



# **MEETING & EVENTS**

## **Guidelines, Policies & Procedures**

The Grand Sierra Resort & Casino strives to maintain a safe and enjoyable environment for all of our guests. These policies and procedures have been instituted to help ensure that the Hotel will deliver a Grand Guest Experience.

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# HOTEL & GUEST ROOM POLICIES

## 1. CHECK-IN/CHECK-OUT

Check-in time begins at 3:00pm. Departure Time is 11:00am. Rooms requested prior to check-in will be accommodated upon availability. Requests for early check-in or late check-out will be given every consideration, but cannot be guaranteed.

## 2. EARLY CHECK-IN FEE

The front desk will charge an early check-in fee of \$30.00 plus tax on day of arrival for those guests wishing to check-in between the hours of 11:00am to 1:00pm. Early Check-In is not available for suites.

## 3. LATE CHECK-OUT FEE

Late check-out requests may be accommodated. The ability to accommodate requests are based upon hotel occupancy and availability. If the Hotel can accommodate the late check-out, fees are as listed below:

Between 11:00am – 12:00pm	Complimentary
Between 12:00pm – 1:00pm	\$20.00 plus tax
Between 1:00pm – 2:00pm	\$30.00 plus tax
Between 2:00pm – 3:00pm	\$40.00 plus tax
Between 3:00pm – 4:00pm	\$50.00 plus tax
After 4:00pm	Full night prevailing rate plus tax

## 4. GUEST ROOM BEDS AND OCCUPANCY

Upon booking guests have the option to choose either a room with 2 queen beds or a room with 1 king bed. Guest room rates vary based on occupancy and availability. Guests also have the option to book a “Run of House” room at a standard price, which means that the bed type would be based on availability at time of check-in. If a “Run of House” room is selected guests may state their preference on bed type, but it would not be guaranteed.

## 5. IDENTIFICATION REQUIRED/UNDER-AGE MINORS

All guests are required to provide valid identification upon check-in to the hotel. Any guest below the age of 21 will not be permitted to check-in or occupy a guest room, unless accompanied by a guest who is over the age 21 with required ID.

No person under 21 years of age is permitted in the gaming areas or to loiter in the non-restricted areas of the gaming floor.

## 6. CANCELLATION POLICY

All guest room reservations are subject to a 48-hour cancellation policy. Reservations canceled less than 48 hours prior to check-in time will be subject to forfeiture of the first night’s room rate and tax.

## 7. TRANSIENT LODGING TAXES & RESORT FEE

All guest rooms are subject to 13% state and local transient lodging taxes as well as a nightly resort fee which allows us to provide many on-site amenities such as daily hotel wide internet access, local or 800 calls, airport shuttle service and 24-hour valet services and self-parking.

Nevada State Tax 13%

Local Tourism Fee \$2 per night

Hotel Resort Fee \$39.95 per night (plus tax)

## 8. INDIVIDUAL CREDIT CARD AUTHORIZATION FOR INCIDENTALS

The Hotel requires a pre-authorization of \$50 for each night of stay to cover incidentals. This pre-authorization will take place upon check-in. Please note that if a debit card is used, the pre-authorization will act as a direct withdrawal from the debit account and the funds will be automatically withdrawn upon check-in. Upon check-out, after deducting an amount equal to the incidentals used during the guest's stay at the Resort, any balance will be credited back to the guest's bank account. Refunds to a debit account may take up to fourteen (14) days, depending on the guest's bank policy

## 9. BAGGAGE HANDLING

In the event of a group arrival, a mandatory \$7.50 per person round trip baggage handling fee will apply, and must be arranged for in advanced with the assigned Event Services Manager and applied to the Group's Master Account.

## 10. AIRPORT SHUTTLE TRANSPORTATION

The Hotel provides daily complimentary continuous airport shuttle transportation from 4:30 AM – 12:15 AM. Please inform or provide your Event Services Manager an arrival & departure manifest, so scheduling of airport transportation during peak times may be accommodated. Shuttle departs Hotel on "The 30" and "The Hour" and leaves airport on "The 15" and "The 45".

In the event your group has contracted an outside transportation company. Please provide the Event Services Manager with all details of the contracted service thirty (30) days prior to arrival.

## 11. IN-ROOM DELIVERIES

Room deliveries will only be delivered after the guest has checked in. Additional charges will be applied for deliveries with a less than seventy-two (72) hour notice. Please coordinate with your Event Services Manager regarding charges and distribution details.

\$3.00 outside guest room or under the door

\$5.00 inside guest room generic deliveries

\$7.00 for personalized (guest specific) inside guest room deliveries

*Room deliveries are for one item, additional items will be charged at \$.50 per item  
Custom deliveries may be accommodated and priced dependent upon complexity*





## 12. HOUSEKEEPING GRATUITIES

Housekeeping Gratuities will be at the discretion of the individual guests. However, should the Group elect to cover housekeeping gratuities, this fee is \$1.99 per room per day and will be applied to the Group's Master Account. Please note that the charges are subject to change without notice.

## 13. CUSTOM KEY CARDS

For a fee, group specific custom Hotel Key Cards can be ordered through the Hotel. The order will need to be approved by the Events Service Manager and the Executive Director of Hotel Operations. Specific fees will vary based on graphics complexity and number of keys ordered.

## 14. PET POLICY

Please be advised that the Hotel does not allow dogs on property. Service dogs that meet the requirements set forth by State of Nevada statute (NRS 426.510) will still be accepted on property.

## 15. YOUTH GROUP CODE OF CONDUCT

We welcome guests of youth based groups in our hotel. A Youth Group Code of Conduct will be distributed to each guest in each room. The Code of Conduct is important for the health, safety and wellbeing of all of our Hotel's guests. Noncompliance with the code may result in eviction from the hotel by management and security.

## 16. CALL-IN RESERVATIONS

Any group who wishes to use individual call-in to the Hotel Reservations Call Center will be subject to a \$4.95+ day service fee per reservation.

## 17. ROOM RESERVATION PROCEDURES

Your group will be assigned an Event Services Manager and a Group Housing Coordinator who will be your main contacts regarding pick-up reports, delegate lists, room block changes, etc. who will require the following processes.

Rooming lists must be provided using the Hotels approved rooming list template. Handwritten lists will not be accepted. The following Information is required:

- First & last name
- First & last name of any share-withs
- Address
- Guest cell number and email address
- Arrival date
- Departure date
- Accommodation type
- Room rate
- Guaranteed method of payment

*All personal guest information including credit card information should be shared following all compliant standards*



Confirmation for individual call-ins will be given at the time reservation is made.

Changes to reservations after the cut-off date will be made based upon availability at the group rate. All changes must be submitted in writing to the Event Services Manager and Hotel's Housing Coordinator.

A sub-block will be required for Staff/VIP Rooms. This block is inclusive of your main block and not in addition to it. This sub-block will be released at the cut-off date in which time all required information for VIPS & Staff is required as well as any other special requests for reservation submission.

Any Suite upgrades provided contractually are also due at the cut-off date and can be coordinated with your Event Services Manager.



# MEETINGS & EVENTS POLICIES & PROCEDURES

## 1. ADA COMPLIANCE

The Hotel complies with the public accommodation requirements of the Americans with Disabilities Act (ADA) and its regulations and guidelines, including the provision of access to function space, guest rooms, common areas, facilities, transportation services and the provision of basic auxiliary aids and services. Group shall provide proper notice of additional aids and services and be responsible for the additional cost of aids and services beyond the reasonable type and quantity maintained by the Hotel.

## 2. CLEAN AIR ACT

Smoking is not permitted in any indoor public space to include restaurants, lounges where food is served, hotel lobbies, elevators, guest room hallways, theatres, retail stores, and in all meeting & event spaces.

## 3. RIGHT OF INSPECTION, ACCESS & RIGHT TO ENTER

The Hotel has the right to enter and inspect all meetings & events within the general public and function space in the hotel. Any illegal activity, or activity that the Hotel reasonably believes could cause harm to the public health, safety, morals, good order or general welfare to hotel guests or the people of Nevada. The Hotel has the right to immediately cancel the event. The Group will remain liable for all fees and charges related to the event.

## 4. PROPERTY DAMAGES

All meetings & events hosted by the Group is liable for any damage to Hotel's property or public function space caused by the act or omission of the group, its agents, directors, shareholders, employees, members, attendees, contractors, volunteer or performers.

No guest may drive nails, tacks, hooks, screws or other items into any part of the hotel meeting space or equipment. All function space must be returned in its good conditions, after conclusion of event.

## 5. LOST, STOLEN, DAMAGED PROPERTY

The Hotel is not responsible for the loss, theft, or damage of any Group or its guests' property. The Hotel does operate a lost & found and will make every attempt to help recover lost items to its rightful owner.

## 6. MEDIA COVERAGE/ADVERTISING OR BROADCASTING OF EVENTS/PRINTED MATERIAL

All media, advertising coverage and printed material that includes trademarks, logos, service marks, artwork, copyrighted materials of the Hotel and its outlets must be presented to the Event Services Manager 30 days prior to arrival and then approved by the Hotel's Marketing





Department. This includes any social media, printed material, advertising, publicity, and press releases.

The hotel must be alerted to any media attending any events, to include the attendance of any high profile dignitary, celebrity or speaker who may draw attention or controversy.

Groups may not broadcast, tape or record the function for any purpose without first receiving prior written permission from the Hotel.

## 7. SIGNAGE

All signage and signage locations must be presented to the Event Services Manager thirty (30) days prior to arrival and approved by the Hotel's Marketing Department. Signage may not be attached to any wall or structure in the hotel. Group to acknowledge sole responsibility for loss, theft or damage to signage. Banners and banner locations are also to be approved by the Hotel and must be hung by Hotel's Audio Visual Staff. Labor fees for banners hung will be applied.

## 8. SALE OF MERCHANDISE

Groups may not utilize hotel function space or property for the purpose of selling merchandise or services without the hotel's prior written approval. All permits and associated business licenses required by Washoe County, and the state of Nevada for selling taxable merchandise are the responsibility of the meeting group.

## 9. RELATIONSHIP TO OTHER MEETINGS & EVENTS

Utilization of public meeting space in conjunction with, or to benefit from any other meetings & events taking place in the hotel or any other facility in the Reno area will require full disclosure the nature of the business and relationship. Failure to completely disclose relationship, affiliation or business nature, may lead the Hotel to rightfully terminate function space agreement without notice.

## 10. ADMISSION CHARGES & (LET) LIVE ENTERTAINMENT TAX

No group may charge admission to any event or function (except for standard conference attendance fees) without the prior approval of the Hotel. In the event that admission is being charged, a Live Entertainment Fee based upon the total number of tickets sold will be incurred. The Event Services Manager will help determine if the LET Tax is applicable.

## 11. PROHIBITED ITEMS/NOISE LEVELS IN MEETING ROOMS

The Grand Sierra prohibits any items in the function space that could create excessive noise, noxious odors or hazardous effects, including items that require excessive clean-up (e.g: pyrotechnics, smoke or fog machines, dry ice, confetti, confetti cannons, open flame candles & incense).

Out of respect to other meetings & events, sound levels are subject to Grand Sierra approval and must be in compliance with hotel noise ordinance and regulation at all times.

## 12. ENTERTAINMENT AND PRODUCTIONS

It is the responsibility of the group to organize any entertainment or special production elements and to procure any special permits and certificate of insurance (COI) as necessary. Prior notice and approval of live bands, DJs, or other performers is required as additional charges for power, electrical, etc. may be incurred.

## 13. OUTSIDE CONTRACTED SERVICES

Group's use of any suppliers, vendors, decorators, and drayage, production/audio visual or "permitted" contractors that provide any event related services on the hotel property must be pre-approved in writing by the Event Services Manager. Group shall insure that all contractors and sub-contractors meet all insurance requirements set forth by the Hotel, as well as any other insurance customary in the contractor's normal course of business before arrival in the hotel. Group must certify that group has acquired sufficient coverage to supplement any deficiency of its contractor. Notwithstanding the foregoing, group shall remain responsible for any permitted contractors acts or omissions.

For security reason, it is required that outside contractors provide ID badges for all staff members. ID badges must note staff name, group's name and company name. Arrival & departure times must be disclosed to the Event Services Manager, and strict timelines are to be upheld. Outside

contractors are responsible for the actions of any personnel attached or associated to their company.

## 14. EXHIBITS AND EXHIBITORS (PLEASE SEE SEPARATE GUIDELINES)

The Group is responsible for submitting to the Hotel a summary of its requirements for the exhibit area, which shall include the number of exhibits, the floor load and square footage requirements for each booth and total square footage for the exhibit hall. Group agrees to contract with an exhibit (drayage) company to handle all of Group's exhibitors needs, including, but not limited to, pipe and drape, tables in the exhibit hall, handling, shipping, delivering and receiving of all of the exhibitor's freight and show floor electrical requirements.

### **Exhibit rental includes:**

- Set-up and dismantle days
- General lighting
- Standard heating and/or air conditioning

### **Exhibit rental does not include:**

- Drayage
- Decorations
- Labor
- Security Services
- Cleaning/Janitorial Services
- Utilizes: Water, Gas, Electrical

## 15. LOAD-IN/LOAD OUT

All production companies and trade show load-in & load-out dates and times are to be pre-approved by the Events Service Manager. Once approved these times must be adhered to avoid added staffing fees and/or labor charges.

The Event Services Manager will give directives on the load-in & load-out entrances and locations and assign any applicable freight elevator access. No equipment or supplies are to travel through the Hotel casino or permitted in guest room elevators. Day-time and overnight security is required on all tradeshow coming into the hotel. See security for more information.

Vehicles will not be permitted to remain on the loading docks when not being actively loaded or un-loaded.

## 16. FIRE PERMITS

Washoe County Fire department requires an approval on floor plans for any function larger than Three Hundred (300) people, thirty (30) days prior to the date of the function. All requirements and set-up details must be provided forty-five (45) days prior to the Event Service Manager so they can be included in the fire permit floorplan. Fire permit and inspection are \$300.00 if ordered thirty (30) days in advance and will be posted to the group's master.

## 17. AUDIO VISUAL SERVICES

The Hotel's in-house audio-visual provider has an office and

inventory on property with a staff of professionals who can deliver to our meeting & event attendees the level of service that meets or exceeds your expectations. We invite you to work with our in-house AV Productions Plus (AV Department) to provide your audio-visual needs during your Events. Should the Group choose to use a different audio-visual provider, the Hotel's quality standards and liability precautions must be maintained by the Hotel's AV Department, which will oversee the proper operation and care of our facility and equipment. Group's contracted audio-visual provider must follow the guidelines for insurance as specified by the Hotel's Event Services Manager.

The following conditions must be adhered to: The Hotel requires that the in-house AV Department is its exclusive Audio-Visual Services provider for all meeting and breakouts (excluding General Session). Should Group choose to provide its own AV equipment, or hire an outside audio-visual provider, the Hotel reserves the right to charge the Group an amount equal to twenty-two percent (22%) of the rates for the same equipment that is brought in that the in-house AV Department would have charged Group. The in-house AV Department is also the exclusive provider of all rigging and power equipment and services, this includes but is not limited to, labor, and all other rigging related equipment. Contact the AV Manager for further pricing and details.

A Technical Coordinator will be assigned to the Groups



Audio-Visual Company during the load-in and load-out of your Event or whenever the Groups Audio-Visual company is occupying or performing any work in any of the Hotels Venues. This position's main responsibility is to maintain the Hotel's standards and guidelines with the load-in, load-out, setup, teardown, and operation of the Event. The rate for this position is \$60.00 at a five (5) hour minimum, \$75.00 for leads; overtime past eight (8) hours will be billed at \$90.00 per hour. These charges will be billed directly to the audio-visual Vendor unless otherwise noted. Riggers are required for all equipment that is to be hung from the ceiling. All Riggers must be pay rolled through the Hotel. Riggers must always be paired with at least one ground rigger. These charges will be billed directly to the audio-visual vendor unless otherwise noted.

Rigging points maximum weight capacity varies from venue to venue. A comprehensive rigging plot is required with a description of exactly what is being flown and weight loads indicated in pounds per point clearly labeled on the plot. Plots are to be received no later than thirty (30) days prior to scheduled load in. There is a \$75.00 fee per point. All chain motors must have current safety inspection documentation.

All truss must be assembled by AV Department Ground Riggers. All non-display vehicles (lifts, booms, and forklifts) inside the Hotel's event space must have non marking tires and free from leaks before they are permitted to come inside

any of the Hotel's event space. All lifts rented from the Hotel must be always operated by a Hotel employee at the rate of \$60.00 per hour (5 hour minimum.) Lifts are not provided complimentary.

All electrical service must be organized in advance with AV Department. Contact the Audio-Visual Manager for pricing. A house electrician is required at \$60.00 per hour (5 hour minimum) to connect and disconnect power distribution panels. Cables and distribution equipment are not included complimentary.

Audio Patch Fees will be charged whenever an outside audio-visual vendor brings in its own audio equipment and wishes to use the Hotel's P/A. Prices are available upon request. The audio-visual vendor will provide wireless microphone frequencies to the Hotel prior to using this equipment in or around the facility. The frequencies will be compared to the facility's frequencies. If there is a conflict, the Production or audio-visual vendor will make arrangements to utilize other frequencies. No equipment or cases are to remain in the "back of house" areas at any time. All empty cases are to be stored in the current room or removed from the Hotel and brought back for the load out. Storage space for outside audio-visual vendors will be the sole responsibility of the audio-visual vendor. The Hotel may make an effort to secure space once notification is given but is under no obligation to provide such



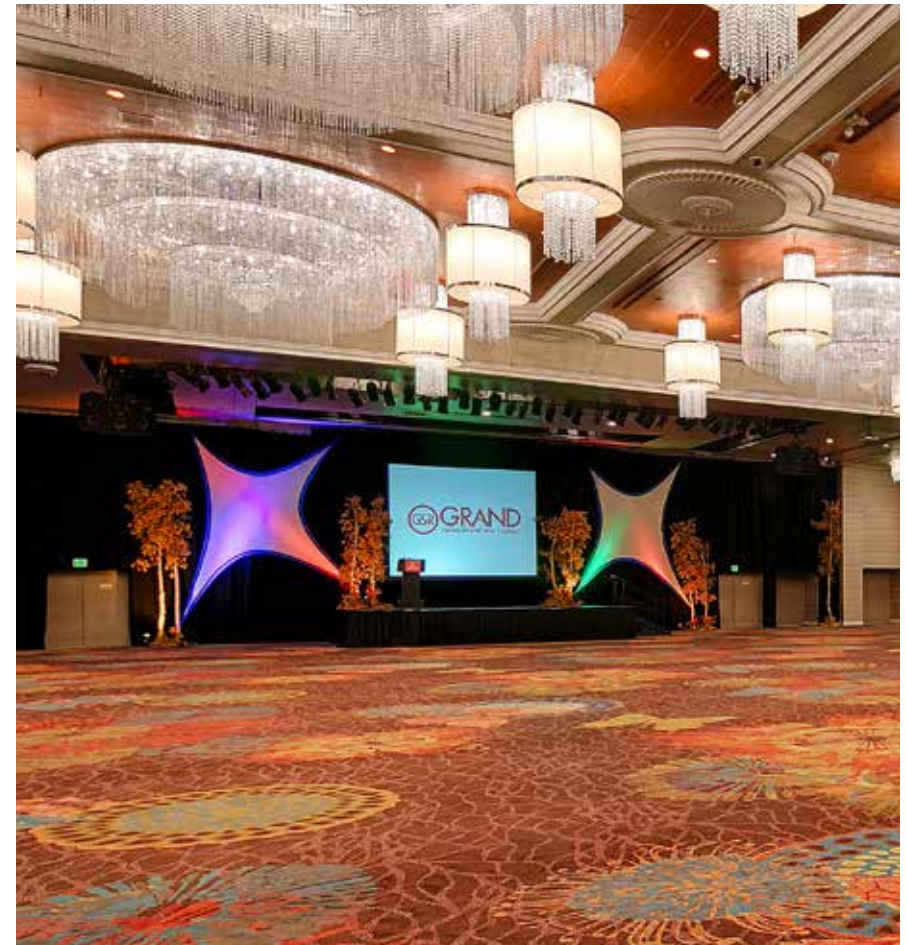
space. All audio-visual vendors are required to comply with all applicable laws, rules, regulations and codes established by federal, state and local authorities including, without limitation, OSHA, and fire and safety. In the event services include pyrotechnics and/or use of smoke/fog machines, it is the audio-visual vendor's responsibility to obtain necessary approvals and or permits from the local fire marshal & arrange for a fire watch through the Hotel's AV Department.

Audio visual vendors are required to provide to the Hotel a complete schedule of Events at least sixty (60) days before load-in including the dates and times of load-in and load-out and any rigging requirements.

## 18. MARIJUANA RELATED EVENTS

The Group must ensure that any action related to a convention, trade show, or similar conference that may be related to marijuana or products derived from marijuana only focus on educational activities and/or the exchange of information related to the marijuana industry. As such, each Group is required to ensure that the focus be primarily on the fostering of business relationship between participants, the exchange of knowledge related to the trade, and other trade or educational activities that does not facilitate the actual possession or consumption of marijuana/marijuana-related products on the premises. Further, any related marketing material posted or distributed to the public that contains the Hotel name (and/or logo) that promotes marijuana-related activities will not be

approved by the Hotel. Should the Group fail to adhere to any stated guidelines above, the Hotel may, at its sole discretion, cancel any current or pending convention, trade show, or similar conference and retain all monies on file.





# FOOD & BEVERAGE POLICIES

## 1. GENERAL TERMS AND CONDITIONS

No Food & Beverage will be permitted into the hotel from outside premises without prior written approval by the Hotel and the Hotel's Event Services Manager. If it is discovered that the Group and/or its guests bring outside food or beverages to the event function, the outside food or beverage will be confiscated, and the person found with the outside food or beverage may be asked to leave and the event ended.

Detailed, written Food & Beverage requirements for each event must be received by the Hotel thirty (30) Days prior to the event. All Food & Beverage prices are subject to change without notice and may be confirmed ninety (90) days prior to the event.

## 2. FOOD AND BEVERAGE

To ensure compliance with the Washoe County Board of Health food handling regulations, all food must be consumed on Hotel Premises at the contracted time, except for "to-go" meals, arranged in advance. Hotel is the sole provider of all food served in the Meeting & Event Space, unless approved, in advance, through the Event Services Manager.

In compliance with Nevada Liquor Laws, hotel is the only authorized licensee able to sell and serve liquor, beer and wine in the facilities, unless approved, in advance, through the Event Services Manager.

## 3. NEVADA STATE TAX & EVENT SERVICE CHARGE

An 8.265% Nevada State Tax, a 20% service charge and 1% administrative fee of food and beverage sales will be added to your account (all subject to change).

## 4. TAX EXEMPTIONS

Tax Exempt organizations must furnish a valid Certificate of Exemption from the state of Nevada to the Hotel Thirty (30) days prior to the event.

## 5. EVENT FOOD AND BEVERAGE MINIMUMS

Food & Beverage minimums are based upon the terms or the executed agreement between the Group and the Hotel. The minimum is calculated on the combined banquet food & beverage spend for your event. This minimum does not include any charges non-event banquet food and beverage such as restaurants, room service, hotel bars, service charges, tax, labor charges, audio visual, or any other miscellaneous charge incurred. Should the Group not meet the food and beverage minimum, you will be billed for the difference between the actual food and beverage purchased and the contracted food and beverage minimum as room rental and added to the final hotel invoice

**6. THE EVENT FOOD & BEVERAGE GUARANTEES**

Hotel Events Services Department must be notified no later than 12 Noon, three (3) business days seventy-two (72) Hours prior to the scheduled function/event, as to the exact number of persons to attend all planned functions. Should actual event attendance exceed 10% of guaranteed attendance, additional labor charges may apply.

This number is not subject to reduction. If no guarantee is received, the number of guests on the Banquet Event Order (BEO) will be the guaranteed attendance. The Hotel will not be responsible for providing identical meals for more than three (3%) percent increase in attendance over the guarantee for groups up to five-hundred (500) guests.

**7. EVENT GUARATNEE DUE DAYS**

<u>If the Function is on</u>	<u>Guarantee is due on</u>	
Monday	Wednesday	(week prior)
Tuesday	Thursday	(week prior)
Wednesday	Friday	(week prior)
Thursday	Monday	(week of)
Friday	Tuesday	(week of)
Saturday	Wednesday	(week of)
Sunday	Wednesday	(week of)

**8. EVENT OVERSETS AND SET MAXIMUMS**

The Hotel's "Overset" for Events in which more than one hundred (100) persons or greater are guaranteed, the over set is three (3%) percent over the guarantee figure. In all cases, the "Set" will not exceed more than fifty (50) persons over the guarantee. The Hotel will prepare all items for the set figure. For Events of one hundred (100) persons or fewer, the guarantee will equal the set.

**9. INCREASING EVENT GUARANTEES**

Please note the following shall apply to all increases in Guarantees received within seventy-two (72) business hours: Guarantee increases over three (3%) percent of the original guarantee received forty-eight (48) to twenty-four (24) hours prior to the function (with the exception of Coffee, Soft Drinks and Mineral Waters ordered on a consumption basis) shall incur a fifteen (15%) percent price increase premium.

An increase guarantee within seventy-two (72) hours will not receive an overset amount. The new guarantee is the set amount. Please note that in some cases the Hotel may not be able to accommodate increase in food & beverage quantities with the previously confirmed menu.

For any new food & beverage orders within seventy-two (72) hours of event will be considered a "Pop-Up" event and may be subject to special menu selections and pricing.



## 10. SPECIAL MEAL ACCOMMODATIONS

Special meals are available upon request. Requests must be made with the Event Services Manager at least seven (7) days in advance of the event. These meals are subject to special menu selection and pricing.

The hotel can often substitute different menu ingredients and offer other foods so that the guests with restricted diets can enjoy the event. The hotel can accommodate common food allergies and intolerances: Gluten Free (GF) Vegan (V) Dairy Free (DF) Vegetarian (Veg) and Heart Healthy (HH)

## 11. FOOD & BEVERAGE EVENT LABOR FEES

Bartender Fee: \$75.00 (per bartender, per 2 hours)

Carver/Station Attendant Fee: \$100.00 (per attendant, per hour)

For events under 25 guest or less: \$75.00 labor fee

For a plated menu served as a buffet: \$ 7.00 per person

## 12. MULTIPLE ENTRÉE CHOICE SERVICE

Plated menus with multiple entrée choice will gladly be accommodated. The menu price will be based upon the highest priced entrée choices made. All guests will be served the same starter course(s), beverage service and dessert course. Multiple choice entrée meals will be under the standard guarantee policy, however, each guest entrée

selection must be identified by an entrée selection place card provided by the event host.

## 13. MEETING ROOM SET UP

Meeting Room set up changes made less than twenty-four (24) hours prior to a functions may incur a labor charge commiserate with room set up change requirements.

## 14. SCHEDULED EVENT TIMES

Should a function begin more than thirty (30) minutes prior to the scheduled start time and/or if the room(s) are not vacated at the closing time indicated on the Banquet Event Order (BEO), an additional labor charge equal to all labor charges and other expenses incurred by Hotel because of the change in the event scheduled start and/or end times will be applied to the final invoice.

## 15. ALCOHOLIC BEVERAGE POLICIES

Per Nevada State Law, alcoholic beverages of any kind will not be permitted to be brought into the hotel by a patron or any of the patron's guests or invites from outside the hotel. Nevada State Law further prohibits the removal of alcoholic beverages purchased by the hotel for the guests/clients consumption.

We welcome the opportunity to accommodate special requests, which will be charged in their entirety for specific ordered quantities.



## 16. EVENT MENU & ANCILLARY PRICING

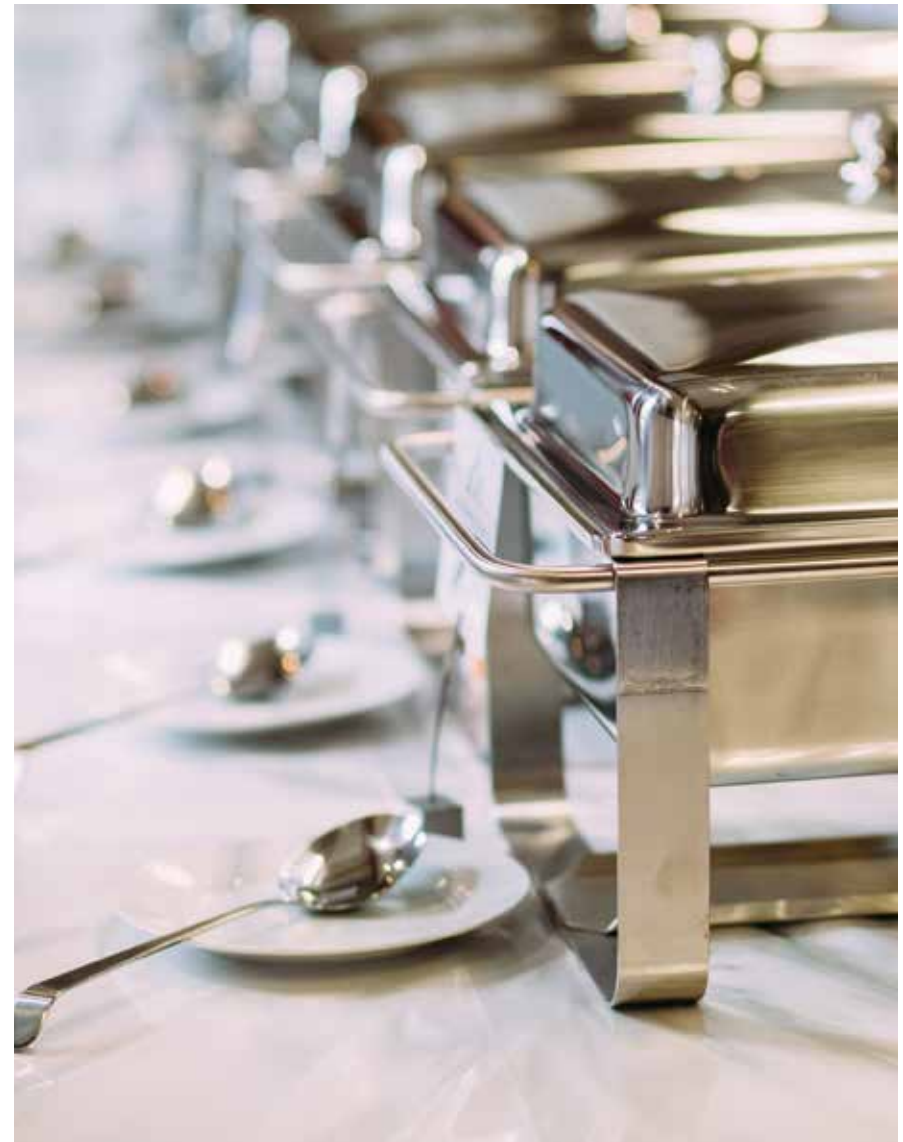
The Hotel reserves the right to change any listed/printed prices and products change without notice.

## 17. ADVERTISING & PROMOTIONS

Event Host must notify hotel in writing request for approval of materials no later than ten (10) days prior to scheduled event. The Hotel must give prior written approval, which may be withheld in its sole and absolute discretion, for any display, signs, or banners, promotional materials and/or equipment Client wants to place on the property, including but not limited to, in parking lots, lobbies, public space, restaurants, out-door areas, driveways, or other anywhere on the premises. Hotel also reserves the right to approval materials distributed at the Hotel during the event .

## 18. EVENT HOST SIGNATURES

The Hotel Banquet Event Order (BEO) is the governing document for all goods and services ordered for events by the Event Client. The Event Client's signature on said BEO represents and agreement and approval for goods and services as represented on the BEO. All event checks presented for signature to the Event Client prior to final billing are subject to an audit by the Hotel and may vary from the final invoiced event checks.



# TRADE SHOW & EXHIBITOR POLICIES

## 1. EXHIBITS

Hotel can provide up to twenty (20) table top displays (6 or 8 foot tables) including standard linen and table skirting, one chair and one waste basket at no charge during Group's program per contract. Table top displays in excess of these numbers must be furnished by an outside decorator/exhibit company. Hotel can provide phone lines, signage, AV equipment, etc. at a charge.

## 2. EXHIBITORS

Per the contract with the Hotel, the Group agrees to provide the Event Service Manager with a copy of executed contracts with their exhibitors. Further, Group agrees to include a provision, which provides that their exhibitors agree to the terms and conditions contained in these policies and procedures.

The Hotel will not provide supplies for an exhibit booth. This includes trays, easels, refrigeration, water service, electrical service etc. These items must be ordered through a show exposition company. The Hotel is the exclusive electrical service provider for all events. The show exposition company is to contact the Audio Visual Department to make arrangements for electrical billing and to provide a complete load in – load out schedule no later than sixty (60) days prior to load in.

## 3. LIABILITY INSURANCE REQUIREMENTS

Hotel requires that the exposition company or production company maintain appropriate insurance at all times during the events held on the Hotel premises. Requirements are identified within the insurance section of your hotel sales contract and must be submitted to the Event Services Manager no less than thirty (30) days in advance of the start of the show.

## 4. EXHIBIT HALL CLEANING REQUIREMENTS

Thirty (30) days prior to a show, the Event Services Manager will contact your exposition company to review and confirm the move-in and move-out times and dates.

Prior to exhibit move-ins, a representative of the Group, and/or your exposition company and the Event Services Manager will walk the area for an official inspection.

At this time, cleanliness and state of repair will be noted, and any cleaning or repairs needed will be scheduled. This is for all areas the Group will be utilizing for their exhibit areas.

A charge of \$.12 cents per square foot per day or \$150.00 per day whichever is greater, will be charged to cover the cleaning and up keep of the exhibit area.

The exhibit area will be cleaned prior to show move-in. Additional clean-up services (pre-opening clean-up, daily booth clean-up, and closing clean-up) must be arranged with your exposition company. The exposition company will be responsible for providing a “threshold” at all freight door entrances into the room during the hours of move-in and move-out to protect the carpet. The “threshold” should consist of a minimum of fourty (40) feet of carpet or plastic.

At the conclusion of each show move-out, a representative from the Group and/or exposition company and a representative of the Hotel will walk the areas used by the exhibit show for a final inspection.

The Group’s exposition company will be responsible for leaving all areas of the hotel that the exposition company is responsible for, in the same condition, less normal wear and tear that they were in prior to move-in.

Mutually agreed upon damages caused by the Group or their exposition company will be recorded and submitted to the Event Services Manager and the Hotels Loss Prevention/ Security Department, who will, in turn, coordinate the repairs with the Hotel’s Facilities Maintenance Departments. All labor and materials will be billed to the Group at cost and will be with the approval of the Group and Hotel. Full payment is required within thirty (30) days of billing date.

## 5. EXHIBIT SHOW ELECTRICAL INSPECTION POLICY

Per the City of Reno and the Hotel, all trade shows held on the Hotel premises are subject to an electrical inspection of all booths prior to opening. The electrical inspection is performed by a local licensed electrician, two to three hours prior to the opening of the show. This inspection insures that all exhibitors comply with fire codes when setting up their booths. The charge for this inspection is:

- \$200.00 per exhibit hall if performed Monday through Friday between the hours of 7:00AM and 3:30 PM
- \$300.00 per exhibit hall if performed before or after hours, weekends or holidays

The fee is the responsibility of the Group and will be included on the final hotel invoice

## 6. POWER, CABLES AND WIRES

In the event electrical power drops, cables and wires must be laid on the floor, or in public traffic areas, appropriate ADA compliant cable bridges and/or low adhesive tape must be installed.

All 100-volt extension cords shall be three-wire (grounded), #14 or larger AWG, copper wire. Cords must not support connectors. Two wire, “Zip Cords” are not permitted other

than factory installed appliance connectors; these may not exceed six (6) feet in length and must be UL approved.

Cube tap adapters are prohibited. Multi-plug adapters must be UL approved and have built-in overload protection. Connectors must not be used that exceed their listed ampere rating. All temporary electrical wiring must be accessible and free from debris and storage materials.

## 7. FIRE REGULATIONS

One (1) month prior to the show, the Group's exposition company is required to submit floor plans of the proposed exhibit layout to the Reno Fire Department for approval. A fire Marshal approved copy must be forwarded to the Event Services Manager no later than three weeks prior to the exhibit move-in.

All required fire exits may not be blocked or used for moving exhibit material in or out, or used as storage areas. All exits must be kept clean and unobstructed.

Aisles and exits as designated on approved show plans shall be kept clean, clear and free of obstructions. Booth construction shall be substantial and fixed in position in specified areas for the duration of the show. Easels, signs, etc. shall not be placed beyond booth areas into the aisles.

All enclosed, bi-level and double-deck exhibits must adhere

to the following:

- All covered or enclosed areas in excess of 100 sq. ft. must be equipped with smoke detectors and fire extinguishers.
- Booth construction must meet all applicable local building codes.
- Any equipment that is to be installed or hung in the convention space, needs to be cleared by Hotel in advance of installment and must be installed using Hotel personnel.
- The ballroom ceilings are designed with different specifications. Any items that need to be hung must comply with the weight limits for that area. A notice of those items must be sent to the Event Services Manager and they will need to approved and by with the Hotel prior to them being installed.
- The Reno Fire Department may restrict the size of a covered area and/or may require fire watch.

All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, plastic cloth and similar decorative materials shall be flame retardant to the satisfaction of the Reno Fire Marshal.

Fire extinguishers, fire hose cabinets and sprinkler closets



must be visible and accessible at all times. Fire extinguishers may be blocked only if approved by the Fire Marshal and temporary extinguishers are supplied in the same area and are clearly visible.

All internal combustion engine driven vehicles or equipment displayed inside must have fuel filler caps locked or taped, batteries disconnected, and fuel tanks almost empty. A non-flammable drop cloth must be placed under the engine.

All packing containers, wrapping materials and display materials must be removed from behind booths and placed in storage; all empty cartons must be removed for storage or they will be removed as trash.

## 8. CHEMICAL DISPLAYS AND USAGE

ANY chemical brought onto hotel property must be accompanied by a Material Safety Data Sheet (MSDS) as required by Federal and State Occupational Safety Hazard Administration regulations and Environmental Protection Agency guidelines.

No hazardous chemical (as defined by Federal and State Occupational Safety Hazard Administration regulations and Environmental Protection Agency guidelines) may be brought onto hotel property for usage/display purposes or demonstrations without prior written approval from

the Director of Meetings and Events. Depending on the complexity of the display and/or demonstration, coordination and special permits may be required by the City of Reno Fire Department.

When pyrotechnic displays are used on property, a permit from the Reno Fire Department is required. A copy of this permit must be given to the Events Services Manager prior to any related function. A competent and certified operator must be present for the firing of any pyrotechnics. A copy of the operator's certificate and copy of their insurance must be on file prior to the show.

Compressed gas cylinders are prohibited unless approved by the Fire Marshal; if approved, cylinders must be secured in an upright position.

Combustible materials must not be displayed at any time.

Your Event Services Manager will advise you of any special permits or requirements per the Reno Fire Department.

## 9. FORKLIFT

- Only propane or electric forklifts are allowed in the building unless authorized by an Event Services Manager
- Only certified forklift drivers may operate forklifts on Hotel property and must present certification card upon request.

- Forklift drivers must maintain safe speeds at all times. Hotel Personnel, at its discretion, may ask a driver to stop if unsafe activity is witnessed.
- To maintain climate control freight doors should be kept closed and air curtain used as much as possible during load in/out.
- The tires of the designated indoor forklift must have NOMAR tires; no duct tape, vinyl tape or other coverage will be acceptable.
- All forklifts must be equipped with a fire extinguisher.
- Only a low adhesive tape is permitted on ballroom carpets.
- Damage to hotel carpeting and/or structure as a result of move-in/out or booth placement is the responsibility of the Group and its Exhibition Company and/or vendor.

## 10. LOADING DOCKS & LOADING AREAS

It is the Group's responsibility to designate the ramp control person to control the exhibit traffic flow around the Hotel move-in area.

Hotel Loss Prevention/Security and/or a security company hired by the Group are responsible for access, control and insuring the following safety and weight load limits are

followed:

- 53' trailers are not allowed
- Full size tractor/trailer units (under 53') must show "Certified Axle Weight Certificate" before being allowed up ramp
- Maximum axle weight allowed: 10,000 lbs. per axle
- Maximum gross vehicle weight allowed: 50,000 lbs.
- No more than one tractor and two trailers (one on the North side and one on the South side) allowed on dock simultaneously
- Single vehicles (vans, pickups, passenger cars, horse trailers) may load/unload as space permits provided a center aisle is maintained and red zones are kept clear
- No Tour Buses allowed on dock
- A center aisle must be maintained at all times
- Parking is prohibited on the loading dock and ramp – vehicles must be moved once they are unloaded
- Red zones must be kept clear
- No stopping or parking on actual ramp
- Forklifts must maintain creep speed at all times



## 11. MEETING & EVENTS FACILITIES WALKWAYS & HALLWAYS

- This area is only for load in and load out. Storage is prohibited.
- Loading/un-loading is permitted only in designated areas, exclusive of hallway
- Gas powered equipment (forklifts, vacuums) or automobiles entering the back hallway and/or convention rooms, must have advance approval and scheduling. Security must be notified at ext. 2334 prior to entering the building to lock-out the areas.

At no time during the show will the exposition company be allowed to store freight and/or equipment, either their own or that of the exhibiting company, in any public area, or service area. This includes the outside perimeter of the Hotel as well as the parking lot unless approved by the Hotel.

With approval from the Event Services Manager, the exposition company may store minimal equipment necessary to open the exhibit hall, i.e., table skirts, wastebaskets, etc. All equipment must be stored in an orderly fashion, behind the Decorator Exhibitor Services Desk or in the established storage area not visible to attendees or the public.

All freight, equipment and trailers must be parked in an approved parking area for the duration of the show.

The Exhibition Company is required to place enough trash receptacles in exhibit area for setup and teardown. All exhibit trash on the exhibit show floor is the responsibility of the exhibition company. Dumpsters are provided by the hotel in designated areas, if, however, any additional dumpsters are required they are the sole responsibility of the Exhibition Company and/or Group. Any additional dumpster pick-up due to the trash from the exhibit show will be charged to the Exhibition Company and/or Group.

A NO-SMOKING POLICY will be in effect during all setup and tear down times. It is the responsibility of the exposition company to enforce this policy with their personnel.

The hotel will set up a smoking area, with ashtrays, on the back dock during setup and tear down times. Food and beverage consumption on exhibit show floor is not permitted outside of areas designated.

## 12. SIGNAGE AND DISPLAY ADVERTISING

It is the policy of the Hotel that all signage approved must be professionally printed. Any signage or banners approved by Hotel may only be hung by the Hotel's Audio Visual Department. Signs or banners may not be taped, stapled, nailed or tacked to any hotel doors, walls, registration desks, etc. No flyers, advertising materials or free samples shall be produced, placed or distributed, without the prior written

approval of and under the conditions established by the Hotel, the Group, its agents, contractors and employees, may not affix signage to any wall located on the Hotel property.

It is highly recommended to create a nylon, cloth, or vinyl sign with grommets evenly distributed to support the weight and width of the sign, along with a sewn pocket at the bottom of the sign to properly weight the sign.

### 13. WALLS

All crates, exhibit panels, and pallets must at all times be kept away from the walls. Nothing is to be attached to the movable wall tracks at any time. The Group will be charged by the Hotel for any damages incurred by their exhibitors or their exposition company.

### 14. GRAND BALLROOM

- Carpet protection at freight doors is required prior to move-in/out
- Fork lifts must maintain creep speed at all times
- Please refer to established weight load limits

### 15. SUMMIT PAVILION

- All carpet at roll-up doors must be protected prior to move in/out

- Freight elevator will be operated only by Hotel Loss Prevention/Security or a security company hired by the Hotel.
- Fork lifts must maintain creep speed at all times
- Please refer to established weight load limits
- Weight load limits require that only one forklift may operate at a time on the West side of the room at creep speed only

### 16. NEVADA CONFERENCE & EXHIBITION CENTER

- Carpet protection in the promenade is required from roll-up door to roll-up door prior to move-in/out
- Stanchions will be placed across Promenade on both sides of carpet protection during move-in/out, and signage alerting guests to forklift activity will be provided by either the exposition company, or your Event Services Manager
- Hotel Loss Prevention/Security or a security company hired by the Group will coordinate foot and forklift traffic during load in/out
- Roll-up doors are to be operated only by Hotel Loss Prevention/Security or a security company hired by the Group



### 17. SILVER STATE PAVILION

- Carpet protection is required prior to load in/out
- Roll-up doors are to be operated only by Hotel Loss Prevention/Security or a security company hired by the Group
- Load in/out is accomplished via roll-up door or the back service hallway. Guest entrances and emergency mass exits may not be utilized for load-in/out purposes.

### 18. WATER SERVICE

Should you desire to make water service available to your trade show attendees on the show floor, bottled water is available at a charge through the Event Services Manager. In the interest of maintaining optimum sanitary conditions, water service in pitchers is no longer available.

### 19. SHIPPING AND RECEIVING

There is limited storage space at the Hotel. Shipments to the hotel more than three (3) days in advance of the arrival date must be arranged for through the Business Center. Shipments that require special handling (refrigeration, etc.) should be coordinated with the Event Services Manager and/or the Business Center prior to shipping.

Inform your freight carrier that the receiving area at the Business Center is not a raised dock, therefore, a lift gate or fork lift is required to offload large shipments or pallets. If

Hotel personnel are required to off load there will be a charge of \$60.00 per hour with a minimum of one hour charged. This must be arranged with the Event Services Manager in advance so that adequate staffing can be arranged.

Please note that there are handling charges for any freight coming in or going out of the Hotel. Contact the Business Center at (775) 789-2478 for more information.

Incoming packages and boxes to the Hotel are to be addressed as follows:

**Guest Name**

**Meeting Group's Name**

**Arrival Date**

**C/O Hotel Business Center**

Grand Sierra Resort

2500 East 2nd Street

Reno, NV 89595

# A Grand Thank You

## #Meet GRAND