

2018 SONOMA COUNTY FAIR VENDOR HANDBOOK



Welcome to the Fair! We are glad that you are part of the Sonoma County Fair and Exposition. We know that this will be a happy and prosperous relationship.

Throughout the book, when we refer to "vendors", please interpret that to mean both concessionaires and commercial vendors.

We appreciate the hard work that you do at our Fair and hope that this handbook will make it a little easier.

Sonoma County Fair Staff	
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Deputy Manager.....	Kaitlyn Findley-Thorn
Buildings & Grounds	Cliff Sanders
Building and Grounds, Chris Beck Arena Events.....	Robert Garcia
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2018 Sonoma County Fair

Set-up Schedule

(Check-in at the Vendor Office upon arrival)

Grace Pavilion Set-up Hours

Monday, July 30: 9 am to 5 pm
Tuesday, July 31: 9 am to 5 pm
Wednesday, August 1: 9 am to 7 pm **(No vehicle traffic allowed on grounds after 4:00 pm)**
Thursday, August 3: 8:30 am to 9:30 am

The Fair begins on Thursday, August 2 ~ Gates open at 11:00

Vendors need to have booths open by 10:30 am.

Outside Food Concessionaires

Set-up begins Saturday, July 29 (requires approval from the Vendor Office)

Closing Night Procedures

(Detailed procedures will be hand delivered to all booths prior to fair closing.)

- Grace Pavilion will close at 10 pm on Sunday, August 12.
- Vehicles may be brought on the grounds after when fair management has determined it is safe after fair closing.
- After the general public is cleared from the building, all doors will be opened to allow for booth removal.
- Do Not Start Removing Or Tearing Down Booths Prior to 10 pm!**
- All personal property must be removed from the Sonoma County Fair premises by 4:30 pm on Monday, 8/13/19.

Gate Hours

GOLF GATE #1:	7 am to 10:15 pm
Limited vehicles only—Entertainers, Concessionaires	
PAVILION ENTRANCE:	11 am to 9 pm
Walk-in admission only	
ADMIN. GATE #2:	8 am to Midnight
"Official" permitted cars only	
Vendor walk-through	9 am to 11 pm
Vendor drive-in <i>with limited access pass</i>	8 am to 11 pm
BROOKWOOD GATE #4:	9 am to 11 pm
Limited vehicles only	
BROOKWOOD (Main Entrance):	9 am to 9 pm
Walk-in admission only	
CARNIVAL GATE #5:	Carnival employees only
RODEO GATE #6:	Varies Based on Event Schedule
Walk-in only for participants <i>on show days only</i>	
ASTON AVE GATE #7:	Open 24 hours
Vehicles admitted with permit (Limited Access)	
Walk-in admission	8 am to 9 pm
STABLE GATE #8:	5 am to Midnight
Race horse vehicles only	

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Welcome!

The Sonoma County Fair welcomes all new and returning Commercial Vendors and Food/Beverage Concessionaires to the 2018 Fair. We look forward to working together towards our common goal of a successful Fair for all involved. The Vendor Handbook is to assist in achieving that goal.

The Vendor Handbook is part of the contract and by initialing the Handbook you agree to abide by the rules in the Handbook and are bound by the terms of the contract you sign.

Vendor Office Location: East entrance to Grace Pavilion. Vendors should take all questions and concerns (including reports of full garbage cans) to the Vendor Services office. Vendor office hours are 9am – 5pm.

General Rules & Regulations

1. ALCOHOL

Vendors and all employees or volunteers of the company are not allowed to consume alcoholic beverages while working within your contracted space. Possession and/or consumption of alcohol and/or illegal drugs or substance within your designated space are prohibited and are grounds for immediate removal from the Fairgrounds and revocation of your space agreement. **No exceptions.**

2. ANIMALS

For the health and safety of resident animals at the Sonoma County Fair, pets are not allowed on grounds or at events unless clearly identifiable as service, guide or signal dog. Dogs and miniature horses are the only animals that are recognized by the ADA as “service animals.” Upon entering the Sonoma County Fairgrounds, the owner of said service animals must produce proof of animal vaccinations, or risk being denied entry.

All other pets are not allowed unless they are a part of the event (i.e., - pet shows, adoptions, etc.) and must be penned, crated or on leashes at all times.

- Pets are not permitted in the Fair Zone at any time, with the exception of Assistance Dogs.
- Pets in the RV area must be leashed or fenced at all times. Owners must clean up after their pets.

3. BOARD OF EQUALIZATION

Vendors/Food Concessionaire selling tangible items in exchange for money must file for a California State Seller’s Permit number. Vendors who are providing a service (i.e., palm reading, henna tattoos, generating leads for future business in exchange for money) are not required to provide a seller’s permit. Vendors must provide a copy of your seller’s permit to the Sonoma County Fair Vendor Office prior to set-up.

For information and seller’s permit applications call the State Board of Equalization at (800) 400-7115. Website address is www.boe.ca.gov.

4. BOOTH DECORATING MATERIALS

All vendors must provide their own booth materials, supplies (i.e., chairs, tables display cases, signs, lighting equipment, etc.) that meet with applicable rules established by the Riverside County Fair.

5. BOOTH HOURS

Booth must be open by 10:30 a.m. on opening day and staffed from 11:00 a.m. to 10:00 p.m. each day. Failing to comply with these hours could result in the immediate removal of your booth and the License Agreement between the Sonoma County Fair and the Vendor will become null and void with Vendor for-

feiting all deposits. Building access time on fair days is 9:00 a.m. each day. There is no building access on Mondays. There is to be no eating or drinking alcohol in booths, no exceptions.

Please note: There may be a soft open on the first day of racing and/or Senior Day, Thursday, August 2, 2018 and Friday August 3, 2018.

6. BUILDING MONITORS

Monitors will be around the grounds and are here to help. Feel free to ask them any question at anytime. They will be easily identifiable by their apparel. Please note that building monitors and any fair staff are not allowed to accept any type of gifts or merchandise from vendors.

7. CLEANLINESS

The fair provides janitorial service for aisles in the buildings and all public areas. Vendors are responsible for keeping your booth and stand clean and clear of debris. Please use the trash bins on the west side of the Pavilion as the large trash cans in the Grace Pavilion are for public use only. Please break down boxes and place next to the trash bins. Booths must be removed of all garbage and presentable at least 30 minutes before opening each day. Please contact the vendor office if a space needs immediate attention.

8. CONTEST PRIZES

The Sonoma County Fair has a full schedule of contests every day. Some Vendors are contacted and asked to donate prizes for these events. Any vendor who wishes to make a donation should notify the vendor office.

9. CUSTOMER ACCESSIBILITY TO BOOTHS

Vendors must ensure that their booths meet current ADA requirements. Vendor shall participate in Fair's accessibility inspections (both pre-operational and operational during the Fair) and shall work cooperatively with the Fair's Certified Access Specialist or designee to ensure accessibility. Ultimate responsibility for compliance, **however, shall remain with vendor.**

10. CUSTOMER RETURNS

Vendor Return Policies must be clearly posted in your booth. Fairgoers who need to return an item purchased at the fair may do so by contacting the Vendor Office. Vendor staff will make arrangements for the fairgoer to re-enter at no personal cost. Fairgoers will be escorted to the vendor booth to return the item.

11. DAILY NEWS

A daily newsletter, the *Fair Voice*, is distributed each morning at the main office, the Grace Pavilion office and all information booths. The *Voice* gives schedule updates, important notices for concessionaires and a daily prize drawing. The *Voice* is intended for employees and vendors.

12. DRESS CODE

The Sonoma County Fair is intended for the enjoyment of the general public, particularly families, and to insure the quality of our family atmosphere, all vendors are asked to adhere to the following policy:

1. No apparel will display profanity.
2. No drug paraphernalia, NO smoking in booths
3. No apparel or accessories intended to provoke, offend or intimidate others will be tolerated, including offensive slogans, insignia or "gang colors". Interpretation of this policy will be made **solely** by the management of the Sonoma County Fair, whose decisions will be final.

13. ELECTRICITY (COLD STORAGE)

All concessionaires requiring electricity for refrigerated trucks will be charged \$300.00 for each truck or hookup, subject to availability of locations, and must obtain advance approval and permission from Fair Management. Noncompliance may result in cancellation of License Agreement. All stock trucks must be

in the stock truck area. **No exceptions.**

14. ICE

Vendor To Be Determined. 2017 price was \$9.75 a bag.

15. INTERNET

Wi-Fi Access is available. Fees are \$12 per day, per device (plan is time based, for example, if you purchase a plan at 8am for 1/day/24 hrs., the plan expires at 8am the following day.

Instructions for access:

1. Ask to join network: SCF_Event_Center
2. Click: **New User**
3. Complete each screen to select plan, provide payment, etc.
4. Final step, **Click: Submit**

16. LOST & FOUND

All lost and found items will be taken to the Information Booth at the entrance to the Racetrack between 11 a.m. and 8 p.m. After 8 p.m., lost & found items are taken to the Special Events Office, across from the Administration Building. **Lost children** will be taken to the Kids Area between the hours of 11 a.m. and 8 p.m. After 8 p.m., lost children will be taken to the Special Events Office.

17. MAIL

- Vendors can collect their mail in the Vendor Services Office in Grace Pavilion (near the east entrance).
- Mail is usually available by noon each day.
- Vendors can leave mail for pick-up as well. **U.P.S.** delivers packages each morning to the west side of Grace Pavilion.
- Packages are stored in outside units and should be claimed immediately. The Fair is not responsible for these packages.
- The Fair will not accept C.O.D. packages.
- PLEASE address mail with booth name and a contact phone number.**
- The closest local Post Offices are downtown at 730 2nd Street, and in Montgomery Village at 707 Hahman Drive.

18. NOISE

When the sound from your booth interferes with the booths or Fair activities around you, it becomes noise. All vendors are expected to be aware of the effect their music, PA systems, etc., have on those around them. Please notify the Fair office of any problems.

19. PACKAGING MATERIALS

Vendors are expected to comply with a County Ordinance which prohibits possession or use of polystyrene food packaging materials on County property.

20. PARKING

Each vendor is issued a permit with specific parking conditions. Violations of the conditions (e.g. parking in an unauthorized area) may result in the towing of the vehicle at your expense.

21. PARKING ESCORTS

Some vendors (and/or their employees) may feel uncomfortable walking out to the parking lot at night. To arrange for an escort, contact the Vendor Services Office (545-4200 ext. # 425, before 4 p.m.) for a security escort.

22. PIPE AND DRAPE

The Fairgrounds supplies pipe and drape to each vendor in Grace Pavilion. All vendors are responsible for ensuring that each piece of pipe and drape set-up in their booth is not damaged or lost. If vendors choose to take down pieces of pipe and drape in their booths they MUST contact a building monitor before doing so. Vendors will be charged for any damaged or missing pipe or drape pieces.

23. PROPANE

Propane is provided by Blue Star Gas and available on grounds. John Dutra is the contact and can be reached at (707-849-9705); they will be located near Showcase Café on the following dates:

- Thursday, August 2, 7:30 am – 9 am
- Friday – August 3, 7:30 am - 9am
- Monday – August 6, 7:30 am - 9am
- Tuesday – August 7, 7:30 am - 9am
- Thursday, August 9, 7:30 am – 9 am
- Friday - August 10, 7:30 am - 9am

24. RECORD KEEPING

- All concessionaires are expected to keep true and complete records of gross receipts, and to make these records available for inspection by the Sonoma County Fair at all times.
- The Sonoma County Fair may audit these records at the end of the fair. Concessionaires agree to comply with all audit procedures and regulations.
- Receipt of a percentage rent shall not in any way make Sonoma County Fair a partner or joint venturer with Concessionaire.

Sales Reports to State: Vendors agree that when filing the required report with the Board of Equalization, State of California, they shall file a report, as may be required by law, of any and all gross sales, that are derived as a result of operation at the Sonoma County Fairgrounds. Any applicable license and/or taxes are to be paid by Vendor, i.e., license to sell products, sales tax (8.625), public health permit, etc.

Vendors must obtain sales tax permits from the State Board of Equalization (707-576-2100) in compliance with Section 6015, California Administration Code 2003. This license may create a possessory interest subject to property taxation and, if it does, Vendor will be responsible for payment of taxes levied on any such interest.

25. RECYCLING

Vendors are encouraged to recycle. Bins for glass, paper and aluminum are located outside southeast end of Grace Pavilion. There are bins for cardboard outside the roll-up doors on the west side of Grace Pavilion. Outside vendors wishing to recycle cardboard should place it in front of their booths. All materials to be recycled will be picked up by 10 a.m.

26. RESTRICTED SALES ITEMS

Vendors are not to give away or sell any items other than those specified in their License Agreements, including, but not limited to: food, beverages, novelties, balloons, souvenirs, toy knives, guns or swords, scooters, skateboards, T-shirts, inflatable's, bumper stickers, decals or hats, except with written permission of Sonoma County Fair. Laser pointers are not to be sold or given away. All items sold must be tasteful and receive approval from Management. Vendors will remove any items that are not considered acceptable by Management of Sonoma County Fair. Counterfeit or "knock-off" merchandise is prohibited. Vendors are expected to ensure the quality of their products and are expected to resolve issues by either granting patron's exchanges or refunds.

27. ROVING

Unless otherwise authorized by Fair management, all vendors are expected to conduct all business within the confines of their allotted booth space. It is not permissible to go outside your booth to dis-

tribute fliers, solicit customers or advertise your products.

28. SMOKE FREE FACILITY

The Fairgrounds is a smoke-free facility. All smoking must be done in a designated smoking area. Please see the enclosed map of designated areas. This will be strictly enforced and monitored by security. Each vendor is required to comply, otherwise, they will be asked to leave.

29. STORM WATER POLLUTION PREVENTION POLICIES

These policies must be strictly adhered to. All commercial vendors and concessionaires abide by the requirements below:

- All potential pollutants such as paint, fuel, oil, degreasers, pesticides, herbicides, fungicides and cleaning supplies must be kept in containment containers.
- Due to environmental concerns the washing of vehicles is prohibited on Fairgrounds property.
- Do not attempt to clean up a spill by washing a contaminant down any drain, regardless of the size of the spill.
- All grease must be put in grease containers which are clearly marked and near the booths. Additional containers will be provided upon request.
- All grease generating concessions which do not hook-up to in-ground separators use above ground portable floor sinks and grease separators that run to sewer.
- All grey water goes into the sewer system.
- Grey water, grease, soap and any other contaminants are prohibited from being poured into storm drains.
- In the event of a spill of any potential pollutant, immediately contact the Maintenance Superintendent, **Cliff Sanders at 707-529-8464**. If unavailable, contact, **Robert Garcia at 707-293-8408**.
- If you have any questions about the location of sewer inlets, please contact the staff members listed above.

30. TELEPHONE SERVICE:

Vendors wishing to have a telephone in their booth should contact AT&T directly. Make sure that the billing address is NOT the Sonoma County Fair.

31. TIP JARS

Concessionaires/Vendors may **NOT** put out tip jars. Vendor Office staff will issue 1 warning. If a tip jar is found after the 1st warning, Vendor Office staff will remove the tip jar and any monies will be donated to the Sonoma County Fair Foundation.

32. WILL CALL

Items for Will Call are taken to the Vendor Office. Envelopes are provided and must be accepted and logged by vendor staff into the Will Call Log. Vendor staff delivers these items to the Will Call located at the north entrance of the Grace Pavilion.

Vendor Credential Policy

33. ADMISSION

New this year: Vendors and concessionaires can receive badges for their staff. Badges will be issued based upon number of spaces purchased and gross sales. Name of the staff are needed in advance of fair opening.

Inside and outside non-food Vendors receive 22 daily admission passes per 10' x 10' space. **Credentials**

are available for pick-up during the scheduled set-up hours. Inside/outside food Vendors receive up to a maximum number of daily admission passes based on the following criteria:

- A. Sales of over \$100,000: 160 daily admissions or 15 badges
- B. Sales of \$80,000-\$99,000: 140 daily admissions or 13 badges
- C. Sales of \$60,000-\$79,999: 115 daily admissions or 10 badges
- D. Sales of \$40,000-\$59, 999: 90 daily admissions or 8 badges
- E. Sales of \$20,000-\$39, 999: 70 daily admissions or 6 badges.
- F. Sales of under \$20,000: 45 daily admissions or 4 badges

Discounted daily admission is \$9.00. Vendors may purchase additional passes on an as-needed basis.

34. SEASON PASSES

Season Passes are available for \$40.00 and are good for daily admission all 11 days of Fair.

35. PARKING

Inside and outside non-food Vendors receive 2 Lot E season parking per each 10' x 10' space.

Inside and outside food Vendors receive season parking passes based on the following:

- A. Sales of over \$100,000: 9 season Lot E parking.
- B. Sales of \$80,000-\$99,000: 7 season Lot E parking.
- C. Sales of \$60,000-\$79,999: 6 season Lot E parking.
- D. Sales of \$40, 000-\$59,999: 5 season Lot E parking.
- E. Sales of \$20, 000-\$39,999: 4 season Lot E parking.
- F. Sales of under \$20,000: 2 season Lot E parking.

- Lot E season parking pass is \$40.00 and may be purchased with Fair approval.
- Median Strip is \$135.00 (located under Hwy 12). Only one permit per Vendor is allowed and purchase is subject to Fair approval.
- Vets Lot parking is \$75.00.
- Daily B Lot parking is \$10.00.

36. RV PARKING

Vendor RV and trailer parking is limited. Food concessions receive priority consideration. RV applications are available online. Fee is \$30 per night.

37. STOCK TRUCK CREDENTIALS

- Stock Truck parking is behind Grace Pavilion. *Space is limited.*
- Trucks using electricity are \$300.00.
- Trucks not requiring electricity are \$200.00.
- Vehicles with in/out privileges are \$200.00.

Health Department Requirements and Regulations

All food vendors will be required to comply with County regulations. You should contact the Health Department directly for specific information (707-565-6531). In addition to Health Department requirements, all vendors will follow these regulations for

38. DISPOSAL OF GREASE AND OILS

- The Fair provides receptacles for disposal of grease and oils.

- Grease and oils should not be placed in garbage bags, on the ground or in any receptacles other than those provided for the purpose.

39. **GREASE CONTAINERS**

- All grease must be put in the grease containers which are clearly marked and near the booths. Additional grease containers will be placed upon request.

40. **GREY WATER**

- All grey water must drain into the sewer system. Grey water, grease, soap, and any other contaminants are prohibited from being poured into the storm drains.
- If you have any questions about the location of sewer inlets, contact the Building Superintendent's office.
- Any spills should be reported to Fair personnel immediately.
- Anyone found to have disposed of oil or grease in the sanitary sewers or storm sewers will be charged for clean up and held liable for violation of the City of Santa Rosa ordinances prohibiting such disposal.

41. **WASHING OF FLOOR MATS**

- Floor mats, serving carts and other equipment may only be washed in the wash rack designated for such. The designated wash rack is located on east side (the carnival side) of the south end of the Lyttle Cow Palace.
- All food vendors are required to obtain a permit and comply with the regulations of the Sonoma County Public Health Department.
- For information about County regulations contact Phillip McCauley with Environmental Health at 707-565-4508. The best time to reach him is between 7:30 am. - 9:00 am. [Email: philip.mccauley@sonoma-county.org]

42. **PERMITS**

- All vendors, including non-profit organizations, are required to pay for a permit.

City of Santa Rosa Fire Department

43. **STANDARD FOR FLAME RETARDANT TREATMENT OF DECORATIVE MATERIALS**

- Where Required** This standard applies to all educational, institutional, and assembly occupancies, as well as special events requiring a public assembly permit.
- Decorative Materials** Decorative materials are defined as all drapes, hangings, curtains, straw bales, drops and all other decorative materials, including Christmas trees, which would tend to increase the fire and panic hazard.
- Requirements** The Santa Rosa Fire Department requires all decorative materials to be treated by an individual or firm licensed by the Office of the California State Fire Marshal. A field inspection will be conducted of all permitted occupancies and special events. A certificate of flame retardancy will be required and must be provided to the Fire Inspector upon request. The only exception to the above requirements is inherently flame retardant materials. Individuals should be prepared to provide proof of flame retardancy. In addition to the requirements above, all Christmas trees & straw bales in buildings accessible to the public are required **to be treated** by an applicator licensed by the Office of the California State Fire Marshal. Information about licensing requirements and licensed applicators can be obtained by contacting:
 - Santa Rosa Fire Department – Telephone: (707) 543-3500**

When planning your display for the Fair, please keep in mind these "typical" fire hazards:

1. No open flame devices (torches, candles).
2. No propane (L.P.G.)--stoves, heaters, lamps (inside buildings).
3. Use circuit breaker-equipped power strips instead of extension cords.
4. Cover temporary electrical wiring with a ramp to limit trip hazards.
5. Properly secure compressed gas cylinders by using an approved stand or secure, by metal chains, to a stationary object.

Concessionaires Audit Procedures

44. ACCOUNTING REQUIREMENTS

All concessionaires shall submit an accounting of total daily gross sales, including sales tax, to the Fair Auditor on a daily basis with a summary report due at the conclusion of the fair. All concessionaires shall agree to furnish, if required, invoices, receipts, or purchase records, necessary to check gross sales and evidence of sales tax permit.

45. AUDIT PROCEDURES

All written procedures will be provided to all concessionaires and must be strictly adhered to. Failure to comply, or to provide complete records as requested, could result in fines and/or prevention of further participation with the Fair.

Golf Carts

Vendors must apply for a permit to use a golf cart at the Sonoma County Fair and pay a \$125 fee per cart. Vendors must show proof of insurance for the use of a cart. The application is available on the vendor page of our website to download. Any unauthorized golf cart use will result in the dismissal of the offending vendor from participating in the Fair. The following rules must be obeyed by all those using golf carts on the fairgrounds. At the first infraction of any of these rules, the driver of the cart will be denied permission to drive a cart for the duration of the Fair.

46. GOLF CART RULES:

- Do not exceed a clearly safe speed.
- All carts used on the fairgrounds during the Fair must display a permit issued by the Fair.
- Permits will be issued to golf carts only, no ATV's allowed.
- Permits will be checked out only to the individual listed on the golf cart application. No other person is allowed to operate or use the vehicle at any time while it is on the fairgrounds.
- Permits will be issued only after proof of liability insurance is provided.
- A maximum of four persons may ride on a golf cart at one time, or one rider per seat.
- All riders on a golf cart must remain seated at all times.
- Pedestrians and livestock always have the right of way. Be courteous in asking fairgoers to clear a path. Honking is not tolerated.
- Golf carts are to be used for Fair business only and kept to a minimum. Joy riding is expressly forbidden. Anyone deemed to be abusing the golf cart privilege may lose the privilege.
- Golf carts must be kept clean and free of trash or debris.
- When parking a golf cart, be sure that entrances to buildings and pedestrian walkways are not impeded.
- Take the key out of the golf cart when you park.
- All drivers of golf carts on the Sonoma County Fairgrounds shall have a valid Drivers License. This includes drivers of carts not belonging to or leased by the Sonoma County Fair. **This means that children may not drive golf carts on the Sonoma County Fairgrounds.**

Visitor Services

47. ACCESS

All exhibit buildings at the Sonoma County Fair are wheelchair-accessible. The walkways in the Hall of Flowers are designed to be accessible as well. There is an elevator available to reach the upper level of the racing grandstand. To use the elevator, go to the lower elevator entrance on the northeast corner of the grandstand. The elevator operator is on duty during the full race day. ADA placard parking is available at the Brookwood Gate entrance and in the parking lot just west of the Grace Pavilion on Bennett Valley Road.

48. ATMs

ATM's are available at several locations. They will charge a \$3,95 transaction fee. ATMs are located at the Northwest corner of the Carnival Lot, on the upper level of the Racing Grandstand, outside the NE Corner of the Showcase Café, inside the east door of Grace Pavilion (just inside the East door), outside the Carnival Lot restrooms (West wall) and in the Mexican Village. **There are no check-cashing facilities on the fairgrounds.**

49. FIRST AID

There is one first aid station on the fairgrounds. It is located in the middle of the fairgrounds, just south of the Showcase Café. The station is stocked with first aid supplies and is staffed by EMTs from 11 a.m. until closing.

50. INFORMATION

There are two information booths on the Fairgrounds. They are located inside the Brookwood Gate and at the main racetrack entrance. There is a Racing Information Booth located on the first floor of the Racing Grandstand. These booths are staffed only on race days, during racing hours. Information stations are located in each exhibit building. Staff at these stations will be able to answer questions on entries, and advise fairgoers on how to enter as an Exhibitor at next year's fair.

51. LOST AND FOUND

All lost and found items will be taken to the Information Booth at the entrance to the Racetrack between 11 a.m. and 8 p.m. After 8 p.m., lost and found items are taken to the Special Events Office, across from the Administration Building. **Lost children** will be taken will be taken to the Kids Area (Parents Rest Station) between the hours of 11 a.m. and 8 p.m. At other times, lost children will be taken to the Special Events Office. The Fair provides 'If I Look Lost ...' stickers at all information booths. These stickers serve as a reminder that lost children should be taken to the Kids Area.

52. PAGING

The Fair does not make any paging announcements.

53. RESTROOMS

Restrooms are located in every exhibit building, just outside the Hall of Flowers (west side) and on Linwood Avenue on the Carnival Lot (just across from Finley Hall). The restrooms on the west side of Grace Pavilion on the outside of the Hall of Flowers (Mexican Village side) The E.C. Kraft and Finely Hall Buildings have the most easily wheelchair-accessible restrooms.

54. SUGGESTIONS AND COMPLAINTS

Anyone who has a complaint or a suggestion about how the fair might be improved is urged to fill out a suggestion form. Suggestion forms are available at all information booths.

55. VISITOR SAFETY

We appreciate your help in identifying any unsafe conditions for our Fair visitors. Please watch for and fix or report any conditions that might result in a trip, slip or any other unsafe condition. This includes water on floors, debris or holes in the walking surfaces or any other condition that might possi-

bly result in injury to one of our fairgoers. If you observe any such condition, please report it to a Fair employee as soon as possible.

56. WHEELCHAIRS AND STROLLERS

These products are available for rent just inside the Brookwood Gate. Wagons are \$20; Wheelchairs are \$20, (Senior Day \$10); Strollers \$10-\$20; Electric scooters all day are \$50 (450 lb limit). A limited number of scooters and wheelchairs are available.

57. GETTING TO THE FAIR

The Fairgrounds is located in Santa Rosa, just east of the Freeway (101) on Bennett Valley Rd. Coming from the south [San Francisco], take the Hwy 12/Sonoma exit. Stay in the right lane and take the Downtown Exit which puts you onto Bennett Valley Road. The Fair is just past the first traffic light. Coming from the north [Eureka], take the Hwy 12 exit and cross over the freeway. Santa Rosa Transit usually arranges extra buses that stop near the fairgrounds every 30 minutes. Call 543-3333 for Santa Rosa city bus information.

58. PARKING

There is plenty of parking at the Fair. The main lot is across Brookwood Avenue from the fairgrounds. Parking is also available in the Veterans Memorial parking lot. Some ADA placard parking is available in front of Brookwood Gate and in all parking lots. ADA placard spaces are charged at the rate for that lot. Most employees will be parking in "E" lot. The entrance is on Gordon Lane (off Bennett Valley Road).