



Metro Events FAQ

~ Availability ~

How far in advance can I confirm my event?

The San Francisco Port Cruise Calendar is confirmed 14 months in advanced. Metro Events will be able to confirm your event no earlier than 14 months. You can view the cruise calendar on the Metro Events website. For additional availability please reach out to a ME team member.

How do I confirm my event?

To confirm your event you will need sign the Special Event License Use Agreement and the venue Policies & Procedures. Your event is only fully confirmed with the signed License Use Agreement **and** payment of 50% of the venue rental fee.

Can I place a hold on a date?

A complimentary hold may be placed on one venue for up to two preferred dates per event. Holds are valid for up to thirty days. If you need longer than thirty days to make a decision on your hold please reach out to your sales lead to request for an extension.

Can I place a hold on a December date?

A complimentary hold can be placed on up to two venues on up to two dates in December. You must come in within thirty days for a site visit. If you are not able to come in within thirty days your hold place will be moved to the bottom of the hold list.

How do I set up a site visit?

Site visit are available when the venues are not occupied by cruise ships or events. Please reach out to the ME team for availability.

~ Fees ~

Is there a nonprofit discount on the venue rental?

Nonprofit organizations providing 501C3 documentation are provided with a 15% discount on the venue rental fee. This applies to all three venues.

What are the venue hours included in the venue rental fee?

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6AM-2AM. If event, load-in or load-out go beyond 2AM there will be an additional fee of \$2,000 per hour.

~ Venue Rental ~

What is included in the venue rental fee?

The venue rental fee includes the use of the event space outlined your Summary of Terms. Electricity, heat, A/C and restrooms are included in the rental, IF available. Ask ME for more information on the amenities available in each pier event space.

What other required services does ME provide?

ME requires the following ancillary services with all event rentals. Venue Manager, security, janitorial and Recology debris box rental.

What does the ME Venue Manager do at my event?

The Venue Manager will be your main point of contact on the day of your event. They will be responsible for opening the venue in the morning and closing at night. They will work directly with the point of contact representing the licensee and vendors to ensure that all are adhering to venue policies and procedures.

What does the ME Security team do at my event?

Our security team will be onsite to guard all access points into the venue during load in, event and load out. Additionally, the can be provided as event security if needed.

What does the ME Janitorial team do at my event?

Our janitorial team will be responsible for maintaining the restrooms facilities on site. Additionally they will sweep the common areas of the building and will vacuum and spot clean areas of the event space if needed prior to the event. The janitorial team will not empty trash bins brought on site for the event with the exception of the bins in the restrooms. They will not bus any food waste or be responsible for any waste or debris generated during the load in, event hours, or load out of an event.

What is NOT included in the venue rental fee?

ME does not provide furniture, AV equipment, lighting, décor, signage, florals, food and beverage, entertainment or any other event element that is needed

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to put on your event. Please refer to our list of preferred vendors or you have the option to work with the vendors of your choice.

~ Vendors ~

What vendors am I required to work with?

The pier venues work exclusively with Brown Pelican Wifi.

What will Brown Pelican WIFI provide at my event?

Brown Pelican will assist with setting up your WIFI network for your event at the piers. Additionally, they can provide onsite network management to ensure smooth WIFI service at your event.

Can I bring in my own caterer or am I required to select one from the ME approved list?

ME has list of approved caterers that we require you to select from. Please refer to the Metro Events Vendor List for the complete list and contact information.

Are there kitchen facilities available on site?

Pier 27, Pier 29 and Pier 35 do not have kitchens located in the building. Caterers are required to build out their kitchen in designated cooking areas located outside of the building. The caterer or food and beverage provider may need to file fire permits through the Port Fire Inspector prior to the event for the following items: sternos, propane and candles.

~ Venue Policies ~

What is the Good Neighbor Policy?

To learn more about our Good Neighbor Policy click the link here, Metro Events [Good Neighbor Policy](#).

Is there a noise curfew or required end time for events?

Amplified noise in the Transportation Area is restricted after 10pm. Events inside the pier are required to end by no later than 2am.

Is union labor a requirement at events on the piers?

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We are not a four wall union house however our preferred vendors have working relationships with local unions and will often require representation at events that take place at the piers.

Are there other labor laws at the piers that I should be aware of?

According to the Office of Labor Standards, all labor performed on San Francisco Port property are required to pay prevailing wages. For more information on prevailing wage and rates click the link here, [Prevailing Wage](#).

~ Facilities ~

Are vehicles allowed inside the venue?

Yes. Vehicles are permitted in all three event spaces.

Pier 27 can fit up to five vehicles on the lower level of the venue in the Embarcadero Room.

Vehicles are permitted inside Pier 29 and Pier 35. The exact amount will vary and is subject to approval by the Port Fire Inspector.

Is there storage available onsite before or after an event?

There is no storage available onsite pre or post event. All items MUST be removed from the venue post event or additional fees may be added to the ancillary bill.

Are deliveries permitted to the venue?

Deliveries are permitted on days that are included in the venue rental contract. If deliveries come before or after the event they will be returned to the sender.

Are there dimming capabilities on the house lights?

There are NO dimming capabilities on house lights in all three venues.

Is there WIFI in the building?

Yes, there are WIFI access points in the building. WIFI bandwidth MUST be pre-ordered a minimum of 25 days prior to your event and all events MUST work with our partner Brown Pelican WIFI to set up the network.

Is there any equipment available to rent for my event?

Please refer to the Event Rental rate sheet for a list of items available for rent at each venue.

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Are animals allowed inside the pier event space?

No animals are allowed inside the piers.

~ Permits ~

What types of permits are required for my event at the piers?

Fire Permits: Propane, open flame, generator, and Temporary Place of Assembly (ONLY required for events at Pier 29 and Pier 35). The cost of the first fire permit filed is \$360, each additional permit filed is \$95 each. Permits will be paid directly to the Port Fire Inspector.

Building Permits: Structures that stand over five feet nine inches MAY require a building permit filed through the SF Port Building Department. Building Permits are facilitated by the ME team. The cost of the Building Permit is calculated based on the structure and the length of time that it will be up at an event. The cost of the permit and a \$500 administrative fee will be added to your ME ancillary bill and will be due post event.

Amplified Sound Permits: Required for events with amplified sound that are taking place in the Pier 27 Transportation Area.

How is the Port Fire Inspector Involved with my event?

The Port Fire Inspector will review and approve your event floor plan AFTER it has been approved by ME. At the time of the review you will all necessary FIRE permits. At this time you will also schedule an onsite inspection of the catering kitchen, generator and heaters if applicable. The inspection will typically take place one hour prior to any onsite cooking or prior to the event starting.

When is Fire Watch required?

Fire Watch is required for all events taking place in the Transportation Area, Pier 29 and events using the Vintage Hall at Pier 35. Fire Watch is not always required at events taking place at Pier 27 or the Pier 35 Plaza however may be required if determined that it is needed by the Port Fire Inspector during your Floor Plan Review Meeting.

~ Transportation ~

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How far is the closest BART station?

The closest BART Station is the Embarcadero Station located 1.3 miles from Pier 27 & Pier 29 and 1.5 miles from Pier 35. It is a 20-25 minute walk or 8-10 minute drive depending on traffic.

What are the rules around serving alcohol at an event? Who pulls the permit?

Metro Events does not have a liquor license to serve alcohol. We grant permission to catering and beverage companies who hold liquor licenses and liquor liability to serve on site.

Is there parking available onsite?

The Pier 27 Transportation Area is available to rent in conjunction with any three of the piers. If there are events taking place at all three piers the event renting out Pier 27 will have first right of refusal on renting out the TA. If the TA is rented out please ask ME for a list of nearby parking structures that might be available to rent out or to direct guests to for self-parking.

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Don't see the answer to your question? Reach out to your sales manager or reach the team at info@metroevents.com

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