



Palace Hotel Service and Exhibitors Guidelines

PHONES:

Every meeting room has a house phone located on the wall somewhere in the room. Additional house phones are available for an additional cost per phone per day.

DID Lines are also available. These phones function as a house phone and an outside line. Each phone will be charged an additional cost for the first day (install & rental) and each day after that, plus phone calls and service fees. Pricing available upon request.

HIGH SPEED INTERNET (HSIA):

Wired HSIA is available in any meeting room day for up to (3) computer connections, pricing available upon request.

Complimentary Wireless HSIA is available in the hotel lobby.

Wireless HSIA service for multiple users in our public areas and meeting space is available, please ask your CSM for pricing.

BOXES: The price for receiving will be based on pounds and can include storage**

SHIPPING METHOD:

All packages are to be delivered and stored in the Shipping & Receiving area.

HANDLING FEES:

Available upon request.

LABOR:

Fees available upon request.

RE-KEY BANQUET ROOMS:

\$100.00 per room

POWER (all per day charges):

Available upon request.

MENUS:

Please visit our e-menus for up to date pricing:

<http://palacehotel.luxurycollectionemenu.com/>

FOOD FUNCTION GUARANTEES:

Confirmation of attendance on all meal functions is the sole responsibility of the coordinator. The guarantee must be received prior to 11am at least three business days in advance as follows:

On Monday: Guarantees for Thursday must be provided

On Tuesday: Guarantees for Friday must be provided

On Wednesday: Guarantees for Saturday must be provided

On Thursday: Guarantees for Sunday and Monday must be provided

On Friday: Guarantees for Tuesday and Wednesday must be provided

Upon request, the hotel will prepare 3% above the guarantee for plated meals over 50 people. If the count is increased under 48 hours, the oversight will not be extended.

LAST MINUTE CHANGES:

Preliminary setup arrangements are due 30 days prior to your event date. Confirmations of final room setup arrangements are due for food functions at the time of your final number guarantee and no later than three business days prior to the start of your function for meetings. Changes made just prior to the start of the event will incur a minimum labor charge of \$150.00

BOOTH CLEANING

For liability purposes, booth cleaning is not the responsibility of the Hotel, but can be arranged through the display company. The Hotel will vacuum the aisles on a daily basis.

COMPRESSED GASES

Use of compressed gases is restricted to Helium and Carbon Dioxide only.

Special handling recommendations:

To be used only in well ventilated areas. Valve protection caps must remain in place unless cylinder is secured with outlet piped to point of use. Cylinders should not be dragged, slid or rolled. Only a suitable hand truck is to be used for transport. Use a pressure reducing regulator when connecting cylinders to lower pressure piping or systems. Do not heat cylinder to increase the discharge rate from the cylinder. Use a check valve or trap in the discharge line to prevent hazardous back flow into the cylinder.

Special storage recommendations:

Compressed gas cylinders should be stored in a safe location away from high traffic and emergency exits. The area should be well ventilated and cool. The temperature in the

storage area cannot exceed 54°C (130°F). Cylinders must be stored in upright position and firmly secured to prevent falling or being knocked over. Exhibitors or the supplier of the compressed gas must supply suitable chains and locks to secure cylinders.

CONDITION OF FACILITY

The client, display company supervisor and Banquet Manager of Palace Hotel will conduct a joint tour of the exhibit space prior to the exhibit set up, to note any existing damage to the facility, its walls, floors, ceiling, and related coverings and fixtures. The joint tour will be repeated after the conclusion of the exhibit tear down to note any damages that may have been caused during the set-up, exhibit and tear down.

The facility will be returned in the same condition that it was in prior to the exhibit set up. Failure to do so will result in the application of cleaning charges consistent with the labor required to clean the area.

ELECTRICAL SERVICE

For all or any electrical requirements, please contact your show management company to arrange. All costs are the responsibility of the exhibitor.

FOOD & BEVERAGE

All food and beverage must be ordered through the Hotel only.

ELEVATORS AND ESCALATORS

Guests' elevators and escalators are not to be used for transporting freight or equipment. Please use the freight elevator by the entrance of loading dock for transporting all equipment and materials to the second floor of conference center.

EXHIBIT SET UP AND TEAR DOWN DAYS

All exhibitors must be informed of exact set up and tear down dates and times of the show to avoid early and/or late deliveries of exhibit materials.

LABOR

The Hotel does not supply any manpower in unloading of trucks and movement of exhibits or displays to and from the exhibit area. However, the Hotel will supply limited equipment (dollies, carts, etc.) to bring convention equipment and supplies to the conference level. Charges could apply for delivery and storage.

Requests for labor supplied by the Hotel are strictly subject to availability, and will be subject to an hourly labor charge based on rates in effect during the date of the exhibition.

LIABILITY

The Hotel will not accept any claim for loss, due to fire, theft or damage of exhibits, nor will it be held liable for any personal injury caused by the exhibit or exhibitor. Use of the facility is conditional in that the exhibitor accepts full responsibility for any damages caused to the facility by the exhibit and/or the exhibitor(s).

LOADING DOCK

All vehicles must be removed from the loading dock after the equipment or deliveries have been unloaded. Under no circumstances, should any vehicle be left in the loading dock. Vehicles being left in the loading dock will be towed. The loading dock cannot be used to store crates, boxes or exhibit displays.

SECURITY

Security is the responsibility of the client or exhibitor. The Hotel is not in a position to provide manpower to guard or control access to exhibits and displays. Security personnel can be arranged with the convention services managers and will be subject to an hourly labor charge based on rates in effect during the date of the exhibition.

SHIPPING OUT EXHIBIT MATERIAL

It is the responsibility of the guest to send shipments prepaid on their own accounts. Banquet Department must be given a copy of the completed waybill (includes client's account number) in case we have to trace shipment. All shipments should be dropped off and picked up from the Receiving dock of the Hotel.

SIGNAGE

Directional and branded signage in event space must be approved by your event manager. No signage is to obstruct fire exit signs or doors. Signage is not permitted in public space, hallways and lobby. Hotel provides limited directional signage on hotel branded easels. All Banners must be approved by Hotel and are allowed in contracted event space and not permitted in hotel public space, hallways and lobby. If additional direction is required, please contact your Event Manager who will help you determine appropriate staffing levels.

VEHICLE EXHIBITS

When displaying a vehicle(s), to ensure that both parties are in agreement to the arrangements made, the following guidelines must be met:

Vehicles will only be permitted in specific areas, please inquire.

The company that will be delivering the vehicle must do a site inspection of the facility a minimum of 7 days prior to delivery of the vehicle. This will ensure that all access requirements can be fulfilled.

The Hotel will not be held responsible for vehicles displayed on property.

If a vehicle is wet, it must be completely towel dried before entering any of the ballrooms. At the time the vehicle is moved into place, it must be pushed, not driven.

The vehicle gas tank must contain a minimum amount of gas.

The vehicle wheels must have pads/discs under them to protect the flooring. Tires are to be cleaned prior to entering the ballroom.

At the location where the vehicle is displayed there must be a plastic sheet under the vehicle to protect the flooring from any oil leaks.

A set of keys must be left with the banquet manager in case an emergency situation arises.

Vehicles must be removed immediately after the event (unless otherwise authorized by a Catering, Sales and /or Convention Services Manager)

Please contact the convention services managers in charge of the conference for a copy of the Vehicle Agreement.