

Hilton
AUSTIN

PRODUCTION GUIDELINES 2023



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Encore Global is the on-site vendor for the Hilton Austin. The company provides complete in-house event technology with state-of-the-art equipment and professional technicians. The Encore Global sales team will prepare a comprehensive proposal after discussing your production requirements and budget.

Encore Global has a proven record of service excellence and competitive pricing and is committed to providing a seamless experience and value for you, your speakers and attendees. Encore Global comes highly recommended by the hotel's management staff and our customers. Customer references are available upon request through:

Ryan Filbert, CMP, HMCC
Director of Sales – Hybrid + Certified
ryan.filbern@encoreglobal.com
C: 928-503-2692

Outside Audio Visual Providers

Any outside vendors that are selected must follow all guidelines and adhere to the rules of the hotel. Please refer to this entire document for specific requirements for security, insurance, as well as personnel guidelines and hotel procedures.

The following documents must be signed and received by the hotel's Events department from all outside vendors at least 30 days prior to the arrival date:

- Hold Harmless Agreement
- Certificate of Liability Insurance

The hotel does not provide storage for any equipment or cases unless storage and details are pre-arranged and contracted by the group hosting the event at the hotel.

Rigging and electrical services are exclusive to Encore Global. Please refer to pages 3 and 8 of this document for additional details and service requirements.



Rigging

Encore Global is proud to serve as the exclusive in-house rigging contractor for the Hilton Austin and is ready to handle all rigging requirements. Encore Global's experienced production riggers use on-site inventory of hoists, trusses, hardware and scissor lifts to manage event needs – from initial design to load-out.

Hilton Austin ballrooms are equipped with a permanent rigging system; as part of a comprehensive overhead safety and risk management program, the system is periodically load-tested and inspected. Encore Global is required to approve all rigging designs and provide the rigging labor necessary to load in and load out any equipment attached to the facility's rigging system. For more, please visit:

<https://encoreglobal.com/locations/hilton/tx/hilton-austin/>.

A rigging services form must be submitted with a scaled rigging plot 20 business days prior to load-in. If the form is received less than 20 business days prior to load-in, double rates will be charged.

An online request for rigging services may be completed here: **encoreglobal.com/rigging-form**.

Contracted Security: Requirements

The contract security company shall sign and provide the following documentation to the hotel at least 30 days, but no later than 48 business hours prior to, the group's event date:

- Hold Harmless Agreement – to be sent by Event Manager for completion
- Certificate of Liability Insurance with a minimum of five million dollars and the following verbiage included in designated sections:

Certificate Holder
Hilton Austin
500 East 4th Street
Austin, TX 78701

Additional Insured
Hilton Worldwide Holdings, Inc. and
Austin Convention Enterprises, Inc., their subsidiaries
and affiliates and each of their agents are named
as additional insureds as respects General
Liability when required by written contract.

- Proof of Workers' Compensation with a minimum of one million dollars for personal injury including false arrest, detention, imprisonment or malicious prosecution, libel, slander, defamation, violation of the right to privacy, wrongful entry of eviction or other invasion of right to privacy occupation
- Proof of the company's Employee Fidelity Bond
- Current copy of the company's Texas Department of Public Safety Private Security guard license, as proof of the security personnel's state-licensed, bonded and compliance-trained status

It is the responsibility of the contract security company to update the above forms, as required, on an annual basis or as needed preceding each upcoming event. Forms submitted after the 48-hour timeframe outlined above, will be subject to a \$200.00 processing charge, which will be the responsibility of the contract security company.

Contracted Security: Conduct

Every contract security officer coming on duty shall sign in and out with hotel's Security Control Station on a daily basis and remain in his or her assigned area of responsibility at all times.

While on duty, contract security officers shall not:

- Smoke in public, drink alcoholic beverages or act in any manner that would reflect poorly upon himself/herself, his/her employer or the hotel
- Carry a firearm on the premises
- Receive an assignment if he/she has been convicted of a felony involving theft, arson, assault with a deadly weapon, murder, rape or burglary
- Solicit, accept or attempt to remove any item from an exhibit, display or other areas

All contract security officers shall wear a contract security company-deemed uniform, which shall be professional in nature and include a picture ID and nametag with the company name and/or logo. Jeans, shorts and sneakers, even if part of the contract security company's uniform, are not considered professional attire and should not be worn while on duty at the Hilton Austin. Any contract security officer failing to meet these uniform standards will be replaced immediately at the expense of the contract security company.

The Hilton Austin reserves the right to remove any contract security officer from the premises at any time; in particular, if that officer has engaged in inappropriate behavior such as sleeping on the job. Once removed from the premises, the officer shall be replaced immediately at the expense of the security company and, depending on the circumstances under which he or she was removed, may not be allowed to work at the hotel in the future.

Contracted Security: Coverage

The Hilton Austin requires adequate officer coverage based on the needs of the group/client and reserves the right to request additional coverage if deemed necessary at the expense of the contract security company or client.

A contracted schedule of security officers' times and assignments must be provided by the contract security company to the Hilton Austin no later than 48 hours prior to the event start date. As the hotel's Security department will not be responsible for providing break relief during officers' scheduled shifts, any needed coverage is the responsibility of the contract security company.

The contract security company shall provide the Hilton Austin with a 24-hour access to a telephone or cellular number for any emergencies.

If any of the above rules are violated, the Hilton Austin reserves the right to immediately remove the contract security company and all its agents from the hotel and ban them from working at the Hilton Austin at any future time.

Contractor/Vendor Personnel

Parking: The hotel does not validate parking for contractors/vendors. Hotel parking is subject to availability, and all fees are the responsibility of the contractor/vendor. Current self-parking rates are \$24.00 plus tax for up to 6 hours and \$48.00 plus tax for over 6 hours and overnight. Valet parking rates are \$30.00 inclusive for the duration of the event or \$54.00 plus tax for overnight.

Entrance/Identification: Contractors/vendors are to use only the hotel's employee entrance and are required to check in with Security to receive a visitor pass. This pass must be worn at all times for access to any area beyond the loading dock. A government-recognized form of identification or photo ID will be required and must be retained by each individual while on hotel property.

Bag Check: All bags and boxes are subject to a security check upon entering or leaving the building.

Public Access: All contractors/vendors must stay in designated job site areas. Access to public hotel areas, guest elevators/floors or the kitchen, offices, etc. is not allowed.

Locker Rooms: Employee locker rooms are designated for the sole use of hotel employees and are not to be used by contractors/vendors.

Restrooms: All contractors/vendors must use employee restrooms that are located near the hotel's loading dock and the back-of house area on the fourth floor. Guest restrooms are not to be utilized by contractor/vendor personnel at any time.

Meals: Under no circumstances are contractors/vendors to use the hotel's employee cafeteria. Hotel restaurants may be utilized by parties of no more than 4 people for food service only (no alcohol). No discounts will be extended.

Drugs/Alcohol: The hotel is committed to a drug- and alcohol-free work place, so no alcohol may be consumed while on hotel property. Contractor/vendor behavior must be in accordance with other points outlined in this document.

Behavior: Profanity, loud or aggressive behavior and/or a lack of respect for the customer, hotel guests, hotel management or employees will not be tolerated.

Dress Code: All contractors/vendors will be required to wear uniforms while performing their contracted job duties on-site. If no uniforms are provided, the hotel requires that all workers are dressed in shirts, closed-toed shoes and long pants; tank tops, bare backs, bathing suits, torn clothing or T-shirts with offensive pictures or language will not be permitted during the performance of job duties.

Hotel Equipment: Contractors/vendors are not authorized to use any tools, motorized equipment or other furnishings of the hotel without express written permission from hotel management. This includes dropdown screens and house sound in the meeting space, which are managed by and may incur additional charges from PSAV.

Personal Business/Property: Family members and friends are not allowed on hotel property. Under no circumstances shall the hotel, the owners (Austin Convention Enterprises, Inc. or Hilton Worldwide Holdings, Inc.) be liable for any damage to or loss of personal property sustained by the contractor/vendor and staff.

Smoking: No smoking of any kind of cigarettes, including Vapor (electronic cigarettes), is allowed on hotel property. This applies to the use of the hotel's smoking terraces.

Work Area: All contractor/vendor work areas must be kept clean and safe at all times; hotel employees are not responsible for cleaning up after setup, during excursions or during a teardown.

It is imperative that setup and strike times are provided by all contractor/vendor companies to the hotel's Event Manager in the form of a production schedule 30 days prior to the event date. The load-in and out times must be based on the group's contracted schedule of events. Additional fees will apply and will be charged to the contractor/vendor company, should the setup or strike time vary from the agreed-upon time in the production schedule.

Supervision: Each contractor/vendor company will be responsible for providing the name of a primary supervisor, along with his or her cell phone number. The designated supervisor contact will be responsible for the actions of his or her employees at all times while on the hotel premises and will respond positively to the hotel's security or management when addressed. The supervisor will be responsible for informing and ensuring that all crew members involved in any phase of the production (either on a full- or part-time basis) are made aware of and are knowledgeable in the conditions outlined in this policy.

Billing: Unless requested by the authorized contact of the client and the hotel's accountant, all production-related charges will be the sole responsibility of the production company/vendor. All estimated charges will be due in advance and subject to normal pre-payment schedules. In the event that direct billing needs to be established, the hotel's Finance department may be contacted with a request for a credit application.

Termination: If any of the above-mentioned policies are violated in the hotel's reasonable estimation, the hotel reserves the right to require a contractor/vendor's operations to cease.

Diagrams/Permits

The City of Austin Bureau of Fire Prevention and Public Safety regulations must be followed without exception. It is the responsibility of the contractor/vendor to produce scaled diagrams of the production area, which along with all necessary permits, must be submitted for review to the hotel's Events department 45 business days prior to load-in. The group's Event Manager will advise the contractor/vendor of any logistical, safety or equipment concerns.

Service Door Dimensions

Governor's Ballroom: 8' 9" high x 7' 3" wide (100 pounds per square foot floor load limit)
Austin Grand Ballroom: 8' high x 8' 8" wide (100 pounds per square foot floor load limit)

Electricity

PSAV requires that all electrical power and the labor to install, operate and remove it be provided by them at an additional charge for all hotel functions. Completed order forms and payment must be submitted to PSAV a minimum of two weeks prior to your group's arrival, unless stated otherwise.

Exits

At no time may any egress from a designated exit be blocked or be obstructed. No curtains, drapes or decorations shall be hung in such a manner as to cover any exit signs; all additional EXIT signs must be illuminated and battery-operated. Adherence to all local fire codes is the sole responsibility of the outside contractor/vendor.

Exhibit Kit

Providing that outside companies have not been hired to service an event, the exhibit kit must list PSAV as the official in-house AV and electrical provider. Likewise, order forms for PSAV's services, as well as Internet and telecommunications – which are provided by the hotel – should be included. Prior to being finalized, a copy of the exhibit kit must be sent for approval to the hotel's Event Manager.

Drayage

Exhibitor packages, boxes and pallets must be sent to the exposition/drayage warehouse for storage and emphasized in the exhibit kit. The hotel reserves the right to refuse acceptance of any and all shipments prior to the exhibit hall setup date. If the exhibitor makes arrangements to have a shipment arrive on the setup date, it is the responsibility of the drayage company to take receipt and possession of the freight.

All packages awaiting pickup from the exhibit hall by select carriers are the responsibility of the drayage company. The drayage company should inspect all forwarding labels with bills of lading and ensure exhibitors sign a document releasing the hotel from liability and accountability of the freight upon pickup.

Labor must be hired by the drayage company to direct traffic while tractor-trailers are pulling in or out of the loading dock and, if the tractor nose is on the sidewalk, to divert pedestrian traffic accordingly.

A head foreman must be present in the loading dock during move-in and move-out times in order to receive and distribute freight to meet exhibitor requirements; his or her cell phone number should be communicated to the Event Manager. A lead supervisor must likewise oversee the exhibit hall and be present for assistance during break times.

The drayage company must provide safety signs while performing its tasks in the loading dock and exhibit hall and be held responsible for covering/protecting the hotel carpet with self-procured Visqueen (or a similar product) during load-in and load-out.

At the hotel's sole discretion, the drayage company must establish a manned work station on the loading dock and in the exhibit hall. The hotel may require that each work station have either a house phone (in house calls only) or a phone with a DID line (outside calls). Any charges incurred shall be the responsibility of the drayage company.

The hotel will turn over an empty exhibit hall to the drayage company on the designated event setup date. In return, the drayage company will vacuum the exhibit hall with its own equipment and remove/dispose of any remaining materials that are present after load-in is complete, acknowledging that back-of-house hotel areas or hallways may not serve as equipment storage spaces. For the duration of the event, it is the sole responsibility of the drayage company to clean/vacuum individual vendor booths – noting that service charges may be incurred by the drayage company any time an excessive amount of trash is removed by the hotel – while the hotel will maintain cleanliness in the exhibit hall aisles as deemed necessary or, if requested at least two weeks prior to the exhibit hall's opening, at a daily charge of \$5.00 per square foot.

As outlined in the client's sales agreement, the exhibit hall must be returned by the drayage company to the hotel in the same condition as it was issued. Exhibit hall areas that are not cleaned, cleared and vacuumed by the drayage company (using its own equipment) upon release to the hotel will be subject to a \$2,500.00 fee. Additionally, an hourly charge of \$500.00 may be incurred if the drayage company goes over the contracted usage time without prior written authorization; until this or any other charges are paid in full, the drayage company will not be allowed to work on hotel property again.

Fire Marshal

All events involving outside staging/draping and exhibit/demonstration diagrams are required to have written approval by the local Fire Marshal. It is the responsibility of the contractor/vendor to request, obtain and pay for any related processing fees by submitting a diagram directly to AFDSpecialEvents@austintexas.gov. Once approved, four copies of the final, approved diagrams must be forwarded to the Events office at least 14 days prior to load-in.

Fire Watch

A manned fire watch may be required by the City of Austin Bureau of Fire Prevention and Public Safety for buildings that do not have an alarm or sprinkler system in place. Service needs will be determined and made on a case by case basis; if it's determined that standby inspector(s) are required to prevent or minimize the risks of fire during an event, the contractor/vendor may be required to complete an application, obtain a permit and cover the payment of any service-related fees.

Food & Beverage

The Hilton Austin is the only licensed provider of food and beverage for event held on its premises; outside food or beverage may not be brought into the hotel.

Heating and Theatrical Displays

The use of candles is prohibited. Fuels for heating food such as Sterno®, cooking stations using butane, lasers and fog machines are subject to federal, state or local regulation, to which they shall adhere. It is the responsibility of the contractor/vendor to obtain and pay for all permits, which must be submitted to hotel's Events department 10 days prior to the event

Freight Elevator

It is at the hotel's discretion to determine requirements for operating the freight elevator and controlling traffic. If deemed appropriate, a representative may be hired at an additional charge, providing that this service is arranged and paid for in full no less than 10 days prior to the event start date. During contractor/vendor break periods, the freight elevator must be left empty and available for use.

Floor Access: Salon E (Fourth Floor) and Salon H (Sixth Floor)

Dimensions: 8' high x 8' wide and 17' deep

Door Opening: 7' 10" high

Capacity: 6,000 pounds

Load Placement: Centered

Load-In/Out

A report with the following specifications will need to be completed by the hotel's Event Manager and contractor/vendor representative:

Prior to Load-In: Digital photos and diagrams of any locations with existing damage must be documented and compiled into a report for review and signature. Once completed, copies of the report must be retained by the contractor/vendor, the hotel's Security department and the contracting group representative.

Prior to Load-Out: Digital photos and diagrams of any locations with incurred damages or trash must be documented and compiled into a report for review and signature. Once completed, copies of the report must be retained by the contractor/vendor, the hotel's Security department, the hotel's Finance department and the contracting group representative. Full payment of estimated repair costs for damages areas and facilities, once quoted by a hotel representative in writing, will be required from the contractor/vendor prior to departure.

Loading Dock

The hotel's loading dock is located on Red River between 4th and 5th Streets and available for use Monday through Friday from 6:00 a.m. to 6:00 p.m. A schedule of load-in/load-out times must be submitted to the Catering or Events department no less than 14 days prior to the start date of all activities, including those of any sub-contractors that have been hired by the contractor/vendor.

The loading dock measures 15' 6" high x 23' 6" wide, has two bays and can accommodate a tractor-trailer measuring 53' in length x 15' 6" in height. Trailers with cabs are allowed as long as they do not extend onto the sidewalk and are up to 49' long.

Up to 12,000 pounds of freight may be moved in or out on an hourly basis with an experienced crew. Any freight that is blanket-wrapped requires up to two hours at the dock and two and a half hours off the street.

Moving Equipment

Transportation devices such as flatbed trucks, all pallet jack types, electric carts or lifts, packing materials and moving equipment must be provided by the contractor/vendor. Because forklifts are not allowed, and it is against hotel regulations to lend equipment, any apparatuses needed to move drayage should be sufficient.

Protective floorboards, as well as some sort of Visqueen-like cover or protective material for the carpet, must be provided by the contractor/vendor any time drayage or other types of heavy freight are moved into or out of the ballrooms. Floorboards and protective material must be installed in their designated areas prior to the contractor/vendor's movement of said drayage.

When designing stage sets, screens, draping, etc., safe and proper access into ballroom areas from the back-of-house service corridors must be established, and paths leading into each room must be created. Obstruction by equipment, cables AV cases, etc. will not be permitted. Feeder cables, especially, are required to be flown and may not run in front of guest doors.

OSHA

It is the responsibility of the contractor/vendor to ensure all work meets hotel, state and OSHA fire and safety codes and is conducted in a manner that will not pose any potential safety hazards to the hotel's guests or employees. Hotel management is authorized to deny guests entry into the room until any unsafe conditions have been addressed in a satisfactory manner.

Parking

Trucks and containers may be parked at the hotel's loading dock area with the approval of the loading dock supervisor, but they must be removed by the contractor/vendor once emptied. Because parking on certain streets is prohibited by the City of Austin during specific times of the day, contractors/vendors with larger vehicles may need to apply and pay for a parking permit for Red River Street.

Vehicles used for deliveries, transportation or storage cannot be left on hotel property overnight and will be towed at the contractor/vendor's expense if found doing so without written approval.

Pyrotechnics

Exterior pyrotechnics are prohibited by state law. Likewise, the storage, use or display of indoor pyrotechnic materials/devices, fireworks (Class "C" explosives) and similar incendiary devices that are intended for theatrical or entertainment purposes are prohibited.

Confetti

The use of confetti during an event is discouraged and may result in a cleaning fee if found on hotel premises.

Shipping Companies

To guarantee access to the loading dock, a complete delivery schedule must be provided by the shipping company 10 days in advance, allowing the Events department to make the necessary arrangements with the loading dock manager.

Back-of-house service and freight elevators must be utilized for all material movements by the shipping company, as the hotel's guest elevators will not be accessible at any time. The staging and holding of packages is designated to the assigned meeting space of the organization hiring the shipping company and may not be diverted to the loading dock.

Moving equipment and packing supplies must be provided by the shipping company. Any additional packing supplies, as well as package handling services, may be purchased from The UPS Store at current prices; a credit card payment must be collected in full prior to the receipt of any materials or services by the shipping company.

Preferred courier labels and envelopes will not be provided to any exhibitors utilizing the services of the shipping company. The return address on labeled packages must clearly indicate the name of the shipping company. The Hilton Austin will refer possible inquiries of missing boxes and materials to a designated contact or manager, as confirmed by the shipping company.

Per the scheduled outlined in the sales agreement, the hotel should be made aware of all meeting space and times during which it will be utilized by the shipping company. Any items left in the meeting space beyond the contracted time will incur a \$500.00 hourly charge, and the shipping company will not be allowed to work on hotel property again until the above charges are paid in full.

Sound

Sound levels should be appropriate for their designated meeting space and not interfere with the activities of any other group. Any requests made by hotel management to adjust inappropriate sound levels should be respected, as the hotel reserves the right to immediately terminate any non-compliant event. Sound checks during rehearsals are permitted but require advanced approve.

Storage

The hotel's back-of-house areas should not be used for the storage of any equipment or cases, unless pre-arranged and contracted by the group hosting the event at the hotel. When in use or empty, these pieces are to be removed from the hotel and brought back for load-out.

Trash Removal

The contractor/vendor will be held responsible for leaving utilized meeting space and function areas in the same condition as they were received prior to load-in, making sure to dispose of trash, vacuuming the exhibit hall and ensuring the service elevator landings and back-of-house hallways are clean and cleared.

Hold Harmless Requirements

The attached Hold Harmless Agreement must be signed and submitted to the Events department 30 days prior to the event.

Insurance Requirements

All contractors/vendors working with the Hilton Austin must submit a Certificate of Liability Insurance with the following requirements to the hotel's Catering or Event Manager 30 days prior to the event.

- Commercial General Liability: A minimum of \$2,000,000 is the combined single limit for bodily injury and property damage. This limit is subject to change based on the scope of work.
- Automotive Liability: A minimum of \$1,000,000 is the combined single limit for bodily injury and property damage.
- Employers Liability: A minimum of \$500,000 is the combined single limit.
- Workers' Compensation: A minimum amount is required by the applicable Workers' Compensation statute. In the absence of Workers' Compensation insurance in Texas, evidence of an alternative employee benefit program must be provided, as well as proof that the company has legally non-subscribed to the applicable Workers' Compensation Act.
- Property Insurance is required for the contractor/vendor's tools and equipment. In no event shall the hotel, Austin Convention Enterprises, Inc., Hilton Worldwide Holdings Inc., their subsidiaries and affiliates of personal property be sustained by the contractor/vendor, even if such loss is caused by the negligence of the hotel, Austin Convention Enterprises, Inc., Hilton Worldwide Holdings Inc., their subsidiaries and affiliates.
- A minimum of five million dollars in general liability must also be carried by contractors/vendors specializing in security and electrical services.

The Certificate of Liability must include the following verbiage in designated sections:

Certificate Holder
Hilton Austin
500 East 4th Street
Austin, TX 78701

Additional Insured
Hilton Worldwide Holdings, Inc. and
Austin Convention Enterprises, Inc., their subsidiaries
and affiliates and each of their agents are named
as additional insureds as respects General
Liability when required by written contract.

Walk-Through Report

The hotel's staff members will schedule and conduct two documented walk-throughs of all function areas prior to and following the conclusion of the event. The contractor/vendor will be required to participate in both, signing off on the walk-through report in acknowledgement of the meeting spaces' condition.

Unless special arrangements to charge fees directly to a group's master account are made in advance, any damage-related fees must be settled/paid for prior to the contractor/vendor's departure.

Acknowledgement

The undersigned is an authorized agent of the contractor/vendor and has read and agreed to all terms and conditions outlined to perform services on hotel property.

Signature of Contractor/Vendor

Title

Printed Name

Date

Hilton

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