

MARRIOTT
SAN ANTONIO
RIVERCENTER
RIVERWALK

CONVENTION & EVENT PRODUCTION GUIDELINES

Initials _____ Date _____

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MARRIOTT RIVERCENTER AND RIVERWALK HOTELS

PRODUCTION COMPANY GUIDELINES

The following document is a detailed list of guidelines for outside contractors to read, sign, and return to the Event Manager. All outside contractors that will perform work within the premises of the Marriott Rivercenter and Riverwalk must adhere to the Marriott Service Standards set forth in this document.

1. **INDEMNIFICATION AND INSURANCE**

   Group/Client shall defend, indemnify and hold harmless Hotel from and against all claims, actions, causes of action, or liabilities, including reasonable attorneys' fees, arising out of or resulting from any act undertaken or committed by Group/Client or any contractors hired or engaged by the Group/Client in connection with the performance of Group/Client's obligations. Group/Client also agrees to defend, indemnify, and hold harmless Hotel from any liability resulting from any claim, action or cause of action, which may be asserted by third parties arising out of the performance of Group's obligations pursuant to this Agreement, exact those actions which are due to the misconduct or negligence of Hotel.

   Please present your Event Manager with a certificate of insurance *a minimum of seven days prior to the arrival* of outside contractor, evidencing $2,000,000 of commercial general liability insurance, naming ***Host Hotels & Resorts, L.P. dba. Marriott Rivercenter & Marriott Riverwalk and their respective members, shareholders, owners, officers, directors, employees, and agents*** as additional insureds with regard to the activities of outside contractor.

2. **TIMELINE**

   The following date guidelines have been set-up so that you may know when we need a specific piece of information to effectively plan your meeting. We ask that you adhere as closely as possible to the guideline to provide ample time to review and make changes.

   A. Entertainment Riders: 14 Days from Arrival
   B. Set of Diagrams: 14 Days from Arrival
   C. Schedule of Events: 14 Days from Arrival
   D. Load-in/Load-out Schedule: Subject to Availability

 Initials _____ Date _____

A. Entertainment Riders:

A copy of any entertainment riders needs to be submitted for approval and should be sent to your Event Manager either 21 days prior to arrival date or *21 days prior* to submission of your Banquet Event Orders, whichever date is sooner.

B. Set of Diagrams

A complete set of diagrams is required 14 *days in advance* of arrival which includes stage sizes, rigging plots, cable runs and blue prints of any set pieces.
Please note – For any rigging to be approved the diagram must be submitted in digital form (DWG or VWX) with load distribution weights by each point.

C. Schedule of Events

A complete schedule of events is required a minimum of *14 days in advance* of arrival including load in and load out dates and times, a schedule of audio testing, loading dock usage dates and times, ballroom power tie-in/disconnect schedule, and darkroom schedules. Please provide these schedules of events to your Event Manager.

D. Load-in/Load-Out Schedule

Requests for set-up/strike and move-in/out prior to and beyond the contracted dates and/or times are subject to availability. The Group will sign off on and be held responsible for any and all additional charges, which may include additional meeting room rental.

3. SHIPPING AND RECEIVING

A limited number of packages for functions may be delivered to the hotel up to (1) week prior to the event. The number of boxes sent to the hotel cannot exceed 400 cubic feet at the Marriott Rivercenter, unless additional storage space is secured through the Shipping and Receiving Department. Call Fed-Ex or get with your Event Manager for Marriott Riverwalk shipping.

When **shipping materials to the hotel**, please include the following information on all packages to insure proper delivery and storage:

Conference/Event Name
Event Dates
Client/Guest Name
Hold for arrival: (arrival date)
Attention: (Your Hotel Contact)

San Antonio Marriott Rivercenter
101 Bowie Street
San Antonio, TX 78205
OR

 Initials _____ Date _____

San Antonio Marriott Riverwalk
711 E. Riverwalk
San Antonio, TX 78205
Number of packages in the shipment. (i.e. 1 of 7)
Deliveries via the loading dock must be coordinated as to not disturb scheduled hotel deliveries of products and supplies or disturb the main employee traffic flow areas.

4. MARRIOTT RIVERCENTER LOADING DOCK & MOTORIZED VEHICLES

Large deliveries requiring a container truck must be coordinated by your Event Manager in order to secure a bay and schedule times for delivery at the main hotel loading dock. If you require assistance unloading equipment or boxes please contact the Event Manager to arrange for contracted labor. The Convention floor does not have pallet jacks or dollies for unloading of materials. Please advise companies to bring these for unloading/loading during the convention.

A. Loading Docks:

There are two bays at the loading dock with a 13'9" height restriction and a length of 56' for Bay 1 and 50' for Bay 2. In Bay 2 there is a chilled water line for the Rivercenter Mall that runs alongside of the bay. Any company that breaks the pipe will pay any and all repairs to the pipe and flood damage(s) to the property both hotel and mall. All trucks must park and detach the cab when unloading to not block the flow of deliveries.

B. Large Freight

Cars, Large Crates, and Flats must be loaded into the ballroom from the convention dock utilizing the "Salon G" entrance. Pending availability of salon G. Please review with the Event Manager. During your load in an Event Services Manager or Supervisor will meet with you regarding your usage of the freight elevator or if a team member is required to operate the freight during multiple production companies loading in.

Freight Dimensions at Marriott Rivercenter are as follows.

Height=8 feet, Width=9 feet, Length= 20 feet, Weight Capacity= 10,000 LBS. evenly distributed.

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C. Motorized Vehicles in Ballroom

All motorized vehicles are to be rendered inoperable and pushed into the ballroom. Protective covering must be placed under all motorized vehicles

Definition: Motorized vehicles shall be defined as any vehicle which is propelled by an internal combustion engine and using Class-1 or Class-2 fuel, such as but not limited to automobiles, trucks, motorcycles, aircrafts and watercrafts. Names of the person(s) with keys must be on file with the Event Services managers and/or Event Manager.

Vehicle Requirement Check List:

☐ Vehicles that are used as a part of a display must have less than ¼ tank of fuel, or fewer than five (5) gallons, whichever is less. The tank must be sealed (taped) or have a locking gas cap

☐ The positive battery cable must be disconnected from the battery and taped.

☐ Alarm system must be deactivated.

☐ Vehicles must have protective material (carpet/visqueen) underneath the vehicle bumper to bumper at all times.

☐ Must provide keys to the vehicle to Convention Service Manager.

☐ The exhibitor is responsible for contacting the San Antonio Fire Marshall to schedule a vehicle inspection. The Fire Marshal must be contacted NO Less than 48 hours before moving the vehicle into the building.

SA Fire Marshall Special Events Division (210) 207-3695.

☐ Vehicles are NOT to be started or driven on the ballroom or lobby level.

Tractors, chain saws, generators and other such fuel powered equipment shall be safe guarded in a similar manner.

D. Forklifts and Electrical Carts

Forklifts and electrical carts are permitted on the loading dock elevator but must be centered in the freight to maintain equal balance for the lift. If loading in a forklift to the elevator, no other equipment can be loaded at this time. Gas and Propane forklifts will not be allowed in the hotel. It is against Marriott policy to utilize propane forklifts in the hotel. Should a forklift be used it is mandatory that it is an electric forklift. The Director of Engineering must approve any exceptions along with the Event Services Manager. In the rare instances when a forklift is required for movement of freight inside the hotel,

 Initials _____ Date _____

the company must wrap the wheels with tire covers, socks or plastic or before entering the hotel and ballroom areas.

E. Genie / Scissor Lifts

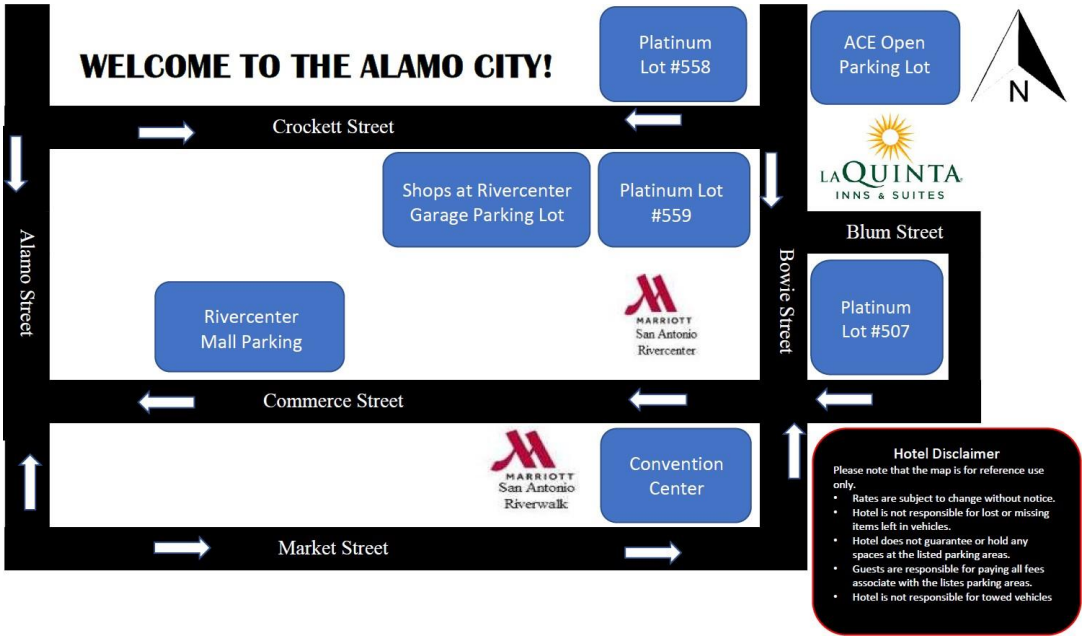
Genie/Scissor Lifts are allowed in the ballroom. The hotel has a scissor lift on property which can be made available for a rental fee pending availability. To avoid slowdowns during load-in/load-out it is recommended visiting companies provide their own lift for use.

F. Smaller Equipment- i.e. Smaller Equipment- i.e. A/V Cases

Smaller items such as A/V cases, etc. must be loaded in at the loading dock convention elevator. Utilization of guest elevators to transport equipment will not be permitted. Marriott does not allow or provide storage for any A/V cases, materials, or equipment on the Convention Dock. Dock must remain clear at all times outside of load-in/load-out schedule. All cost involved with movements and storage of freight during the show or delivered prior to the load-in date will be the responsibility of the company performing the load-in and load-out. No equipment weighing over 10,000 pounds will be allowed in Marriott Rivercenter or Riverwalk ballroom areas.

G. Parking Large Trucks and Containers

Trucks and containers may be parked only temporarily at the convention dock and must be removed as soon as emptied. Under no circumstances can trucks be left on property



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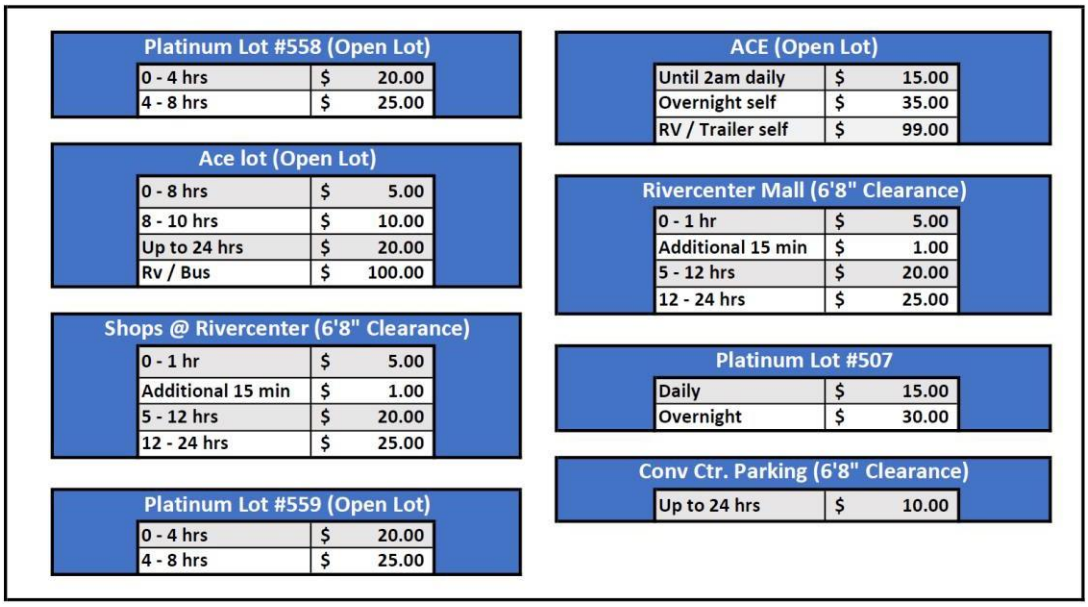
overnight.



Platinum Lot #558 (Open Lot)	
0 - 4 hrs	$ 20.00
4 - 8 hrs	$ 25.00

Ace lot (Open Lot)	
0 - 8 hrs	$ 5.00
8 - 10 hrs	$ 10.00
Up to 24 hrs	$ 20.00
Rv / Bus	$ 100.00

Shops @ Rivercenter (6'8" Clearance)	
0 - 1 hr	$ 5.00
Additional 15 min	$ 1.00
5 - 12 hrs	$ 20.00
12 - 24 hrs	$ 25.00

Platinum Lot #559 (Open Lot)	
0 - 4 hrs	$ 20.00
4 - 8 hrs	$ 25.00

ACE (Open Lot)	
Until 2am daily	$ 15.00
Overnight self	$ 35.00
RV / Trailer self	$ 99.00

Rivercenter Mall (6'8" Clearance)	
0 - 1 hr	$ 5.00
Additional 15 min	$ 1.00
5 - 12 hrs	$ 20.00
12 - 24 hrs	$ 25.00

Platinum Lot #507	
Daily	$ 15.00
Overnight	$ 30.00

Conv Ctr. Parking (6'8" Clearance)	
Up to 24 hrs	$ 10.00

*parking prices may change

5. MARRIOTT RIVERWALK LOADING DOCK & MOTORIZED VEHICLES

Large deliveries requiring a container truck must be coordinated by your Event Manager. If you require assistance unloading equipment or boxes please contact the Event Manager to arrange for contracted labor. The Convention floor does not have dollies for unloading of materials. Please advise companies to bring these for unloading/loading during the convention.

A. Loading Docks:

For large semi/box trucks there is no official loading dock. The load-in are to the Riverwalk hotel is street level on the left side of Commerce Street.

B. Large Freight

Cars, Large Crates, and Flats cannot be transported to the ballroom from loading zone. There is no true freight elevator and the service elevator are limited in size. Pallets must be broken down before entering the hotel as the pallet jack will not fit in the service elevators.

Service Elevator Dimensions at Marriott Riverwalk are as follows:

Entry door=42”, Interior= 48 ½” x 79”, Ceiling height=89”, Max carrying capacity= 3000 LBS.

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C. Motorized Vehicles in Ballroom

The Marriott Riverwalk is unable to accommodate motorized vehicles on the ballroom floor. Chain saws, generators and other such fuel powered equipment shall be safe guarded in a similar manner to the vehicle checklist. Please refer to 5c.

D. Forklifts and Electrical Carts

Forklifts and electrical carts are not permitted.

E. Genie / Scissor Lifts

Genie/Scissor Lifts are allowed in the ballroom. The hotel has a scissor lift on property which can be made available for a rental fee pending availability.

F. Smaller Equipment- i.e. A/V Cases

Smaller items such as A/V cases, etc. must be loaded in at the loading zone and transported using the service elevator. Utilization of guest elevators to transport equipment will not be permitted. Marriott does not allow or provide storage for any A/V cases, materials, or equipment in the back aisle. Loading zone must remain clear at all times outside of load-in/load-out schedule. All cost involved with movements and storage of freight during the show or delivered prior to the load-in date will be the responsibility of the company performing the load-in and load-out. No equipment weighing over 10,000 pounds will be allowed in Marriott Rivercenter or Riverwalk ballroom areas.

6. LOAD-IN/LOAD-OUT RULES

A. Load-in and Load-out Times

6:00AM – 10:00PM. Nothing outside of these hours is permissible unless scheduled and approved with the Event Services Manager.

B. Enter & Exit Walks

Before any company can load into the building, the Supervisor/Foreman for that company must perform an Enter Walk with the Event Services Managers. This walk must be scheduled 7 days prior to the event. At the conclusion of the event, an Exit Walk is to be scheduled once the function space is cleared. This will be a visual inspection of all function spaces occupied. All Enter and Exit Walks will be performed during the operating hours of 6:00AM – 8:00PM. Any company that loads in/out after the 8:00PM time may be required to schedule the Enter/Exit Walk the next day. If a company has permission to load out after 10:00PM, they must schedule the Exit walk the next day.

Enter Walk: Access to the convention dock parking bays and elevator will not be granted until the Enter Walk is performed. Before performing the Enter Walk, the Supervisor/Foreman will receive a copy of the Load-In and Load-Out Rules & Regulations and will receive and sign the agreement. After the form is signed and the Exit Walk is scheduled, the Enter Walk will be performed. During this walk, the Supervisor/Foreman and the Event Manager will have the opportunity to note any and all noticeable current damage(s) of the function space that is going to be occupied. These notes will be made on a convention floor diagram that will be attached to the agreement. After the Enter Walk, a copy of the signed agreement and noted damages will be given to the Supervisor/Foreman.

Exit Walk: Once the company completes the Load-Out and has all equipment removed from the convention floor, an Exit Walk will be performed. During the Exit Walk, the Event Manger and the Supervisor/Foreman will walk all function space that was occupied and make note of any new damage(s) since the Enter Walk. If any new damage(s) is noted, the Engineering Department will be called to assess the damage(s) and apply all charges accordingly. After the Exit Walk is performed, a copy of the entire agreement and noted damage(s) will be given to the Supervisor/Foreman. Any questions or concerns may be directed to the Conference/Catering Manager and the Engineering Department.

C. Protective Covering

Protective covering must be used when transporting large equipment. This is to protect the carpet on the convention floor. PLYWOOD IS NOT PERMITTED AS A RUNNER. The wheels of the forklifts must be non-marking. All carpet must be covered with a (non-slip or self-adhesive) Visqueen plastic type of surface during move-in and move-out. Acceptable coverings include: Visqueen, Marley, and Indoor/Outdoor carpeting (minimum ¼" thick).

7. ON THE CONVENTION FLOOR

A. Storage

The Hotel has no storage facilities for materials. The company is expected to store all items backstage, a client designated AV Storeroom on the Convention Floor, or in a container or truck off property. Excess of materials stored backstage can create a safety hazard, the Event Manger may ask to remove some items to allow for access to fire exit doors.

Any storage of audiovisual equipment will be subject to availability and the Hotel's current room rental charges starting at $500.00 per day.

B. Staging

All stage requirements must be coordinated in advance with the Event Manger. This includes main stages, tech and camera risers.

C. Furniture and Plants

Ballroom Foyer Furniture and Plants must remain in designated assigned areas. No plants or furniture can be moved or relocated at any time. Furniture will not be used inside any meeting space or exhibit area at any time. Should you require furniture or greenery for any meeting session or exhibit, you will be required to rent from a local venter. Your Event Manger can provide information.

D. Carts

Flatbed Carts are available for rent $75.00 per Day.

8. ROOM SET-UP AND SERVICE STAFF STANDARDS

A. Dress Code

All outside contractors, production company staff must be identified by company name on shirts or stage passes prominently displayed. All others without the aforementioned shall require a wrist band from our Security department. Dress code and grooming standards must be adhered to at all times. Any personnel with inappropriate appearance will be asked to change clothes or leave the property.

B. Check-in with Security

Outside contractors, production companies, etc. and their employees must enter the Hotel through the Loading docks freight elevator, security or hotel associate entrance. Wrist bands can be obtained at security. Upon leaving use the same doors as the arrival.

C. Noise Levels

For the consideration of other guests and/or attendees of the hotel, Marriott retains the right to require the immediate cessation or reduction of noise determined to be a nuisance or otherwise interfering with the enjoyment of the hotel by guests or other groups.

D. Fighting

Creating disturbances, horseplay, disorderly conduct or the use of abusive language is a violation of hotel policy and will result in immediate removal from the property. Theft, attempted theft, misappropriation of property or aiding of such acts will also result in immediate removal with possible criminal prosecution.

E. Smoking

Smoking is prohibited inside Marriott Rivercenter & Marriott Riverwalk. Smoking, eating and drinking is permitted in designated areas only. Smoking is prohibited on the dock.

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F. Crew Breaks

Crew breaks must take place backstage of the function area. The Event Manager must approve of any breaks in the public area. The hotel cafeteria is not approved for use by any contractor. Food and Beverage consumed while on property must be disposed of properly.

Use of the public restrooms is also restricted. Outside personnel may use the associate restrooms located near the ballroom service landing.

G. Room Sets

Must consist of all screens having at least a bottom dress, carts and speaker stands being skirted, the front and side draping of all tech stations, the use of black extension cords and audio/visual cabling that run only against the walls, at 90 degree angles to their resting points and taped with black or appropriate colored gaffers tape to match the carpeting of the room.

9. SAFETY

A. Fog Machines & Hazing

The use of **fog machines/water-based hazers** will be allowed only by written permission of Hotel. A complete schedule of times and dates of fog/haze usage will be required **seven (7) days** prior to arrival. If sensors need to be deactivated, Engineering and The San Antonio Events Division of the Fire Marshall must be on duty to release and deactivate the alarm system.

The Fire Marshall is REQUIRED to be on site when a hazing/fog machine is in use be.

Arrangements must be made 14 days in advance by contacting your Event Manager directly who will contact the San Antonio Fire Department, Special Events Division (210) 207-3695. There is a cost and minimum time allowance. Marshall must stay on the property until completion of hazing.

Current 2024 pricing: 100.00 an hour; 2 hours minimum. Please note there may be additional fees if more time is required or over several days. Please contact your Event Manager.

B. Security Officer

Hotel must determine whether a Security Officer must be hired for Group's activities. If a Security Officer is required, the cost of $75.00 per hour (4 Hour Min.) for the Security Officer will be invoiced back to Group.

Outside Security can be provided based on the guidelines below:

- ☐ Licensed in the state of Texas
- ☐ 5 Million General Liability Insurance
- ☐ 1 Million Workers Compensation Insurance
- ☐ 1 Million Auto Liability if their vehicle is on property

C. Cables, Cords, and Wires

All cords, wires, cables and equipment must be safely secured. At no time may cables be taped to the walls. All equipment must be placed in compliance with all applicable occupancy, OSHA, and national fire regulation codes. Cabling cannot be run along the floor in any areas of access or egress. It is necessary that cords or equipment not be placed under or in the path of an air wall in case an air wall(s) needs to be opened or shut. If cords or equipment are found in areas that prevent the working order of hotel equipment, impede access or egress of attendees or hotel staff, or other create potentially safety hazards, the company responsible will be asked to remove the items.

D. Damage and Lost Items

Marriott Rivercenter & Marriott Riverwalk will not assume responsibility for the damage or loss of any merchandise or articles brought to the hotel. Arrangements may be arranged through the event's Conference/Catering Manager /Event Manager for the security of exhibits, merchandise, and/or audiovisual equipment at a fee of $65.00 plus tax, per hour, per security guard with a 4-hour minimum call time per shift.

10. FIRE CODES

Below are several general regulations that fall under our local fire authority specifications and should be considered when planning and coordinating space, decorations, etc. on the convention floor.

A. Exits

Where exits are not immediately accessible from an open floor area, safe and continuous passageways, aisles, or corridors leading directly to every exit must be maintained. These passageways must also be arranged to provide convenient access to

at least two exits for each occupant, by separate way of travel. These aisles must be as wide as or wider than the exit they are leading to.

Each required exit, exit access, or exit discharge must be consistently kept free of all obstructions, or impediments and have full instant use in case of fire or other emergency. This includes baffling on all pipe and drape.

No furnishings, decorations, or other objects shall be so placed as to obstruct exits, access thereto, egress therefrom, or visibility 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, or adjacent to any exit in such a manner as to confuse the direction of the exit.

Any blocking of an exit must be approved in advance by the Fire Inspector.

B. Exhibits

It is against fire code to have any exhibits in foyer areas. Unless a diagram is provided and signed by the San Antonio Fire Marshall, Special Events Division (210) 207-3695. Please notify your Event Manager to expedite these requests. Cost per diagram approval is as follows. Under 15,000 square ft. $275.00 with fees/taxes= $283.25 OVER 15,000 sq. ft. is $425.00 with fees = $437.75.

All exhibit equipment, furniture, and carpeting must be confined to the measured limits of the booth, as on the diagram.

C. Fire and Open Flames

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

All décor items, props, and linens brought into the room must be flameproof and must be accompanied by certificates of authenticity. This information must be sent to the Bexar County Fire Marshall Special Events division prior to the program along with a diagram of all planned sets. The Fire Inspector may make impromptu visits and may flame-test items to verify compliance. Diagrams will be assigned a case # with approval and must be given to your Event Manager. A copy will also be kept on the floor with the Event Services Manager. Cost per diagram approval is as follows. Under 15,000 square ft. $275.00 with fees/taxes= $283.25 OVER 15,000 sq. ft. is $425.00 with fees = $437.75.

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D. Spacing of Room Set

All sets in the room must reflect local enforcement of national codes, i.e. aisle width, spacing of round tables for meals, etc.

Distance between tables must be equal to or greater than the required aisle width plus 19" for chairs placed on one side, and 38" for chairs placed on both sides of tables.

11. EXCLUSIVE AUDIO-VISUAL SERVICES

Marriott Rivercenter & Riverwalk hotels has selected Encore Global as the Hotel's preferred audiovisual provider for our guests. Encore Global provides outstanding service for conventions, meetings and special events. They have an extensive on-site inventory of the latest production equipment and have seasoned professional technicians to assist you with the set-up and operation of your program.

Encore Global may be contacted by dialing 210-554-6153

While Encore Global is our preferred audiovisual partner, you have a choice of utilizing another audiovisual provider. Should you select another company, please be advised that there are service standards that must be followed in order for them to conduct business within Marriott Rivercenter and Marriott Riverwalk. Please advise your Marriott Conference/Catering Manager/Event Manager upon selection of your audiovisual company.

A. Service Charge

All Encore services are applicable to a customary service charge of 27% and 8.25% tax (also seen as "++") applied to the Encore Bill.

B. House Sound System

The **House Sound System** is not complimentary. Only Encore technicians are authorized to connect any audio equipment to the house system. It is recommended outside companies provide their own stand-alone public address system, but if house sound is desired, there will be a charge per room, per day and will be assessed to the client master account or other client direct billing.

C. Projector Tables

Marriott Rivercenter & Riverwalk **does not provide complimentary cocktail tables** for projectors. Audiovisual companies are required to provide their own a/v cart or projector stand for all meeting space. Encore has Projector stands available for rent on per day, per room charge.

D. Installed Wall Outlets

When utilizing Encore, **installed wall outlets** (<20Amps) are included in the cost of the rental equipment. Client owned and/or outside production company equipment requiring power will be subject to a $75++ one-time charge per room/foyer. Additional charges will be assessed for any power that is located in the floor pockets

of the ballroom.

E. Rigging

All rigging equipment will be supplied exclusively by Encore's Rigging Services. Rigging equipment includes truss, motors, span sets, wire rope, shackles, skyjack, lifts, and any fasteners. All rigging performed within the meeting space will be designed per specification, installed and removed exclusively by Encore Rigging teams. Under no circumstances will entry to any ceilings be granted to any person.

Rigging requirements must be submitted to Encore Global Rigging Request website at https://www.encoreglobal.com/rigging-portal for approval a minimum of two weeks (14 days) prior to show install. A detailed proposal will be provided at that time. Those who fail to submit power and rigging requirements by the deadline will be subject to a fee.

A minimum of **(2) Riggers** are required for all load-ins and load-outs with a **5hr minimum**. For large/complex rigging requirements, additional labor may be required. Actual number of riggers and hours will be determined by Encore Rigging Supervisor.

Ground Supported Truss: Any ground supported truss structures used for production elements are to be supplied exclusively by Encore's Rigging Services. Marriott will not allow truss provided by outside companies to be used in the meeting space with the exception of décor elements (non-load bearing) with prior approval from Encore Rigging Supervisor and/or Conference/Catering Manager/Event Manager.

For further rigging information, contact Encore Global Services at 210-624-9714 OR 210-559-3109.

12. BANNERS AND SIGNAGE

Any signage, decoration, banners, or production equipment that is attached to the ceiling structure or suspended from any other existing hotel structure will be hung and/or rigged by Encore at a charge. Advance notification is required. All equipment, cables, and connectors must conform to Encore safety standards and are subject to approval by Encore. All banner requirements should be submitted two (2) weeks prior to event dates. All banners must be approved and hung by Encore and must comply with Encore rigging safety guidelines provided. Contact Encore for additional guidelines and assistance.

A. Placement

Banners may only be hung inside your designated function space. Requests for banners outside of your designated function space should be addressed with the Event Manager. Charges for hanging banners will be assessed through Encore Rigging Services.

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B. Professional Signage

Absolutely no hand-lettered signs or flipcharts are allowed outside of the rooms. Professional printed signage on easels or sign stands are the only type of signage allowed on the convention floor. Signage or promotional materials are not permitted on the first-floor lobby level and may not be secured to pillars, walls, or elevators. Unless approval is gained from the hotel General Manager.

C. Public Areas

Banners or Signs are not permitted to be hung or displayed in any public areas surrounding the hotel or Riverwalk level. Unless approval is gained from the hotel General Manager.

13. DAMAGE CONTROL

A. Damage

In the event damage during the event does occur to any hotel structure or equipment, notify the Event Manager immediately. The Engineering Department will be called to assess the damage(s) and apply all charges accordingly.

B. Scaffolding

All scaffolding must have scaffolding jack feet attached. Bare piping is not allowed on any surfaces. All scaffolding must have at least ½ inch thick wood between it and any carpeted surfaces.

C. Nails, Screws, & Tape

There will be no nailing, stapling, taping or screwing into hotel stage decking, flooring, air walls or walls of the hotel structure for any reason.

D. Paint & Carpentry

There is to be no painting, or extensive carpentry work done on the convention floor. Please contact the Event Manager prior to arrival and a work area may be set aside (pending availability).

14. CLEAN UP RESPONSIBILITIES

A. Loading Dock

When a company loads in, they will be provided a **clean loading dock** to unload and clean function spaces. The company loading in is completely responsible for leaving the facility in the same condition as it was given. This includes the disposal of all trash, props, cardboard, pallets, plastic, meeting materials, etc. at vendor's expense. If upon entering an area that is not cleaned, please contact the Event Services Manager.

B. Trash

All outside Drayage, Trade show, Exhibit, and Production/Audio Visual companies are responsible for all trash removal associated with their areas. This includes tape, tape residue, and cleaning of any large stains that were the result of the event.

For trade shows and exhibits, the exhibitor company will be responsible for coordinating clean-up of the exhibit hall during move-in and cleaning of the aisles during show dates. The Hotel will be responsible for the removal of items related to catered events that occur in the space (glassware, plates, etc.).

The hotel will not provide any additional cleaning services, equipment, etc. unless outlined in the Hotel Sales contract. Trash removal from the exhibit hall/production area at the conclusion of the event is the responsibility of the contractor. The contractor must provide trash containers. The trash must be taken off property for disposal, unless approval is obtained from the Director of Operations or the Event Service Manager(s) who will assess the space.

Upon leaving, the ballroom and function space should be provided in a vacuum-ready fashion. If trash removal is not completed Group will be charged a cleaning fee of no less than $500.00.

C. Dumpsters

Temporary Dumpster rentals are available and must be dropped off and picked up the same day, unless permission is obtained from Director of Operations or the Event Service Manager(s). All charges are to be incurred by the company loading in. If the dumpster is inadvertently left overnight, overtime pickup and/or towing fees will be assessed. The location of the dumpster is to be coordinated with the Director of Operations or the Event Service Manager(s).

Marriott Rivercenter and Marriott Riverwalk partners with Mission Disposal for temporary dumpster rentals:

Clear Lake Restorations (210) 240.3497

D. Lost and Found Items

Any containers, materials, or items that are left behind after the Exit Walk by the company loading in or loading out will be disposed of at their expense.

Event Service Standards

I, the undersigned, have received a copy of Hotel's Event Service Guidelines. I have read and understand the information contained within.

BY Group's Authorized Agent:

Printed Name:_____ Date:_____

Group Name: _____

Hotel Floor

Manager/Supervisor:_____ Date: _____