



# Facility Policy

## *Load-in and Load-out*

Before load-in begins, a visual inspection by the Event Manager, Event Planner of the group, and any subcontractor, will be made of all meeting space. A diagram of equipment, electrical and staging needs must be approved by hotel engineering prior to load in. A member of the hotel staff may monitor all load-in activity. Set-up must be within hotel guidelines as to location of equipment and in accordance with local fire codes.

Once a load-in/load-out schedule has been established and approved, it must be followed so we don't inconvenience other conference attendees and guests. Large crates, truss and flats may be loaded into the ballroom/exhibit hall from the dock, utilizing the back service hallways; freight elevators or garage access doors where and when appropriate.

All load-in and load-out schedules must be approved in writing by the management of the hotel.

Protective covering must be laid down on designated indoor floor surfaces. The following may be used: Visqueen and Plywood combination; or Masonite, (the hotel has limited quantities on property, contact Engineering to reserve hotel material) or Indoor/Outdoor carpeting (min. 1/4" thick). The needs to be double width at all corners so cart wheels do not touch the floor surfaces. There must be covering underneath all equipment, whether permanent or staged. Visqueen may be used for temporary areas, and the visqueen cannot be used where there are electrical cords running around or underneath. Load-in into the ballroom/ exhibit hall with the least amount of transport across the carpet is recommended.

Trucks and containers may only be parked temporarily at the Conference Plaza back entrance loading dock and must be removed as soon as they are emptied. Please be advised that all deliveries for the hotel complex are received at this dock and no more than two bays may be used for off loading freight at any time.

Smaller items, A/V cases, etc. must be loaded at the loading dock, utilizing the back hallway access to the ballroom. Equipment cannot be stored in service corridors adjacent to the ballroom or hallway alcoves. Removal of crates and containers "empties" to an off-premise boneyard or truck facility is highly recommended

Equipment may not be brought into the Hotel through public entrances

All equipment crates and containers may be subject to search at anytime while on Hotel property without prior notification.

## *Clean-up Responsibilities*

The Event Planner and Decorator are responsible for leaving the Hotel facility in the same condition as it was given to them. This includes disposal of trash, props, cardboard, plastic, etc. Coordinate with the Director of Engineering or your Event Manager if a dumpster is needed. Remember that designated floor surfaces must be covered with protective covering during all load-ins and load-outs. If there are tire tracks, scrapes and any other marks leftover from the group's use that must be cleaned by methods other than traditional sweeping (i.e. pressure washing or carpet cleaning) an additional cleaning fee will be assessed.

The Renaissance Grand Hotel, St. Louis does not provide cleaning materials, supplies, vacuums or janitorial services for the exhibit area unless it is part of the sales contract. It is the responsibility of the decorating company to return exhibit space in ready condition at the conclusion or dismantle of the show, and to remove any tape residue as a result of exhibit set-up or dismantle. Failure to do so will result in cleaning fees being assessed.

### ***Function Space Policy***

There can be no painting or extensive carpentry work done in the Ballrooms or public spaces of the Hotel. Please contact the Event Management office in advance and a work area may be set aside pending availability. Space is limited, so these activities are recommended to occur off premise when circumstances permit.

All carts, lifts and vehicles used in the Ballroom spaces must be on carpet, masonite or plastic sheeting. Lifts with clean white wheels may be excluded from this policy pending inspection by hotel staff.

The hotel expects the set up vendor to maintain an 18" width/aisle access policy along all perimeter walls. This includes the back stage area, and any areas where lights, towers, etc. may be for life safety reasons.

Electrical cables, cords, telephone cords, etc. cannot be run along the floor in any areas of access or egress to comply with national fire codes. When in question, please have prior approval before outlaying cords of any type.

The Ballroom ceilings have ample steel hang points that will support 500 pounds each, therefore operable wall tracks shall not be used for hanging items or support. When hanging points are not conducive to set up requirements, floor supported materials must be used.

At no point in time may any cords be taped to the walls.

All decor items, props and linens brought into the room must be flame proof and must be accompanied by certificates of flame retardant authenticity. This information is required to be sent in advance to the St. Louis Fire Inspectors, along with a diagram(s) of all planned sets via the Engineering Department. The Fire Inspector may make impromptu visits and may flame-test to verify compliance.

All sets in the room must reflect local enforcement of national codes. ( i.e. aisle width, spacing of tables, paths of egress, etc.)

Any blocking of an exit must be approved in advance by the Fire Inspector via the Engineering Department. (2-week minimum notice required). Most doors will not be allowed to be blocked at anytime. Please discuss any questions or concerns prior to your arrival at the Hotel.

No open flames (candles) may be used in any Hotel space at any time; pyrotechnics are allowed with permit from the City of St. Louis Fire Department and appropriate fire watch and prevention methods. Candles must be contained in a glass container. A copy of the permit for pyrotechnics must be forwarded to the Engineering Department

### ***Floor Plans/Exhibitor Information***

Floor plans must be submitted, by the decorating company, to the Event Manager. Once approved by the hotel, two copies of the floor plan must be submitted to the Fire Marshall, if required, via the Engineering Department. This should happen one month prior to the set-up date.

Any revisions in the floor plans must be re-submitted to the Renaissance Grand Hotel, St. Louis and the Fire Marshall 2 weeks prior to the show set-up date, via the Engineering Department. The decorator will not be permitted to set-up without this diagram.

### ***Fire Codes***

The following are some general regulations that pertain to our local fire authority specifications. They should be considered when planning and coordinating space, decoration, etc. in the ballroom and meeting rooms.

Where exits are not immediately accessible from an open floor area, safe and continuous passageways, aisles, or corridors shall be maintained leading directly to every exit and shall be so arranged as to provide convenient access for each occupant to at least two exits by separate ways of travel.

Every required exit, exit access or exit discharge shall be continuously maintained free of all obstructions or impediments to full instant use in the case of fire or other emergency, unless approved in advance by Director of Engineering.

No furnishings, decorations, or other objects shall be so placed as to obstruct exits, access thereto, egress there from, or visibility of exits thereof.

Hangings or draperies shall not be placed over exit doors or otherwise located as to conceal or obscure any exit. Mirrors shall not be placed on exit doors. Mirrors shall not be placed in or adjacent to any exit in such a manner as to confuse the direction of exit.

It is against fire code to place exhibit booths in pre-function areas other than diagramed and approved location in the Majestic Ballroom Foyer.

No open flame devices shall be used in any assembly occupancy. When necessary for ceremonial or religious purposes, the authority having jurisdiction may permit open flame lighting under such restrictions as are necessary to avoid danger of ignition of combustible material or injury to occupants.

Any furnishings, decorations and stage settings shall be fire retardant treated, and must display certificate of proof.

### ***Security***

The Renaissance Grand Hotel St. Louis will not assume responsibility for the damage or loss of any merchandise or articles brought into the hotel. Arrangements may be made through your Event Manager for the security of exhibits, merchandise or audio/visual equipment.

Contact the Event Manager for security needs.

For outside contract security services, The Renaissance Grand Hotel St. Louis requires:

- a) Certificate of Insurance to be on file in the Loss Prevention Department, as applicable.
- b) All officers must be in uniform and maintain acceptable grooming standards.
- c) No smoking or eating during business hours or in Public spaces
- d) No firearms are permitted in the building.
- e) No sitting when visible in public space.
- f) All meal breaks are to be taken in designated areas.

### ***Shipping and Receiving***

Please address all packages for your event to:

*(Your Event Name)*

*(Your Event Dates)*

*Attention Event Manager*

*Renaissance Grand Hotel Saint Louis*

*900 Washington Avenue, West Dock Entrance*

*Saint Louis, MO 63101*

The hotel has limited storage, and therefore, will only receive packages up to 72 hours prior to arrival as a complimentary service. Packages sent more than 72 hours prior to arrival will be subject to the following charges:

### ***Additional Fees***

For events/expositions contracting an outside drayage and cartage company (such as Freeman Decorating or GES), all packages must be shipped to the warehouse as instructed by the vendor. Shipments sent directly to the hotel will be subject to hotel storage fees as well as 'on-site' vendor fees.

### ***Shipping***

Shipping services are available through the hotel.

We recommend that you have a packing slip both inside and outside of each package. Return shipping and packing services are available through the hotel.

Delivery Schedules are to be coordinated as to not disturb scheduled hotel deliveries of product and supplies and the main employee traffic flow areas near the kitchens, cafeteria and physical plant.

**Maximum truck Length is: 44'**  
**Maximum truck Height is: 13'0"**

Vehicles must not be left running or unattended while at the loading dock.

***Storage***

The production company/subcontractor is expected to store the majority of their items backstage or on their trucks a container. The Renaissance Grand Hotel St. Louis does not provide storage facilities for exhibit materials. All freight must be consigned to the decorating company. Shipments that arrive prior to show time will be refused and/or forwarded to the official decorator at the exhibitor's expense. See shipping and receiving for fee structures and more detail.

***Electrical and Engineering Services***

The Event Manager and/or Decorating Company will have access to the information required for electrical/engineering support reservations. There is a discount for all orders/reservations received more than two weeks prior to the event. Failure to comply with the two-week reservation deadline will result in a higher day of set up fee. Reservations will be set by the Event Management and Engineering Office.

The Renaissance Engineering Department personnel handle all connections to the building's power sources EXCLUSIVELY. The exhibit contractor or client is responsible for all charges for hooking up the building's power sources. Electrical power support is not a complimentary service.

***Outside Staff/Crew/Labor***

Proper attire and behavior is expected from the support staff/crew at all times while on property. This includes shirts; hair, language and no smoking in the Ballrooms or Public Space. Uniforms are preferred. Crew breaks must take place inside the Ballroom being set up or another predetermined location. Breaks cannot take place in the service corridors or public spaces of the Hotel.

***Breaks/Meals***

We are happy to provide menus and service for your scheduled breaks and meals. In an effort to help us better serve everyone, please provide menu selections and quantities in advance. This may be coordinated in advance through event management. Room service is available, however, large orders are not subject to service time guarantees.

***Banners/Signs***

Banners cannot be hung in public areas or outside the Hotel under any circumstances. Banners are only permitted in the event Pre-Function Spaces as authorized and arranged with your event manager. Banners may only be hung inside your designated function room. Requests for banners outside your designated function room should be addressed to your Event Manager.  
Hotel staff must hang all banners.

All requests for the placement of group directional and informational signs should be forwarded in advance to the Renaissance Grand Hotel St. Louis for approval. Signage is permitted in the conference plaza only. We request all materials to be professionally printed and of a non-commercial nature. A limited number of easels will be available for use

No hand-lettered signs or flipcharts are to be placed outside of the rooms. The Hotel will produce professional signage at competitive rates through our business center.

***Staging/Platforms***

To assist with your meeting and entertainment needs, the Hotel has in stock (40) pieces of staging. The following is our inventory:

(40) 8' x 6' (16" or 24" H)

The use and fees for these risers will need to be coordinated in advance with your Event Manager. Should the needs exceed the hotel inventory, the Group will be responsible for the rental of additional equipment. All risers, staging and platforms are to be ADA and OSHA compliant.

#### ***Sound System***

The ballroom and meeting rooms are equipped with a "State of the Art Sound System". Please contact the hotel's Event Technology Department with any questions you may have. There are fees assessed for certain connections and hourly labor charges. All equipment is to be operated by Hotel Event Technology or Engineering staff only.

#### ***Scissor Lift***

The Hotel "Genie" Lift can be made available to you pending availability and arrangements for usage can be made through our Engineering Office. Hotel policy requires an indemnification form to be signed prior to usage. Rental charges do apply. Please contact Event Management or the Engineering Office for a fee schedule.

#### ***Telephones***

Our Event Technology Department is happy to provide you with telephone service in any area of the Hotel. The charges are as follows: (prices subject to change)

##### **T1-Internet Access**

DID Lines (Direct Inward Dialing) These lines do not need to go through the switchboard, but may be dialed directly in or out of the hotel. These lines may not be utilized as an in house extension. (One time charge per day, per extension)

Dial "9" phones go through the switchboard

House Phones (In-house Extensions) These lines are for dialing in-house only, and outside lines may not be accessed.

All telephone service must be coordinated with the Event Technology Department at the Renaissance Grand Hotel, St. Louis.

#### ***Move-in/Installation/Move out***

All booth equipment, furniture and carpeting must be confined to the measured limits of the booth. No nails or bracing wires used in exhibit displays may be attached to the building. No painting, mixing of chemicals or explosive materials are allowed in any meeting space at any time. Gas or diesel powered vehicles are not permitted for movement of exhibits or materials into the exhibit hall. Propane powered vehicles are permitted as long as they remain on the masonite and plastic in the aisles and have current inspection in place.

The Event Manager in conjunction with the service contractor will make an inspection of the exhibit hall. This will include access areas, elevators, corridors, loading docks, unloading areas, roll up doors and the driveway or any other area pertaining to the exhibit move-in. The inspections are to take place prior to move-in and at the completion of move-out. It is the responsibility of the service contractor to contact the Event Manager to conduct a walk-through prior to accepting the responsibility for the exhibit area to prevent any unnecessary charges.

Any tape applied to walls, floors, carpets, furnishings, etc., must be approved by management in advance. Any property damaged or destroyed by exhibitors must be replaced in its original condition at the exhibitor's expense.

This includes the removal of all tape residue. The use of packaging tape is prohibited on floor surfaces. Exhibits using food, beverage, ink, chemicals, or other liquids must be installed over visqueen. For displays which require it, proper drainage is required twice daily during exhibit hours. Any special installations that affect fire code must have prior approval of the Fire Marshall via the Engineering Department.

The exhibit contractor is responsible for the traffic control of vehicles scheduled by them for move in/out. No parking of trucks or trailers overnight at the loading dock, or on hotel property is permitted, unless approved by the Director of Engineering or the Director of Event Management.

### **Audio Visual/Event Technology**

The Renaissance Grand Hotel St. Louis Event Technology Department is pleased to provide state of the art production, communication and audio-visual services.

An outside production or audio-visual company may be used under the following circumstances.

- a) Certificate of Insurance is on file in the Engineering Department.
- b) All codes, local and federal and Renaissance Grand Hotel, St. Louis regulations are followed.
- c) All connections to the building's power source are handled by the Renaissance Grand Hotel St. Louis Engineering Department. The production of the AV company is responsible for all charges for hooking up to the building's power sources.

This is not a complimentary service of the hotel.

The Renaissance Grand Hotel St. Louis has no storage facilities for equipment. This is the responsibility of the vendor.

There will be no connections to the house sound system by an outside vendor.

### **Ceiling Rigging**

The Renaissance Grand Hotel, St. Louis Event Technology Department is the sole "Rigger" for any event held in the ballroom spaces. All Renaissance riggers are "Rigstar" certified.

All requests for rigging to structural steel in the exhibit hall ceilings are subject to the approval of the Director of Engineering.

#### **There is a charge for rigging labor and rigging supervision.**

All rigging requests are to be submitted in writing, two weeks in advance, to the Renaissance Engineering & Event Technology Departments. The following information must be included:

- a) Description / picture / drawing of item(s) to be hung.
- b) Weight of each item.
- c) Schedule for the rigging.
- d) Signed indemnification form on file
- e) Certificate of Insurance form on file
- f) The AV company, show director, or contact person information

The Renaissance Grand Hotel St. Louis does not provide any equipment for rigging work, manlifts, truss, cable, unless contracted or subcontracted through Renaissance Event Technology. This is the responsibility of show management.

### **Damages**

An inspection of the exhibit hall is made prior to installation and upon the completion of the move-out.

Damage to the furniture, fixtures and equipment in the exhibit area is the responsibility of the appropriate party.

All claims for damages will be submitted to the appropriate party at the completion of the function.

To prevent damage, furniture or plants are not to be removed from public areas for meeting room purposes.

### **Motorized Vehicles**

Definition: Motorized vehicles shall be defined as any vehicle which is propelled by an internal combustion engine using Class I or Class II fuel, such as, but not limited to, automobiles, trucks, motorcycles, aircraft and watercraft.

All motorized vehicles which are displayed shall have the battery(ies) disconnected at the "HOT" lead. The lead shall be safely secured.

Fuel supplies in vehicles on display shall be one fourth (1/4) full.

All motor vehicle tanks containing fuel shall be furnished with locking type caps or sealed with tape to prevent inspection by viewers. Tractors, chain saws, generators and other such fuel-powered equipment shall be safeguarded in a similar manner and fuel tanks are to be empty to prevent spillage.

GENERAL CONDITIONS SUMMARY  
(To be attached to Power Order Forms)

1. Walls, columns and permanent building utility outlets and/or public function space are not a part of booth space and are not to be used by exhibitors or in-house groups unless specified otherwise.
2. Under no circumstances shall anyone other than "House Electrician" make electrical connections.
3. Claims will not be considered unless filed by the user prior to close of exhibition or function.
4. All equipment regardless of power source must comply with all federal, state, and local safety codes.
5. Under no circumstances shall anyone utilize the operable wall track system as a hang point. NO exceptions.
6. Use of open clip sockets, latex or lamp cord wire, duplex or triplex attachment plugs in exhibits is prohibited.
7. All equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc.
8. All materials and equipment furnished by the Renaissance Grand Hotel, St. Louis for this service order shall remain in the hotel's property and shall be removed ONLY by the HOTEL at the close of the show.
9. Electrical power for lights and displays will be turned on one hour prior to show opening time and off at show closing time, daily.
10. All exhibitor's group's cords must be of the (3) wire grounded type. All exposed non-current carry metal parts of fixed equipment, which are able to be energized, shall be grounded.
11. Rates quoted for all connections cover only bringing of service to the booth in the most convenient manner and do not include connecting or special wiring.
12. No nails or bracing wires used in erecting displays may be attached to building. All property destroyed or damaged by exhibitors must be replaced to its original condition at the exhibitor's expense.
13. **NON-FLAMMABLE MATERIALS:** All materials used in the Meeting Spaces and Ballrooms or any other room of the hotel MUST be non-flammable to conform with the Fire Regulations of St. Louis County. Electrical wiring and equipment installations must conform to appropriate N.E.C. Materials not conforming with such regulations will be removed immediately at the exhibitor's expense. Engines, motors or any type of equipment may be operated only with the consent of the Director of Engineering at the Hotel.