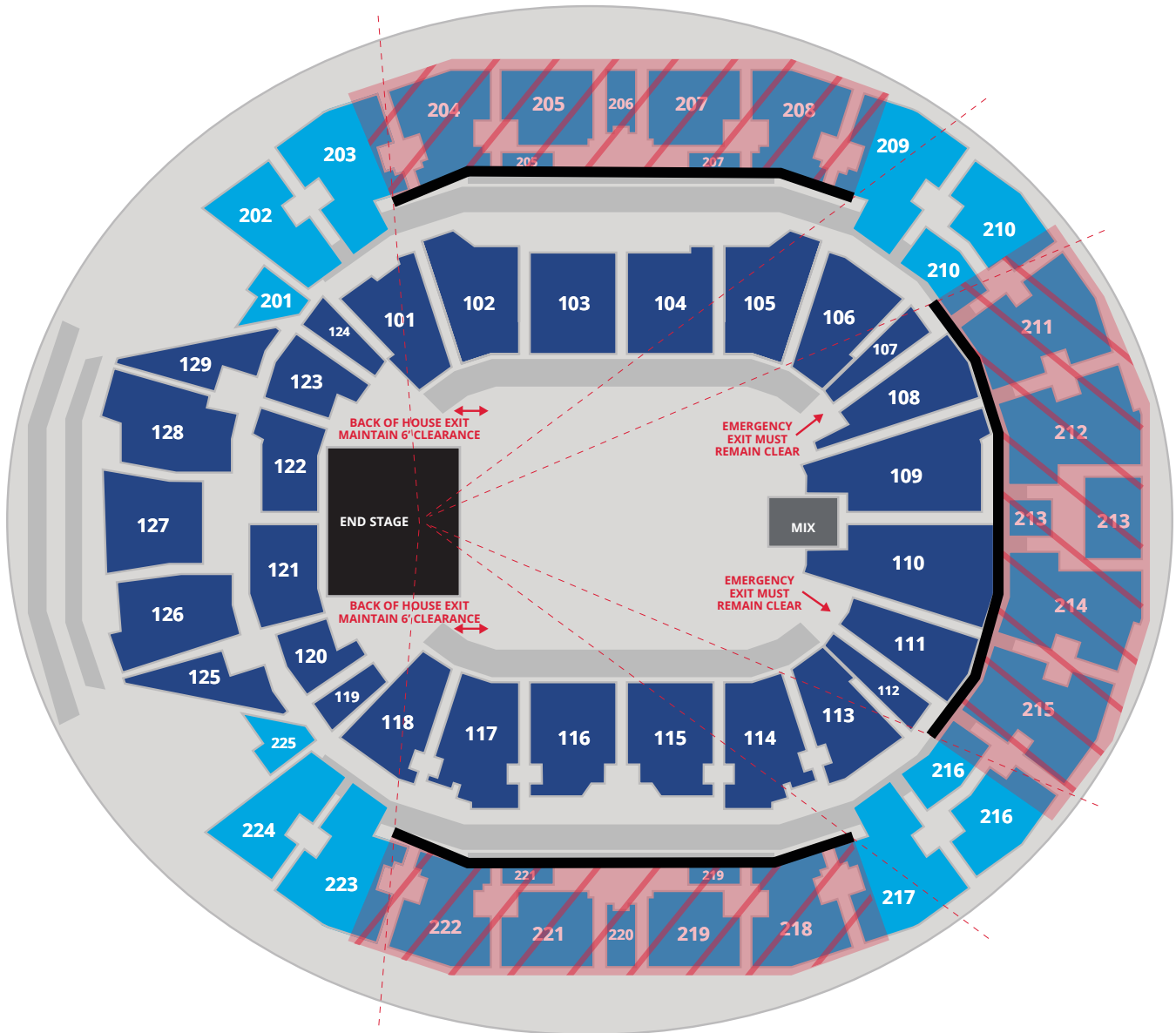
Floor: 2,156
Lower Bowl: 5,758
Upper Bowl: 7,067
Total: 14,981

360°

Floor: 2,156
Lower Bowl: 7,551
Upper Bowl: 7,067
Total: 16,774

Basketball Capacity: 18,064

HOUSE REDUCTION CURTAIN



- Chase Center has a house reduction curtain system that consists of a black curtain hanging from truss with motors. These are installed in the south end of the arena, house left, and house right sections of the upper bowl.
- The house reduction curtain does not run continuously through the entire upper bowl.
*The southeast and southwest corners (Sections 209-210 and 216-217) are not covered with curtains.
- South end curtain is 36'1"H, Side sections are 54'9"H.
- Each of the 3 sections can be lowered/raised separately. When raised/not in use, the curtains are stored at the high steel.
- If spotlights are in use, south curtain (Sections 211-215) may not be lowered.

COVERED SECTIONS:

House Left (West):

A portion of Section 217, all of Sections 218-222, and a portion of Section 223.

House Right (East):

A portion of Section 203, all of Sections 204-208, and a portion of Section 209. This side includes a mesh section for view of event floor from house control room.

South End of the Arena:

A portion of Section 210, all of Sections 211-215, and a portion of Section 216. This curtain may not be lowered when spotlights are in use.

ARENA POLICIES

ALCOHOL

A valid I.D. (State I.D., Drivers License, or Military I.D.) is required for purchase of alcohol if you appear to be 30 years of age or younger. California law prohibits passports and any I.D. from foreign states as forms of identification. The service limit for events is 2 alcoholic beverages per transaction. Alcohol service cut-off is made at managements discretion per concert/event.

SERVICE ANIMALS

Trained guide dogs or service animals assisting guests are welcome inside Chase Center. All service animals must remain on leash or in a harness at all times.

SMOKING POLICY

Thrive City is a smoke-free facility. There is no smoking, including electronic cigarettes, anywhere inside Chase Center or on Thrive City.

LOST & FOUND

During an event, guests may inquire about lost and found items at our Guest Services kiosks located at Portals 13 and 52. For inquiries about lost and found items during non-event hours, guests may contact our Security Team at lostandfound@warriors.com or (415)-604-2608. Following an event, all unclaimed items are logged by Security and secured for 30 days.

SPONSORSHIP

All sponsorship activations, giveaways, and promotions must be coordinated with Event Manager. There are exclusive partnerships within Chase Center/Thrive City that may prevent certain sponsors from displaying onsite.

BOX OFFICE

Box Office Location: Thrive City West Plaza (off of 3rd Street)

Chase Center uses the Ticketmaster system and provides both on-site and remote access to ticketing needs for your event. The Box Office will prepare your show's Manifest and coordinate all ticketing programs for your event. You will be provided with statements of daily tickets sales and, at the conclusion of the event, a full accounting will be made available. It takes around 7-10 working days for a show to go on sale and no show may go on sale without Fire Marshal approval.

The Arena Box Office consists of 4 outdoor windows and 13 indoor windows.

TICKET POLICY

A valid ticket for the event is required for admittance to Chase Center unless otherwise indicated. Children two years or older must have a ticket for admittance unless otherwise stated. Children under two must sit on a parent's lap.

ACCESSIBILITY

Chase Center is committed to accommodating the needs of all guests with disabilities. Our Guest Services Team Members are trained to understand how to accommodate any special needs. Accommodations can be made through our Guests Experiences Team at guestexperiences@warriors.com Monday – Friday from 8:30 AM – 5:30 PM.

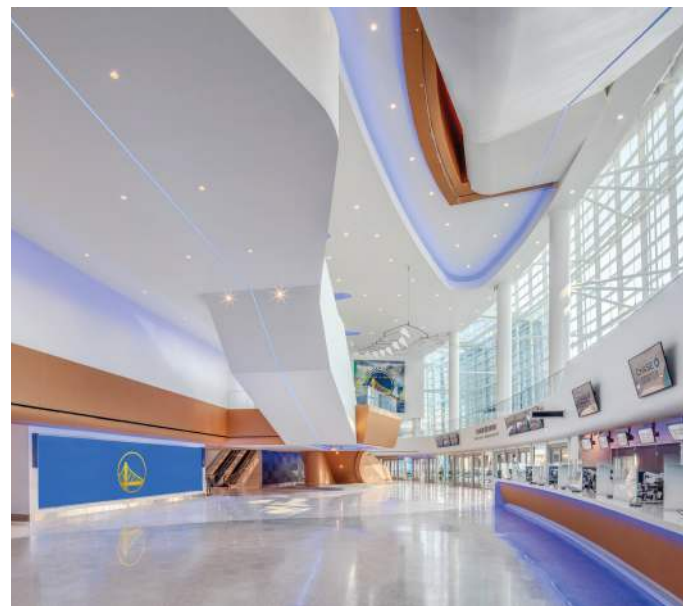
Accessible Seating: Available in all ticket price levels, based on availability.

Sensory Friendly: Chase Center is a sensory inclusive venue proudly partnered with KultureCity to help cater to the needs of guests with sensory processing needs. Chase Center provides a Wellness Room at Portal 12 to help accommodate any specialized needs and sensory bags are available to check out at no cost at the Guest Services kiosks at Portals 13 and 52.

Assisted Listening Devices: Assisted Listening Devices are available to guests at no charge for all Chase Center events. Assisted listening devices can be retrieved at the Guest Services kiosks located at Portals 13 and 52. Valid identification, such as a driver's license, will be required and held for the duration of the event to ensure the return of the device.

American Sign Language (ASL) Interpreters: ASL interpreters are available upon request for certain events. Guests can schedule an ASL interpreter by contacting guestexperiences@warriors.com a minimum of ten (10) business days prior to an event.

Wheelchairs: Complimentary wheelchair escorts are available to assist guests from an arena entrance to their seat and vice versa. To request a wheelchair upon arrival or departure, guests should seek out a Guest Experiences Representative, visit a Guest Services kiosk (Portals 13 and 52), or text the Unified Command Center at (833)-CC4FANS ((833)-224-3267).



SAFETY / SECURITY

SECURITY

Event Security office is located on the event level next to the First Aid office.

Additional safety measures implemented at Chase Center include:

- 24 hour manned security control room
- CCTV monitoring the exterior of the facility and vital areas of the facility's interior
- CEIA Walk – Through Metal Detectors
- VOTI detection x-ray scanners
- Roving security officers outside and inside the facility
- In-house credentialing system
- ID cards issued to all Chase Center team members
- Overnight security for production
- On-site SFPD
- On-site Fire Watch

CREDENTIALS

All working personnel must have appropriate credential to enter arena. Chase Center can assist in credential creation as needed, contact Event Manager for assistance. For touring groups using tour credentials, please ensure Event Manager has a copy of all credentials in use prior to tour arrival.

PROHIBITED ITEMS

We encourage all guests to arrive early and travel light, as you are subject to search prior to entry. The following items are prohibited inside Chase Center:

- Weapons and dangerous devices of any kind including, but not limited to, pepper spray/mace, flares, and fireworks
- Bottles or cans
- Backpacks
- Bags larger than L14" x W6" x H14" in size
- Hard-side bags/coolers
- Outside food/beverage (baby food permitted), alcohol, cans, bottles, flasks, coolers, drugs, illegal substances
- Pamphlets, product samples
- Strollers
- Skateboards, rollerblades, bicycles, helmets, chairs
- Laptop computers without proper credentials
- iPads
- 2-way radios
- Cameras: no flash/professional photography, tripods or monopods, or selfie sticks. No lenses over 3" in length.
- Audio/visual recording devices
- Drones
- Signs/flags/banners/posters: may not exceed 8.5"x11" in size or attached to a pole/stick
- Frisbees and beach balls
- Laser pointers
- Metal objects (i.e. license plates)
- Any noise making devices (i.e. air horns, whistles, drums, plastic horns, etc.)
- Any other items deemed unacceptable by Arena Management

CAMERA POLICY

Chase Center will adhere to any camera policy directed by the promoter, event, show or artist. Professional and/or commercial cameras with interchangeable or detachable lenses are prohibited inside Chase Center.

SMOKING POLICY

Thrive City is a smoke-free facility. There is no smoking, including electronic cigarettes, anywhere inside Chase Center or on Thrive City.

RE-ENTRY

Chase Center has a no re-entry policy. Once you leave the building during an event, you will not be permitted to return.

MEDICAL SERVICES / FIRST AID

- Medical personnel are on duty during event hours. Chase Center will staff Ambulance/EMT teams in front of house locations for patrons. Staffing includes three First Aid stations – one on the Event Level, one on the Main Concourse (near Section 121), and one on the Upper Concourse (near Section 220) with ambulance(s) dedicated to the event stationed in the Loading Dock. Dependent on the size of event, Chase Center Management will determine the number of team member members required.
- Chase Center can arrange a dedicated EMT and Ambulance services for your performers, team members, and backstage personnel. These services are billed back hourly as a show expense. All Ambulance/EMT calls are a minimum of 4 hours.
- All accidents must be reported to a Chase Center team member as soon as possible. First Aid or emergency calls must be placed through the Unified Command Center (UCC). The UCC can be reached at (415) 534-9222 or via a Chase Center radio on the Building Security channel. Chase Center team members are trained to call for immediate response and assistance in emergency situations.

SAFETY

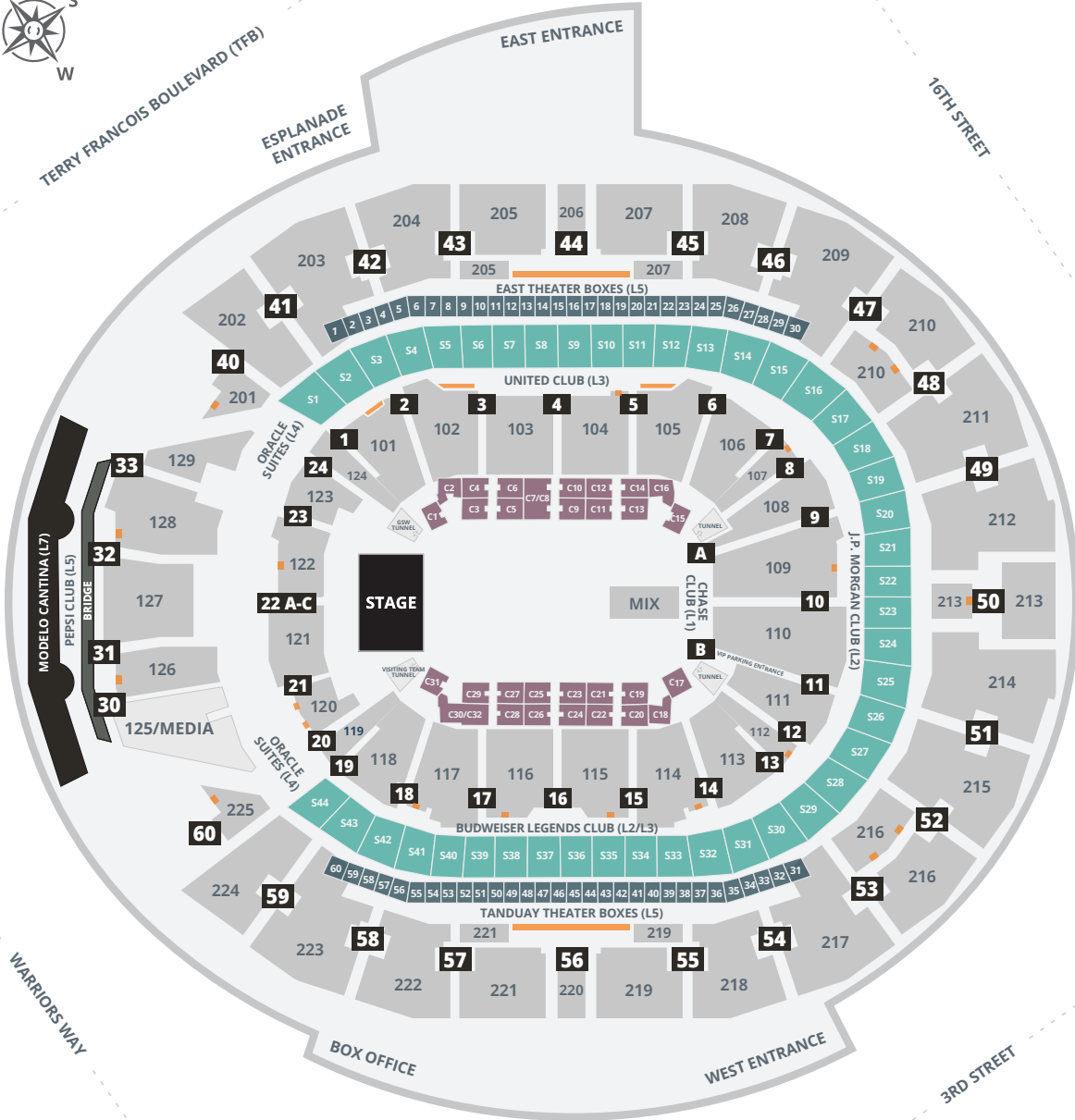
The following must remain clear at all times:

- Emergency Exit Doors, Stairwells, Hallways and Designated Exit Aisles
- Exit Signs
- Emergency Lighting
- Portable Fire Extinguishers, Standpipes & Hose Cabinets
- Fire Alarm Devices (i.e. Speaker/Strobes, Pull Stations & Warden Phones)
- Automatic Sprinkler System (18" Minimum Clearance Below Sprinkler Heads)
- Ventilation System Supplies & Returns

HARD HAT REQUIREMENT

All personnel working on the arena floor during overhead rigging must wear a hard hat. Chase Center will provide hard hats to any workers who do not have their own.

FRONT OF HOUSE WAYFINDING - PORTALS



LEVEL 1 (EVENT LEVEL)

- East Entrance
- Portals A-B
- Accenture Courtside Lounges 1-16
- Google Cloud Courtside Lounges 17-32
- Sections 2-5, 9-10, 14-17, 21-22*

LEVEL 2

- West Entrance
- J.P. Morgan Club
- Budweiser Legends Club (Lower)
- Box Office

LEVEL 3

- Esplanade Entrance
- Portals 1-24
- Sections 101-124
- United Club
- Budweiser Legends Club (Upper)

LEVEL 4

- Oracle Suites 1-44

LEVEL 5

- Portals 30-33
- Sections 125-129
- East Theater Boxes 1-30
- Tandudy Theater Boxes 31-60
- Pepsi Club

LEVEL 6

- Portals 40-60
- Sections 201-225

LEVEL 7

- Modelo Cantina

ADA Sections

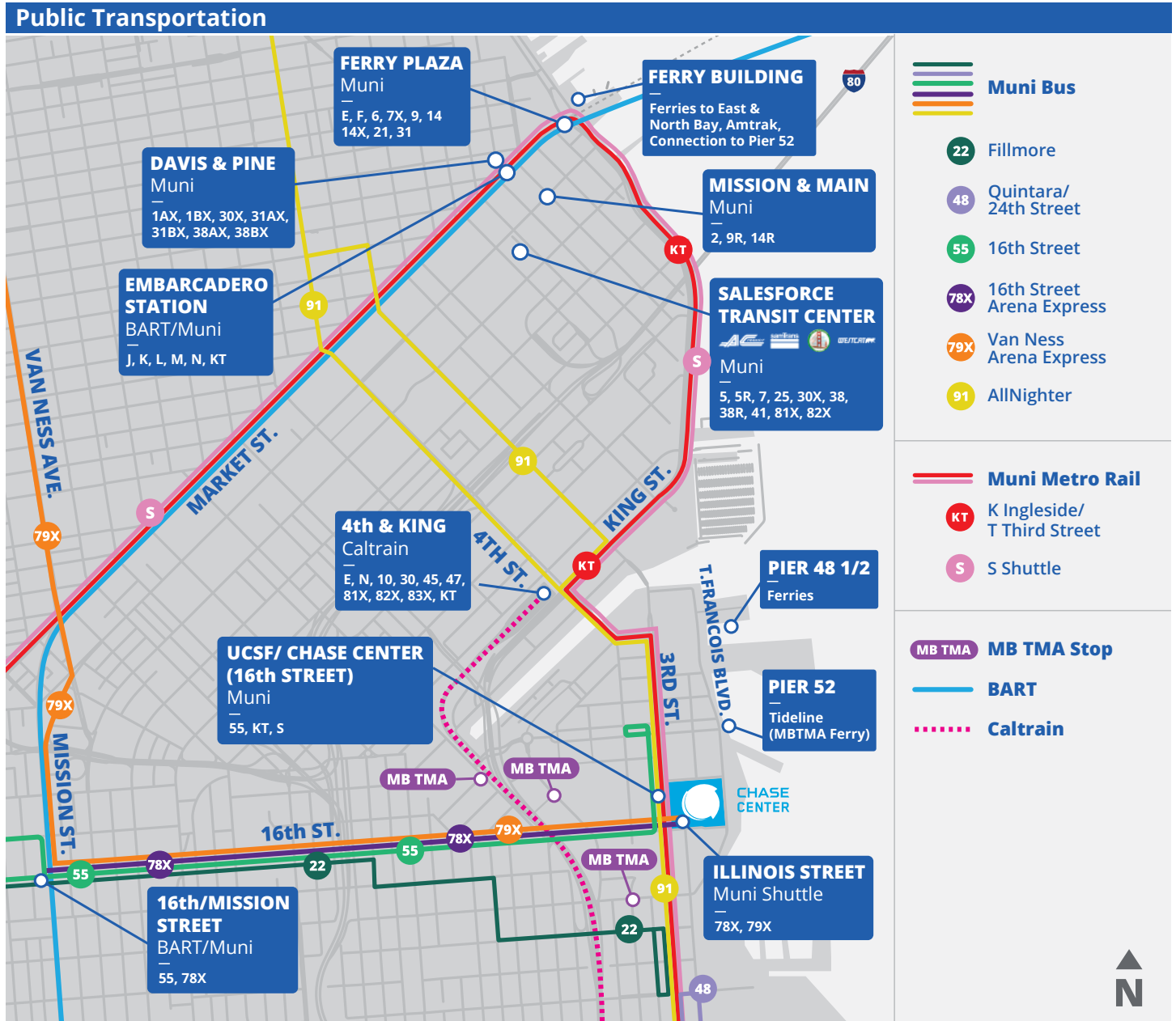
* if in use

[Click Here to Access Detailed Maps of Each Level](#)

[Click Here for Virtual Tour of Chase Center](#)

TRANSPORTATION

COVID-19 Advisory: Transit service is currently operating at reduced levels due to the COVID-19 pandemic. Up-to-date service information can be found online (see “Helpful Links” on page 26).



Ride Muni during Events - your event ticket is also your all-day Muni ticket.

- With a Muni Metro T Line stop right at its doorstep, dedicated Muni bus shuttles (78X and 79X) and a Muni stop serving the 55, 48, and 22 lines within 1 block, connections to BART and the entire Muni system is easy and fast.
- Muni Metro T Line and Shuttle (post—game) trains run at increased frequencies along the Embarcadero and, when completed, along the Central Subway route.
- Muni (local) is your free connection to BART (local/Peninsula/East Bay), Caltrain (South Bay), SamTrans (Peninsula/South Bay), AC Transit (East Bay), WestCAT Lynx (East Bay), Golden Gate Transit

- (North Bay), Amtrak, through connections at the Salesforce Transit Center or the Ferry Building.
- Ferry service is available at Ferry Terminal 48 1/2 to serve all games and large events, Pier 52, as well as at the Ferry Building.
- AllNighter service (between 12 AM to 5 AM) is available through Route 91 (stop at 3rd/Mariposa) to all other routes including Route 800 to the East Bay, and Route 397 to the Peninsula/South Bay.
- Type in Chase Center into your favorite transit trip planning app to find the best ways to get here using transit.

TRANSPORTATION

Within SF:

Muni Rail

- UCSF/Chase Center (16th Street) K Ingleside/T Third and S Shuttle stop located on 3rd Street.
- These trains are included in your event ticket and are your easiest path out of the immediate vicinity post event to bring you to your destination or to your choice of another mode of travel.
- Please walk towards crossings along 3rd/16th as well as 3rd/Warriors Way (South St.) so we can keep you safe through your entire event experience.
- *Stay up to date on transit conditions by following Muni on Twitter (@sfmta_muni)*

Muni Buses/Shuttles

- Regular Bus Service - The 55, 48, 22 lines run according to their regular schedules.
- 78X: 16th Street Arena Express bus service from 16th/ Mission Street (same stop as line 55).
- 79X: Van Ness Arena Express bus service from existing 47/49 line bus stops along the Van Ness Corridor.
- 78X and 79X Buses begin running approximately 2.5 hours prior to the start of any Chase Center event and for 30 minutes after events end and provide one-way service only.
- Both lines drop off at 16th and Mission BART station. The 78X will return to Chase Center for additional trips. The 79X will continue on, making local stops on Van Ness at Market Street continuing to North Point.

AllNighter:

- AllNighter is the late-night and early-morning bus network that serves San Francisco, the East Bay, and Peninsula from approximately midnight to 5 AM.
- Route 91 stops at 3rd/Mariposa Street approx. every 30 min.
- Please note that free parking (subject to availability) is provided at BART stations between 3 PM till 4 AM.

Mission Bay Transportation Management Association (TMA):

- Mission Bay TMA provides free shuttle bus service connections for team members and visitors to BART (Powell Street Station), Caltrain (4th Street & King Street Depot), and destinations within Mission Bay. You may use any of these lines to arrive at Chase Center.
- The closest stops to Chase Center are 4th/16th, Owens/ Gene Friend Way, and 7th/Hooper.
- There are 4 routes running approximately every 15-20 minutes between 6:30 AM till 11 AM in the morning and 3:15 PM till 7:15 PM in the afternoon/evening.
- These shuttles stop operating around 7:15 PM and are better as commuter options. They will not be available post events.

From East Bay/Peninsula/South Bay:

BART to Muni

Take BART to the **Embarcadero Station** or **16th Street Station**.

From Embarcadero Station:

- Transfer to/from BART to the Muni T Third line to the UCSF/Chase Center (16th Street) platform.
- The last BART train to the East Bay will depart at 12:26 AM.
- The last BART train to the Peninsula/South Bay will depart at 1:02 AM.

From 16th Street Station:

- Transfer to/from BART to the 78X. The stop near the BART station will be at the same stop as the existing line 55 stop.
- The last BART train to the Easy Bay will depart at 12:19 AM.
- The last BART train to the Peninsula/South Bay will depart at 1:09 AM.
- *Stay up to date on transit conditions by following BART on Twitter (@sfbartalert)*

From the Peninsula/South Bay:

Caltrain connecting to Muni or walk to Chase Center

- The San Francisco Caltrain Station at 4th and King St. is the last station stop and serves all trains.
- Transfer from Caltrain station to Muni T Third platform (located across the street on 4th between King St. and Berry St.) and take Muni to the UCSF/Chase Center stop or walk along 4th St. and turn left on South St. to Chase Center (approx. 15-20 minutes).
- Weekdays/Saturdays: The last Caltrain train departs at 12:05 AM.
- Sundays/Holidays: The last Caltrain train departs at 9:37 PM.
- *Stay up to date on transit conditions by following Caltrain on Twitter (@Caltrain)*

From the East/North Bay:

Ferries

Stops located at **Pier 48 1/2**, **Pier 52** and the **Ferry Building**

From Pier 48 1/2:

- Pier 48 is located 6 blocks north of Chase Center on Terry Francois Blvd. Reserve tickets ahead online through Golden Gate Transit or San Francisco Bay Ferry (WETA).
- Golden Gate Ferry from Larkspur also provides a park and ride opportunity based on availability (for up to 600 riders).

From Pier 52:

- Mission Bay TMA /Tideline ferry service operating from Berkeley Marina with a stop at Pier 1.5 in San Francisco before terminating at Pier 52 in Mission Bay (just 2 blocks from Chase Center).
- This ferry service is provided at a charge. Monthly passes may be purchased.
- This ferry service operates approximately every 30 minutes from 7 AM till 10 AM in the morning and 4 PM till 6:35 PM in the afternoon/evening.

From Ferry Building (along Embarcadero/Market St.)

- WETA, Blue & Gold, and Golden Gate operate regular ferry service between the San Francisco Ferry Building (2 miles from Thrive City) and Vallejo, Larkspur, Sausalito, Tiburon, Oakland, Alameda and South San Francisco.
- The Ferry Building is also a terminal/hub for Muni and Amtrak/Amtrak Capital Corridor service.
- *Stay up to date on transit conditions by following WETA/ Golden Gate Ferry on Twitter (@sfbfbyalerts and @goldengateferry)*

Other Regional Transit Providers:

- SamTrans Routes 292, 397, 398, and FCX run on Mission St. (and Potrero Ave.) from the Peninsula/South Bay with stops at the Salesforce Transit Center.
- WestCAT Lynx provides service from Hercules.
- Golden Gate Transit provides service from the North Bay.
- AC Transit Transbay bus service provides direct connections between communities in the East Bay and the Salesforce Transit Center. Lines that provide service to the Salesforce Transit Center include: B, C, CB, E, F, G, H, J, L, LA, NL, NX, NX1, NX2, NX3, NX4, O, P, S, SB, V, W, Z.
- *Stay up to date on transit conditions by following AC Transit on Twitter (@rideact)*



TRANSPORTATION

Bike & Walk

- Protected Bikeway** (striped, marked, or signaled lanes separated from vehicle traffic)
- Bicycle Lane** (striped, marked, or signaled lanes for bike travel)
- Bicycle Route** (shared travel lane marked or signed for shared use)
- Preferred Walk Routes**
- Bike Share Station**

Bike & Walk

Bike & Scooter Parking

- Free Bike Valet (for 300 bikes) is located along 16th Street on the south side of Chase Center.
- Bay Wheels (previously Ford GoBike) Bike Share stations are available around Chase Center at existing locations as shown in the map.
- Overflow bike racks are available at the Bike Valet and on public sidewalks around Chase Center, including 40+ racks on 16th St. These bike racks are also a convenient option for parking scooters.

Walk Times

- To/From Chase Center to 4th and King Caltrain Station is approx. 15-20 minutes.
- To/From Chase Center to the Ferry terminal on Pier 48 1/2 is approx. 10-15 minutes.
- To/From Chase Center to the 91 AllNighter stop on 3rd/Mariposa is approx. 5 minutes.
- To/From Embarcadero Station to Salesforce Transit Center and Ferry Building is approx. 5-10 minutes.
- To/From Chase Center to 16th Street Station/Embarcadero Station is approx. 40-50 minutes.

Curb Map

- Transit:**
 - KT** Muni KT Train
 - 78X** Muni 78X - 16th Street Arena Express
 - 79X** Muni 79X - Van Ness Arena Express
 - MB TMA** Mission Bay TMA Shuttles
 - Charter Buses and Private Shuttles
 - Paratransit
- Bike & Scooter:**
 - Bike Parking
 - Bike Valet & Temp. Bike Corrals
 - Pedicab
- Driving:**
 - Media Trucks
 - General Parking (Including some motorcycle parking)
 - Taxi
 - Ride Hail
 - Pre-paid Parking Garage Entrance
 - Priority Curb
- Building Access Points:**
 - W** West Plaza
 - E** East Plaza
 - ES** Esplanade (Open only during large events)

Curb Map

Curb Map

The curb map presents the approximate locations where you should go for a particular transportation service stop.

Taxi and Paratransit Services

Taxi and Paratransit pickups are conveniently located on Terry A. Francois Blvd. in front of Chase Center for north bound and south bound guests.

Ride Hail

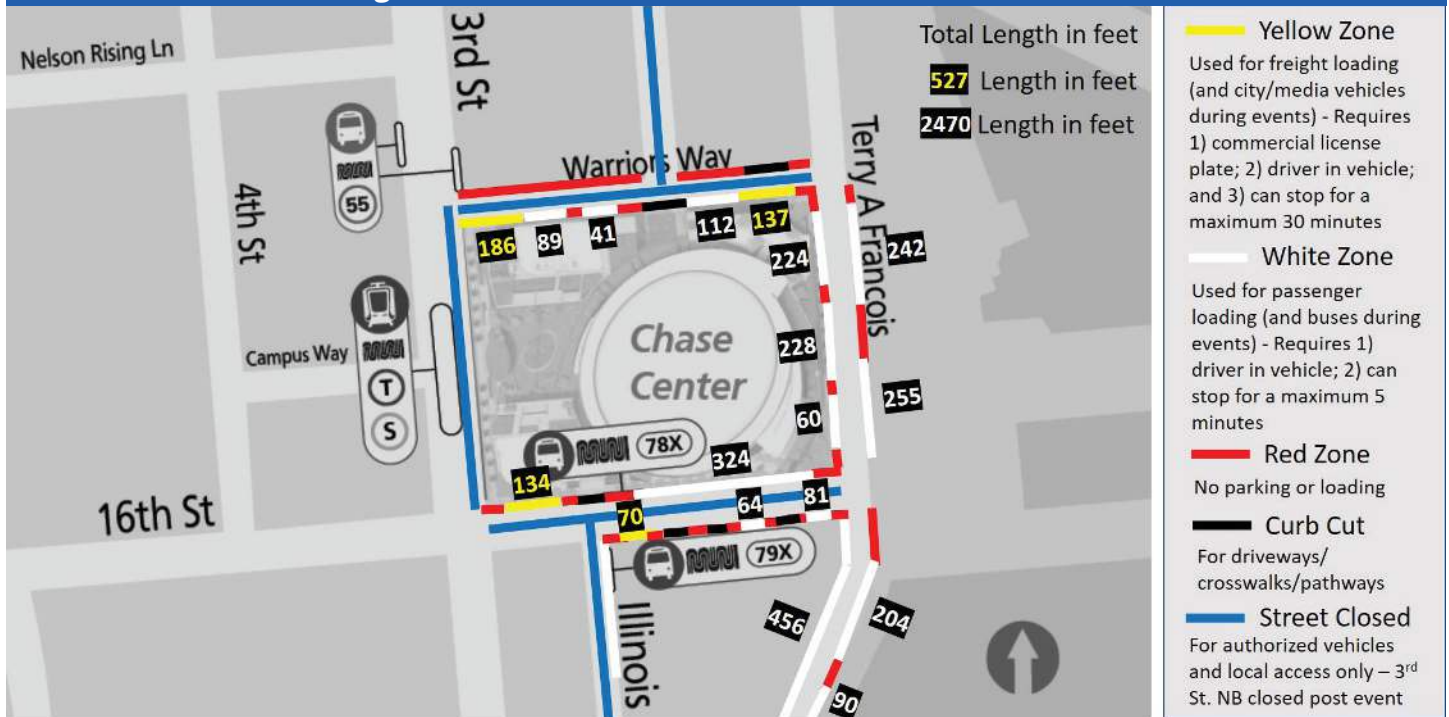
- Select your passenger pick up zone on your smartphone.
- Walk to the loading zone, located on Terry A. Francois Blvd.
- No ride hail pickups on 16th Street, 3rd Street, or Warriors Way.
- We also recommend using the Muni T-Third train to leave the immediate vicinity and get closer to your destination/away from traffic to hail a ride in locations where there are other existing white zones for passenger loading (for instance near 4th & King Caltrain station).

Parking

Limited parking is available for pre-purchase. For those who have purchased parking, the garage typically opens 2 hours prior to the start of the event. For more information and to purchase parking, visit <https://chasecenter.com/transportation-guide>

TRANSPORTATION

Event Street and Curb Regulation



Helpful Links

Chase Center: chasecenter.com

SFMTA (Muni): sfmta.com

BART: bart.gov

Caltrain: caltrain.com

Mission Bay TMA: missionbaytma.org

Amtrak: amtrak.com

SamTrans: samtrans.com

AllNighter: 511.org

WestCAT Lynx: westcat.org

Golden Gate Transit: goldengatetransit.org

Golden Gate Ferry: goldengateferry.org

Tideline: tidelinetickets.com

WETA: sanfranciscobayferry.com

Blue and Gold Ferry: blueandgoldfleet.com

Salesforce Transit Center: salesforcetransitcenter.com

San Francisco Bicycle Coalition: sfbike.org

Walk San Francisco: walksf.org

Port of San Francisco: sfport.com

Clipper Card: clippercard.com

GENERAL INFORMATION

AIRPORTS

San Francisco International Airport (SFO)

11.5 miles away from Chase Center

Highway 101,
San Francisco, CA 94128
(650) 821-8211

<https://www.flysfo.com>

San Francisco Private Airport:

Signature Flight Support SFO
1052 North Access Road
San Francisco, CA 94128
(650) 877-6800

<http://www.signatureflight.com/locations/sfo>

Oakland International Airport (OAK)

18.7 miles away from Chase Center

1 Airport Dr.
Oakland, CA 94621
(510) 563-3300

<https://www.oaklandairport.com/>

Oakland Private Airport:

Signature Flight Support OAK
8433 Earhart Road
Oakland, CA 94621
(510) 633-1266

<https://www.signatureflight.com/locations/oak>

Norman Y. Mineta San Jose International Airport (SJC)

45.5 miles away from Chase Center

1701 Airport Blvd.
San Jose, CA 95110
(408) 392-3600

<https://www.flysanjose.com/>

San Jose Private Airport:

Signature Flight Support SJC
323 Martin Avenue
Santa Clara, CA 95050
(669) 800-1992

<https://www.signatureflight.com/locations/sjc>

HOSPITALS

Zuckerberg San Francisco General Hospital and Trauma Center

1001 Potrero Ave, San Francisco, CA 94110
(628) 206-8000

<https://zuckerbergsanfranciscogeneral.org>

POLICE & FIRE DEPARTMENT

San Francisco Police Department

1251 3rd Street San Francisco, CA 94158
(415) 553-0123

San Francisco Fire Department – Station #4

449 Mission Rock Street, San Francisco, CA 94158
(415) 558-3200

HOTELS

LUMA Hotel San Francisco

100 Channel Street San Francisco, CA 94158
(415) 266-9999

Distance: 0.5 mi

<https://www.lumahotels.com/san-francisco>

Hyatt Place

701 3rd Street, San Francisco, CA 94107
(415) 767-2000

Distance: 1.0 mi

<https://www.hyatt.com/en-US/hotel/california/hyatt-place-san-francisco-downtown/sfozs>

Hotel VIA

138 King Street, San Francisco, CA 94107
(415) 200-4977

Distance: 1.0 mi

<https://www.hotelviasf.com/>

The St. Regis

125 3rd Street, San Francisco, CA 94103
(415) 284-4000

Distance: 1.5 mi

<https://www.marriott.com/hotels/travel/sfoxr-the-st-regis-san-francisco/>

San Francisco Marriott Marquis

780 Mission Street, San Francisco, CA 94103
(415) 896-1600

Distance: 1.6 mi

<https://www.marriott.com/hotels/travel/sfodt-san-francisco-marriott-marquis/>

InterContinental

888 Howard Street, San Francisco, CA 94103
(415) 616-6500

Distance: 1.6 mi

<http://www.intercontinentalsanfrancisco.com/>

The Clancy, Autograph Collection

299 2nd Street, San Francisco, CA 94105
(415) 947-0700

Distance: 1.6 mi

<https://www.marriott.com/hotels/travel/sfocd-courtyard-san-francisco-downtown/>

W San Francisco

181 3rd Street, San Francisco, CA 94103
(415) 777-5300

Distance: 1.9 mi

<https://www.marriott.com/hotels/travel/sfowh-w-san-francisco/>

Hotel Zeppelin

545 Post St, San Francisco, CA 94102
(415) 563-0303

Distance: 2.2 mi

<https://www.viceroyhotelsandresorts.com/zeppelin>

THRIVE CITY (ON-SITE) RESTAURANTS

Dumpling Time

(209) 912-6500

<https://dumplingtime.com/dt-thrive-city>

Harmonic Brewing

(415) 966-7128

<https://harmonicbrewing.com/thrivecity/>

Gott's Roadside

(415) 815-2992

<http://gotts.com>

Philz Coffee

(415) 907-2222

<https://philzcoffee.com>

Miller and Lux

(415) 872-6699

<https://millerandluxrestaurant.com/>

More coming soon!
Local restaurant guide
available upon request