



HYATT
REGENCY®

ORLANDO



CONVENTION & EXHIBITION PLANNING GUIDE

9801 International Drive Orlando, Florida 32819 407-284-1234

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OVERVIEW

In an effort to better serve the meeting professional and their contractors, the Hyatt Regency Orlando has prepared these guidelines to provide operational information addressing pre-planning questions with pertinent and accurate data. Please be sure to forward this information to all show and event contractors so that they may also plan accordingly.

A: PREFERRED SERVICE PARTNERS

BILLING FOR ALL ON SITE PREFERRED SERVICE PARTNERS CAN BE POSTED TO THE GROUP MASTER ACCOUNT (PM#) AT PREVAILING RATES.

A-1) Audiovisual

The Hotel's permanent audio system shall be accessed, operated and maintained exclusively by ENCORE. Client contracted production companies and A/V suppliers are not permitted to interface equipment with the Hotel's permanent systems. ENCORE shall be contracted for any such access requirements and must be notified in advance of these requirements.

A-2) Communication and Network Services

The Hotel will exclusively provide all connectivity from the demarcation to the facility for telephone and data requirements. In contracted meeting space ENCORE provides data connectivity and telecommunication services. Refer to Facility Guidelines #27 for ordering information.

A-3) Business Center

11th Hour Executive Business Center / Shipping Center offer an entire suite of business solutions for all of your conference needs. 11th Hour specializes in bulk pre-conference printing, equipment rentals, conference graphics & branding, signs & banners and more. 11th Hour is also one of our exclusive producers and installers for all surface graphic applications.

The 11th Hour Business Center is conveniently located on the convention level and available on a 24-hour basis and retains the exclusive right to operate a retail business center that provides business services (i.e. photocopying, facsimile services, and copier rentals) to hotel guests, group attendees and exhibitors

11th Hour Shipping Center is responsible for all receiving and distribution of all guests and convention materials shipped directly to the hotel, charged at applicable rates. Refer to 11th Hour shipping & receiving rates and operation hours for detailed information.

A-4) Destination Management Services

Hello Florida and Mears Transportation Group is the in-house provider for destination management and transportation.

Transportation management, theme décor, hospitality services, tours & activities, team-building events, group, and individual transportation services are a few of their services offered. A retail desk is maintained in the lobby of the Hotel for individual guest purchase of attraction tickets and transportation services.

A-5) Electrical

The Hotel retains the exclusive rights to all electrical services. All event venues have 20AMP wall sockets available. Entertainment, exhibit, production, computer, display tables, etc. will require isolated power drops, acquired through Edlen Electrical Exhibition Services, the Hotel's exclusive provider. Electrical requests must be in writing and forwarded to your Event Manager a minimum of four weeks before your event. All electrical equipment shall be "UL" listed and labeled and Edlen reserves the right to inspect exhibitor and production type equipment for safety and/or code compliance. Pricing is available through your Event Manager.

-6) Rigging and Banner Services

The Hotel retains exclusive rights to all rigging services, rigging equipment and hanging of banners. All rigging must be installed and supervised by ENCORE. This includes labor; motors, chain hoists, man-lifts, truss, and associated hardware (span sets, steels, shackles, etc.).

A-7) Trade Show Services

FREEMAN is the world's leading provider of integrated services for face-to-face marketing. As a full-service event contractor, FREEMAN is the one source for all your exposition and convention service needs. They are conveniently located on property to assist you and your exhibitors. FREEMAN specializes in exhibit booth programs, corporate events, custom carpet, furniture rental, floor plan design, digital graphics including signs/banners, design production, rental exhibits, group registration areas, staging/plush draping and material handling services. FREEMAN is also one of our exclusive producers and installers for surface graphic applications, if contracted for exhibits in hotel.

A-8) Utilities

The Hotel will provide all utility services, not specified above (i.e., water/drain and compressed air). The Hotel reserves the right to inspect all exhibitor and production type equipment for safety and/or code compliance. The Hotel will be responsible for the installation and removal of all equipment, parts, fittings, connectors, etc., necessary to provide such utilities.

B: LIFE SAFETY AND FIRE CODE REGULATIONS

B-1) Orange County Fire Rescue Division

The Orange County Fire Marshal is authorized by Florida Statutes and the Florida Fire Prevention Code to ensure fire and life safety for the public. Production, Convention, Trade Shows and Exhibits diagrams are reviewed for compliance with the requirements of NFPA 101 Life Safety Code, as adopted by Florida Administration Law, State Fire Marshal's Rules and Regulations Chapter 69-3 and the Florida Fire Prevention Code. Additional technical codes and standards may apply to specific events.

Compliance with all federal, state and local fire and building codes is required for all Group activity. All emergency equipment, exits, aisles and walkways must remain unobstructed. Special permits are required for events or exhibits that involve cooking, covered, or multi-level exhibits or other potentially hazardous situations. Permits can be requested through Orange County Fire Rescue Division.

For the protection of our Hotel and for those guests either working or attending an event on our premises, The Hyatt Regency Orlando Convention Planning Guide contains a brief overview of Orange County Fire Rescue Division Information that may apply to various aspects of event planning.

B-2) Cables

All cables that cross doorways, aisles, or walkways are to be covered with rubber matting, carpet or run through a cable trough. Cables extended across a marked fire exit may not impede the door's mobility.

B-3) Capacities and Room Layout

Listed capacities of all meeting rooms must be strictly adhered. All room sets must comply with federal, state and local safety codes. At no time shall exit doors be chain locked, locked, tied open or obstructed in any way.

B-4) Elevators and Escalators

Equipment and freight may only be transported via the freight and service elevators. Hotel personnel will supervise the use of freight elevators and may require a freight elevator operator as deemed appropriate by the Event Department. Passenger elevators and escalators are for guest use only and are not to be used for A/V equipment, freight, or box movement at any time. Refer to Ballroom Specifications #5 -Elevator and Loading Door Capacities and Dimensions for approved load in areas.

B-5) Exit Doors

At no time shall an exit door be chain locked, locked, tied open or obstructed in any way. This includes placement of drape, signage, or other convention-related materials that may impede the path of egress from an exit door.

B-6) Fire Pits

Fire Marshall approved floorplan is required, and mandatory, to use open flame fire pits in any outdoor space, they are prohibited for in-door use. A fire watch is required when fire pits are used. OCFR Officers are required for a Fire Watch, they must be arranged through the Hotel's Event Department and will be billed to the Group master account. See the Event Department for current rates. A schedule of event time must be submitted no later than 4 weeks in advance.

B-7) Flame Proofing

All materials used in convention space must be non-flammable or flame retardant. A certificate of flame proofing is required and available upon request.

B-8) Floor Plans and Plan Approval

Floor plans, including general session, registration, and pre-function space, must be submitted to Event planning at least six (6) months prior to the event for approval by the Orange County Fire Rescue Department. Applications may be obtained from Event Planning. Lessee must remit fees for approval of plans per Orange County Fire Rescue fee schedule.

Exhibit hall floor plans should be submitted to Orange County Fire Rescue Department for approval prior to the sale of exhibit space by the Lessee. Floor plans must be to scale and include fire strobes and all exiting doors. Plans must include the name, dates, and location of the event. Exhibit plans may be submitted separately from general session, registration, and pre-function plans

B-9) Hazardous Materials

The Group is responsible for removing hazardous waste and must comply with all federal, state and local regulation regarding the handling and disposal of materials. Hazardous waste includes materials that are toxic, corrosive, reactive, and ignitable or biohazard. A Material Safety Data Sheet (MSDS) must be provided.

B-10) Haze, Fog and Smoke Machines

Fire Marshall approved floorplan is required, and mandatory, to use fog/haze in any space. A fire watch is required when haze/fog or smoke machines are used. OCFR Officers are required for a Fire Watch, they must be arranged through the Hotel's Event Department and will be billed to the Group master account. See the Event Department for current rates. A schedule of rehearsal and show times must be submitted no later than 4 weeks in advance.

The use of fog and haze machines for lighting and theatrical effects is permitted, provided that the fog/haze fluid used in those machines is water based. The use of non-water-based fog/haze fluid, specifically with an oil-based composition, is prohibited.

In order to comply with various state and federal life safety codes, it is required that **all fog and haze fluid** be appropriately labeled and available for inspection by the Orange County Fire and Rescue Division, if necessary.

Should the Hotel Fire Alarm System be activated due to the negligence of the Group, Service Contractor, or Production Company, any resulting penalty fees from the local Fire Authorities will be passed on to the negligent party.

B-11) Open Flame and Pyrotechnics

Open flame and pyrotechnics are strictly prohibited.

B-12) Smoking

In accordance with the Florida Clean Air Act, The Hyatt Regency Orlando is a smoke free environment. The law prohibits smoking in any enclosed indoor workplace. Designated smoking areas for Hotel guests are located outside the building

in public areas and ash urns are provided for guests. **Contracted suppliers, vendors and contractors are required to adhere to The Hyatt Regency Orlando Smoke Free Workplace requirements and, as such, their employees are also prohibited from smoking anywhere on the grounds of The Hyatt Regency Orlando.**

B-13) Stage and Riser Handrails

All stage and riser stairs must have handrails, no matter the height or placement. All stages and risers 30" or higher must have handrails on the up-stage edge.

B-14) Vehicles

Permit must be obtained through Orange County Fire Rescue Division a minimum of four weeks prior to move in and submitted to the Hotel Event Department.

Vehicles brought into the building for display purposes must comply with National Life Safety Code. All fuel tank openings shall be locked or sealed shut. Fuel tanks shall be not more than one-third full. At least one battery cable shall be removed from the batteries used to start the vehicle engine. Visqueen protection shall be placed under the entire footprint and over the entire travel path to final destination. Plywood must be placed under the vehicle if the vehicle has to make any turns to its final destination. Vehicle keys will be held by Hotel Security Department for entire time vehicle is inside building.

C: FACILITY GUIDELINES

C-1) Air Walls

Air walls in meeting rooms and ballrooms are to be moved by Hotel staff only. Air wall pockets may not be used for any type of storage or staging. Air wall service corridors are mandatory fire exits and not to be used as part of any meeting room. Use of push pins, velcro, etc., is prohibited in all ballroom, meeting room and public space walls, including air walls.

C-2) Audible Levels

The Hotel reserves the right to limit sound levels to maintain a comfortable meeting environment for all guests. All audio and performance-based sound checks must be coordinated in advance through the Event Department.

C-3) Banner Hanging, Branded Mirror Wrap and Window Cling Production and Installation

Production and installation of window clings, adhesive directional signage and mirror wraps is exclusively provided by 11th Hour and Freeman, if Freeman utilized for exhibits in hotel, in all public areas of the Hotel.

ENCORE has been contracted by the hotel to maintain the safety and integrity of all rigging points and window systems and, as such, retains exclusive rights to install all production related equipment, banners, and to the inside of contracted ballrooms, meeting rooms and foyer space. No signs are allowed in elevators, main lobby areas or on the building exterior. Banners can be attached to drape installed by a licensed decorating company.

The Hotel reserves the right to approve all banner and window cling installations. These must be coordinated with the Event Department prior to production of and a minimum of four weeks in advance including requested locations and graphics. Fees will be charged at prevailing rates based on installation times and complexity.

C-4) Box Movement (Meeting-related Materials and Shipping)

Coordination of box/freight receiving and movement is the responsibility of the Group and/or the contracted general service provider if exhibits are part of your program. Arrangements are to be made three weeks in advance with the Event Department. Hotel will not receive show-related material on behalf of the Group; all Group/guest package shipments will be received and delivered to Group's directed destination by 11th Hour and billed at prevailing rates. If additional box movement is required, it will be performed by 11th Hour and billed at the prevailing rate. Due to insurance liability, Group must provide their own carts/dollies for box movement; Hotel is unable to provide.

C-5) Carpet and Floor Protection

Carpeted areas and all public area floors must be protected from damage by the movement of freight, crates, audio/visual cases, registration counters, pallet jacks, plants, sign-hanging activities, show-related material movement and all other rolling stock during move-in and move-out. Areas requiring protection include, but are not limited to, storage rooms, production areas, kit stuffing rooms, audio visual storage room, etc.

Base protected plywood or masonite (at least ¾" thick) with 6 mil visqueen underneath must be placed at all carpeted exterior and interior entrances during load-in, load-out, and under all forklifts and electric pallet jacks at all times while in carpeted areas. Carpet must be protected by 6 mil visqueen for all movement of four wheel carts and dollies, personnel carts, motorized vehicles and any other wheeled vehicles. As an alternative, Builder Board™ with Liquid Sheild™ can be used for the above, which does not require any visqueen protection underneath.

At the discretion of the Event Planning Department, palleted freight or crates that are to be staged and/or stored overnight may be required to be placed on carpet protection. Approved carpet protection methods are: plywood over visqueen; Blue Cover Guard (CG4072DP), or ½" Carpet or Builder Board™ with Liquid Sheild™. Polytak™ cannot be used for carpet protection except for boneyards.

Scissor/Man Lifts must have the approved carpet protection, as listed above, underneath it while working in carpeted areas and all public area floors. This lift does not need to have carpet protection when in movement to and from the job site if they have approved wheels. The lift can be driven to the job site where base protected plywood has already been prepared so that it can be driven directly into its work position. It cannot be driven to a new location without that location being prepared in advance as described above.

In addition, all wheeled vehicles must be pre-approved by the Event Department and have non-marking tires or tires that are covered with booties.

C-6) Confetti and Helium Balloons

The use of confetti and helium balloons must be approved in writing 4 weeks prior to move in by the Event Department. Confetti clean up and balloon-retrieval fees will be assessed and will be billed to Group master account at the prevailing rates.

C-7) Contracted Staff and Personnel Mandatory Requirements

All contracted staff and personnel must enter Hotel through security and check in at the security desk. There, they will be issued a numbered identification badge in exchange for their driver's license or state issued identification. At the end of their shift, their final exit from the Hotel, their ID will be returned when the numbered ID badge is returned to the security desk. These badges must be visible at all times.

The Hyatt Regency Orlando is a smoke free workplace. No smoking is permitted on Hotel property, inside or outside, and pertains to all contracted staff and personnel.

Parking fees are applicable to all contracted staff and personnel.

Hotel employee cafeteria is for the use of employees and preferred vendors of The Hyatt Regency Orlando only.

Entrance to and exit from scheduled breaks; meals or access to assigned space is not allowed through public areas of Hotel. Contracted staff. Public areas are to be entered only when job responsibility requires installation or dismantle of show-related items in such area.

Bringing, possessing or using intoxicants illegal substances, guns, explosives or weapons of any kind; fighting, physical violence, theft or creating a disturbance, horseplay or other disorderly, disruptive, or unruly conduct, and the use of profanity or abusive language to others on company property or job sites is prohibited.

C-8) Custodial Services and Waste Removal

The Hotel provides, at no charge, custodial services for all public areas, restrooms and meeting rooms. The Group is responsible for all show related waste removal in any ballroom, meeting room, exhibit or public space. This includes, but is not limited to, bulk trash; production and staging related waste including floor protection. Hotel may require Contractor to provide additional dumpsters. Coordination will be through the Event Department. Refer to **C-32** for specific dumpster requirements.

The Hotel does not provide cleaning materials, supplies, vacuums or janitorial services for group contractor use, nor does the Hotel provide cleaning or janitorial services for exhibit areas; refer to Exhibit and Trade Show Policies and Procedures.

C-9) Damages

Contractor or Group-related damage to any hotel property or physical plant is the responsibility of the Group. A damage report and repair cost will be submitted to Group in writing within 10 business days following the final walk through. Repair costs will be billed to Group's master account at prevailing rates.

Use of push pins is prohibited in all ballrooms, meeting room and public space walls, including air walls. To prevent damage, Hotel furniture will not be removed from public areas for meeting room purposes.

C-10) Drone Access

Only commercial/professional drone operators can fly a drone on hotel property. The Event or commercial drone operator will sign an indemnification and provide a certificate of insurance naming Hyatt and Hotel Owner as additional insured on their aviation insurance policy. Commercial drone operator is required to provide proof that they have successfully filed and have been granted a 333 exemption; however, in the eyes of the FAA they would be operating the drone illegally with the 333 exemption. Drones used indoors will be only be allowed in function rooms that have a minimum ceiling height of 16 feet. A sign must be posted advising guests that drone filming will take place during the event.

C-11) Door Re-Key and Convention Space Access

Rekeys and duplicate meeting room keys are available and arranged through the Event Department four weeks in advance at the prevailing rate. When a meeting room is rekeyed, all locks to this meeting room are also rekeyed, including any service entrances, denying access to hotel staff and/or Contractors. There is no limit to the quantity of keys requested. Pricing is available through your Event Manager.

Access to convention space from the exterior doors is currently scheduled to open at 6:00 a.m. and close at 11:00 p.m. These doors include the entry/exit doors of the pedestrian sky bridge leading to the Orange County Convention Center's West, North, and South buildings. Adjustments to times will be based on business demand. Escalators will operate during the same scheduled hours.

After hours, guests staying at the Hyatt Regency will be permitted re-entry utilizing their guestroom key through the following four areas: the automatic sliding glass doors of the Convention Entrance, the sky bridge upper and lower level doors, and the Windermere Entrance.

C-12) Electrical

All electrical service must be coordinated through the Hotel. All meeting rooms have very limited 20AMP wall sockets available. Entertainment, exhibit, production, computer, display tables, etc., will require isolated power drops.

It is the responsibility of the Group or Contractor to provide the Event Department a detailed listing of all power requirements four weeks prior to the first move-in day. Edlen Electric will provide all additional power at prevailing rates. Pricing is available through your Event Manager.

C-13) Event Venues

a. Refreshes -Full event venue refreshes will be done at the scheduled lunch time. A full refresh includes removal of all dirty dishes/trash and the replenishment of water, glasses, note cards and pens. Refreshes during breaks are not are not scheduled unless requested four weeks in advance and will include the removal of dirty dishes and replenishment of water only. Unscheduled refreshes or for breaks less than 30 minutes will be charged at prevailing rates.

b. Rental -Additional event venues in excess of contracted space will be billed at the prevailing rate. The Hotel does not guarantee additional space will be available but will make every effort to provide space if requested.

c. Re-Sets and Set Changes -The initial room set is complimentary for all event venues within existing hotel equipment inventory. Venue re-sets are complimentary if scheduled a minimum of 3 weeks in advance and appropriate time is allotted. Unscheduled and expedited re-sets, on-site changes, and additions will be charged at the prevailing rates.

d. Names -Event Venues are assigned according to the anticipated number of guests and their set-up requirements. The Hotel reserves the right to reassign the function rooms based on business demands or a change in anticipated attendance. Additional rental fees will be applied if Group's attendance drops 20% below the estimated number at the time of booking.

e. Freight and Meeting Support Material Movement -All equipment and freight shall be loaded/unloaded in the appropriate loading dock areas at all times. The loading/unloading of equipment and/or freight from the main guest exterior entrance areas is strictly prohibited. The Hotel does not permit the movement of freight, equipment or meeting support materials via the guest elevators and escalators. See Ballroom Specifications #F-5 -Elevator and Loading Door Capacities and Dimensions.

f. Water Service -Full Service ice water, glassware, note pads and pens will be provided on all event venue room set-up styles that include tables (i.e.: Classroom, Conference, U-Shape, etc.) for sets up to 100ppl. Water Stations to include ice water, glassware, note pads and pens will be provided for all theater style, office style and rooms set for over 100ppl.

C-14) Food and Beverage

Due to liability and legal restrictions, the customer, guests or exhibitors may not bring outside food or beverages of any kind into the Hotel. The Hyatt Regency Orlando is the only licensed authority to sell and serve liquor for consumption on the premises. Florida Law requires persons to be a minimum of 21 years of age to consume alcoholic beverages. The Hyatt Regency Orlando reserves the right to refuse alcohol service to anyone. Complete menu, guarantee, and operational information are available through our Event Department.

C-15) Hyatt Green Meetings

The Hyatt Regency Orlando is a State of Florida Palm One certified Hotel. Ask your Event Manager about "Meet & Be Green."

The building energy management system monitors room occupancy, adjusts temperatures and adjusts lighting in unoccupied spaces with sensors. Automatic sinks, high efficiency toilets and urinals have been installed in all public restrooms. The Hyatt Regency Orlando participates in a co-mingling recycling program with Waste Management. All waste is separated and recycled when possible and recycling containers are provided in all public areas.

C-16) Guestroom Key Sponsorship

Guest room key card sponsorship is available to groups with a contracted minimum of 500 peak night guest rooms and is coordinated through the Event Department. Pricing available through Event Department.

C-17) Certificate of Liability Insurance

A current copy of a Certificate of Liability Insurance – (1) One Million Dollar Liability, is to be on file for all outside vendors providing services in the Hotel. All vendors must forward a copy of their certificate to the Hyatt Hotels of Florida below if not currently on file, naming legal entity below as certificate holder.

Hyatt Hotels of Florida, Inc., as Agent for Orlando OpCo Inc., d/b/a Hyatt Regency Orlando

C-18) Loading Dock Usage and Marshaling

Prior to off-loading, a move-in inspection must be completed. Refer to Facility Guideline #C-19 -Move-In and Move-Out Procedures.

Loading Docks are part of event venue inventory and, as such, are to be reserved through the Event Department three weeks prior to first move-in day. If no advance arrangements are made, docks are available on first come/first served basis during normal business hours. Access is not guaranteed outside of normal business hours: Monday-Friday, 7AM-4PM, Saturday 7AM-3PM, Sunday closed.

All drivers must check in at the Purchasing/Receiving Office located between Dock A5 and B1. Once checked in they will receive an access badge and confirmation of their assigned loading dock. When loading/unloading is complete, driver must return the badge to the Purchasing/Receiving Office and move their truck away from the loading dock area. Should the driver also be working inside the Hotel, they must then proceed to security to get the Security access badge. The Purchasing/Receiving access badge does not give the driver inside access. Use of hotel equipment (i.e. pallet jacks, carts, hand trucks, etc.) is strictly prohibited.

Drivers utilizing the entrance behind Florida Ballroom for offloading and move out must check in with Security directly to receive the access badge prior to load in/load out.

No staging or storage is permitted on loading docks. All items being unloaded must be immediately dispatched to their destination. All equipment, freight, staging, meeting related materials, etc., must be packed and load ready prior to dock access for move out.

Loading docks A1 -A5 are for all non-food deliveries and convention usage. Docks A1 and A2 are equipped with 20" lift plates. Dock A1 is 8' W x 12' H, A2 – A5 are 8' W x 10' H. Loading docks B1 – B6 are designated for Hotel deliveries only.

Empty vehicles are not to be left parked in the dock; once unloaded they must be removed. Marshaling facilities are not available on Hotel property and a marshaling area is the responsibility of the Group or designated Contractor.

C-19) Meeting and Event Specifications

Show and/or event specific meeting and event specifications are to be submitted to the Event Department a minimum of 4 weeks in advance of an event's first move-in day. If these are not submitted by this time, availability of labor, equipment and food product cannot be guaranteed and availability may be limited.

C-20) Move-In and Move-Out Procedures

A minimum of 4 weeks prior to load in, a detailed move in and move out schedule, copy of a floor plan outlining room set, power requirements, staging, and rigging requirements must be submitted to the Event Department. Prior to accessing all contracted meeting, ballroom and surrounding public space, it will be inspected by the Contractor/Authorized Representative, Floor Manager and/or Hotel Representative. The Hyatt Regency Orlando Load in -Load out Report will then be completed and signed. Upon conclusion of move out, Contractor/Authorized representative, Floor Manager and/or Hotel Representative will re-inspect contracted space, completing load-out portion of The Hyatt Regency Orlando Load In – Load Out Report. In the event that one or more of the contracted spaces or utilized public areas are returned in less than satisfactory condition, fees will be assessed to repair it to the documented or known condition.

Contractor/authorized group representative will instruct their personnel to follow Facility Guideline #7 -Contracted Staff and Personnel Mandatory Requirements to access Hotel.

As there are no storage facilities available for empty AV cases, crates, skids, containers, cartons, etc., these must be removed from the property.

C-21) Outdoor Events and Recreation Level Event Usage

The Hotel reserves the right to make final decision to move function indoors due to inclement weather, including wind. Decision will be made by Hotel a minimum of **9 hours** prior to start of event.

The total combined maximum occupancy for the recreation level is 1,694 total people. **This total can never be exceeded due to the fire egress capacity.** These areas include, Pool Decks, Orchid/Veranda and Garden Terrace. Upon receipt of written approval from the Hotel's Event Department, a special permit may be issued by OCFR Division to allow individual area's capacity to be exceeded. If the issued special permit requires additional security or a fire watch, prevailing rates will apply.

All outdoor events will be contracted to end at 9:30PM unless specific approval received from Hotel General Manager. Client contracted vendors will exercise extreme noise management when loading-out any décor/props/equipment at the conclusion of events after 9:30pm.

C-22) Payment

Based on the anticipated attendance, payment in full shall be made ten working days prior to the event unless direct billing has been established through the Credit Department to the satisfaction of the Hotel. If payment has not been received, the Hotel maintains the right to cancel the event and retain the deposit. In the event direct billing is approved, a deposit will be set by the Finance department. Direct billing privileges will not be extended for amounts less than \$10,000.

The function sponsor agrees that by signing the orders for food and beverage services, there is no dispute over such services and the sponsor is solely responsible for the payment of the total amount due.

C-23) Production Support and Scheduling

A production schedule, to include scheduled times and dates for all load-in, load-out, loading dock requirements, security, electrical needs, rehearsal schedule, show schedule, house equipment drop times, etc., to be submitted 4 weeks prior to first load-in day to the Event Department.

A Technical Supervisor (T.S.) will be assigned to client contracted Production Company's during load in, set-up, teardown and load out of large ballroom events, at the discretion of the hotel. The T.S. is assigned by Encore Event Technologies will be responsible for assisting the Production Company with questions or concerns regarding the facility and ensuring that all Hyatt production guidelines are being adhered. Technical Supervisor will be billed at a 4 hour minimum. Billing will be calculated according to the current Encore published rate schedule.

Rigging support information and facility CAD files can be found at:

<http://sites.encore-us.com/locations/hyatt-regency-orlando>

C-24) Security and Staffing Requirements

Hotel is not responsible for the security, theft or damages of any production or exhibit equipment. This applies to materials or equipment owned by Contractor, its staff members or attendees. Security is available at prevailing rates and arrangements can be made through the Event Department 4 weeks in advance.

Contracting outside security firms must request approval in advance and submit COI and contact information a minimum of 4 Weeks prior to event.

The Hotel reserves the right to require specifically posted Security and/or Staffing positions to insure public safety and/or as required by Orange County Law Enforcement and Orange County Fire and Rescue. Any such required positions can be provided by the Hotel and billed at the prevailing rate.

C-25) Signage and Decorations

Digital signs are located outside each event venue identifying its current activity. They are also located in public areas throughout the hotel and reflect all group schedules for all daily events, including a mapping feature for turn by turn directions to requested location. Marketing opportunities are available for the digital signage and arrangements can be made through the Event Department a minimum of three weeks in advance.

The Hotel reserves the right to approve all signage and signs. Signs must be professionally printed and are not allowed on guest room levels, in elevators, the main lobby areas or exterior areas of the Hotel. Group provided signs may only be displayed on easels. Leaning or affixing of anything to the walls, floors or ceilings with nails, staples, tape or any other substance is strictly prohibited. Placement of banners in public space and foyers is limited as it is shared space. The banner opportunities that exist are located on the Convention Level Foyers; locations can be viewed on ENCORE's website. Upon approval from the Event Department, ENCORE has exclusivity in the application and installation of all banners and graphics in all public space and charges are applicable at their prevailing rate.

All props and freestanding display items must be approved 4 weeks in advance by the Event Department, and the Hotel Reserves the right to prohibit their erection if they are inappropriate or do not complement the design, integrity, and color palette of the Hotel.

C-26) Storage

Outside of Groups' assigned space, there are no storage facilities available for empty cases, crates, skids, containers, cartons, etc., and must be removed from the property and then returned for move out.

Gasoline, kerosene, diesel fuel, propane, combustible gases or other flammable liquids may not be stored (permanently or temporarily) in the Hotel. Overnight storage of propane tanks in forklifts inside the Hotel is strictly prohibited at any time.

C-27) Suite Meetings

In the event a suite is being utilized for meetings or hospitality, prevailing rates will apply for all existing furniture re-arrangement and any additional banquet equipment required. (i.e., tables, chairs, easels, linen, glassware, etc.).

All suite events will be contracted to end at 10:00PM. Food, beverage and service equipment will be removed from the suite at the contracted ending time of the event.

Without express approval from the General Manager and/or Hotel Manager, suite and/or individual guest room furniture will not be removed under any circumstances.

C-28) Tape

The use of high residue tape is strictly prohibited. The Hotel requires the use of low residue carpet tape i.e. Gaffers Tape S-7177BR or POLYFLEX® 135 Single Coated Polyethylene Brown Tape. Tape or residue left on any surface (floors, walls, and lecterns) will be removed by Hotel or other professional and the cost of the removal or repair will be billed to the Group at the prevailing rate.

C-29) Telecommunications

House phones are located in public areas and most event venues. All Group or Contractor telecommunication requirements are to be submitted to the Event Department a minimum of 4 weeks in advance and are charged at the prevailing rates.

C-30) Tents

The Hotel has no standard, pre-approved locations for tent placement.

C-31) Transportation Information

a. Regency Lobby Front Desk Entrance -Passenger only vehicles will have access to this entrance. Motor coaches are not permitted at this entrance. Valet parking will operate out of this entrance.

b. International Lobby Entrance -All vehicle sizes have access to this entrance. This is one of two designated shuttle route pick-up/drop-off locations for city wide convention shuttles. Large vehicles must be coordinated with your Event Department or Guest Services Department a minimum of three weeks in advance.

c. Convention Entrance -Motor coaches may pick-up and drop-off but not stage in this area. If required, Event-driven valet parking can be pre-arranged through the Event Department on an as needed basis.

d. Windermere Entrance -As the preferred location for large motor coach moves, bus staging can be accomplished along the perimeter drive behind the Hotel. Individual vehicles can then be dispatched for bulk pick-up and on to its destination.

C-32) Photo and Video Policy

In order to protect our guests' and associates' privacy, written permission from the hotel is required for any onsite photography, videography or audio recordings in public areas of the hotel. Permission to obtain access to public areas for the purpose of making still and/or motion picture and audio recordings is evaluated on a case-by-case basis and access to these areas will be coordinated through the events manager or other personnel designated by Hyatt.

C-33) Waste Management and Dumpster

Bulk trash removal from all exhibits, meeting space and premises is the complete responsibility of the Event for the entire time of contract. Trash must be transported and removed from Hotel grounds. If deemed necessary by the Event Department, the Event must arrange for covered dumpsters on the Hotel property, all changes are the responsibility of the group.

Hotel can arrange for a covered dumpster, at prevailing rates, or Event may make arrangements for a covered dumpster to be delivered. Event Planning Manager will reserve bus slip for dumpster placement, provide dates dumpster will be on-site. If dumpster becomes full during the event dates, it's the Events responsibility to have it emptied or provide another dumpster ASAP. Dumpster to be removed promptly at conclusion of Event.

D: EXHIBIT AND TRADESHOW POLICIES AND PROCEDURES

In addition to all Facility Guidelines, groups with planned exhibitions, their service contractors, exhibitors and exhibitor-appointed contractors must also adhere to the following:

D-1) Cleaning and Custodial Services

Trash removal from all meeting space and premises is the complete responsibility of the Service Contractor for the entire time of contract. Trash must be transported and removed from Hotel grounds. If deemed necessary by the Event Department, the Service Contractor must arrange for additional dumpsters on the Hotel property, all changes are the responsibility of the group. Refer to **C-32** for specific dumpster requirements.

It is the responsibility of the Service Contractor to return all utilized space to the Hotel with the floor vacuumed and clear of debris at the conclusion and dismantling of the show. Fees will be assessed to the Group or Service Contractor should the above conditions not be met.

D-2) Drayage and Material Handling

Facility Guideline #5 -Carpet and Floor Protection must be strictly adhered.

All freight must be consigned to the Service Contractor. Shipments that arrive prior to show time will be refused and/or forwarded to the official Service Contractor at the exhibitor's expense.

Hotel has no storage facilities for exhibit materials. All drayage and material handling of exhibits, show-related freight and products must be consigned to and handled by the Service Contractor. This includes all items belonging to individual exhibitors and shipments that arrive prior to show time will be refused and/or forwarded to the official Service Contractor at the exhibitor's expense. As there are no storage facilities available for empty crates, skids, containers, cartons or vehicles, these are also to be handled by the Service Contractor and must be removed from the property.

The Service Contractor must provide all necessary equipment, i.e. pallet jacks, hand trucks.

At the completion of move out, all exhibit materials must be removed from the hall by the decorator including any not removed by exhibitors.

D-3) Exhibit Specific Requirements

All booth equipment, furniture and carpeting must be confined to the measured limits of the booth. No nails or bracing wire used in exhibit displays may be attached to the building.

Special permits or notices are required for exhibits that involve cooking, multi-level or covered exhibits and/or potentially hazardous situations. Appropriate permit applications or notices must be made to the Office of the Fire Marshal, at least 21 days prior to the event move in. Refer to Life Safety and Fire Code Regulations.

Any Hotel property damaged or destroyed by exhibitors must be repaired or replaced to original condition or it will be billed to the Service Contractor or Group master account at prevailing rates.

Exhibits need advance approval unless provided by hotel, ink, chemicals or other liquids must be installed over visqueen or equivalent from perimeter to perimeter. Carpet may then be installed over the protective covering.

All outside contractors hired by exhibitors must be approved by the Service Contractor and must adhere to all applicable rules and regulations. Any damage incurred in their specific work areas will be the Service Contractors responsibility or their responsibility to collect applicable repair charges.

Exhibitors will not be permitted to use any Hotel equipment including dollies, carts, tables, chairs, linens, etc.

Cleaning of and trash removal in assigned booth space, including entire exhibit, is responsibility of exhibitor or service contractor; Hotel will not assist.

Exhibitors are subject to prevailing Hotel parking fees.

D-4) Exhibitor Manual

Hotel reserves the right to approve all exhibitor information kits and/or notices prior to distribution. Hotel exclusive service exhibitor order forms to be included in exhibitor manuals. Services offered are as follows: ENCORE internet and telecommunications, Edlen Electric, Food and Beverage Service and handling of compressed air/water.

D-5) Floor Plans and Plan Approval

Preliminary exhibit floor plans, including registration and pre-function space, must be submitted to the Orange County Fire Rescue Division, Fire Loss Management Bureau at least 3 months prior to the first move-in day for approval. It is the responsibility of the Service Contractor to submit and receive Fire Marshal approval.

Three original copies of stamped, approved floor plans must then be submitted to the Event Department a minimum of 2 months prior to the first move-in day to be kept on file. Subsequent approved re-submittals also to be forwarded to the Event Department.

D-6) Move-In/Move-Out and Installation/Dismantling

Service Contractor proof of insurance is required to be on file with Hotel prior to move in.

The loading dock usage requirements, schedules, the Contractor and Exhibitor move-in and move-out schedule must be submitted to the Event Department a minimum of 4 weeks in advance.

ENCORE Rigging is the exclusive provider of rigging services at Hotel, including aisle banners. Arrangements must be made at prevailing rates with ENCORE.

Electric powered vehicles only are permitted within the hotel.

Base protected Plywood or Masonite sheets must be used at least but not limited to ¾" thick, to form a deck type runway for movement of exhibits or related products over all hotel carpeted aisles. Refer to Facility Guideline #5 for specifics on Carpet protection.

Entry walls and doors along the access and egress route to and from the exhibit hall shall be protected from damage.

Should the Hotel Fire Alarm System be activated due to the negligence of the Decorator, Drayage Company or Exhibitor, any resulting penalty fees from the local Fire Authorities will be passed on to the negligent party.

D-7) Uniforms

All labor employed by an exhibit Service Contractor, regardless of their craft, must wear a uniform shirt (excluding open body style) identifying the Service Contractor. Service Contractor employee's clothing will be neat and clean reflecting an overall tidy appearance. All Service Contractor staff and personnel must adhere to Facility Guideline #C-7 -Contracted Staff and Personnel Mandatory Requirements.

BALLROOM SPECIFIC INFORMATION

The Hyatt Regency Orlando's five distinct ballrooms offer the following:

1) Regency Ballroom

- . 54,638 square feet, 166' 9" x 327'8"
- . Ceiling Height: 25'9" – 30'; Chandelier low point: 24'2"
- . Divisible into 8 sections
- . 50 Floor boxes with (2) 4" conduit to each box for customized data & electrical placement
- . Placed on a 30'x 30' grid
- . 4 electrical rooms (one on each corner) that allow our exclusive vendor, Edlen Electrical, to provide the capacity in the following circuits on a temporary basis:
 - . 480/277V 3 Phase Panel
 - . 1-400A 3 phase circuit
 - . 2-225A 3 phase circuits
 - . 2-100A 3 phase circuits
- . 208/120V 3 Phase Panel
- . 2-100A 3 phase circuits
- . 2-60A 3 phase circuits
- . Floor load capacity is 50 PSI
- . 2 access corridors with roll up doors: 1-12' W x 12' H and 1-12' W x 10' H
- . Public Doors: 6'W x 8'H; Service Doors: 6' W x 7' H
- . Air walls: 25'9" H, rated at 53 on the STC Rating Scale
- . 14 locations for lighting controls
- . 5 shared loading docks: 4-8' W x 10' H; 1-8' W x 12' H (scheduled access)
- . Rigging Points: 28'4" High; 25'9" Low
- . 240 Rigging Points – Maximum Load: 1000 lbs. each
Only 7 points of 1000 lbs. each can be rigged per truss

2) Windermere Ballroom

- . 34,371 square feet, 151'9" x 226'6"
- . Ceiling Height: High: Open; Low: 29'; Chandelier low point: 29'
- . Divisible into 4 sections
- . 54 Floor boxes with (2) 4" conduit to each box:
 - . On a 21' center North South & 30' on center East West
- . 3 electrical rooms that connect to the floor boxes with the following available circuits in each room) that allows our exclusive vendor, Edlen Electrical, to provide the capacity in the following circuits on a temporary basis:
 - . 480/277V 3 Phase Panel
 - . 1-400A 3 phase circuit
 - . 2-225A 3 phase circuits
 - . 2-100A 3 phase circuits
- . 208/120V 3 Phase Panel
- . 2-100A 3 phase circuits
- . 2-60A 3 phase circuits
- . 5 shared loading docks: 4-8' W x 10' H; 1-8' W x 12' H (scheduled access)
- . Widest load in opening: 7'8" W x 12' H
- . Public Doors: 6'W x 8'H; Service Doors: 6' W x 7' H
- . Air walls: 29' H, rated at 53 on the STC Rating Scale
- . 1 non-offloading, street level entrance: 14' W x 14' H into Windermere Z
- . 10 locations for lighting controls
- . Rigging Points: 31'8" High/Low
- . 136 Rigging Points – Maximum Load: 1000 lbs. each
Only 7 points of 1000 lbs. each can be rigged per truss

When both partitions are fully extended, no rigging can be done on the truss between partitions.

3) Plaza International Ballroom

. 26,921 square feet (115'8" x 232'9") . Ceiling height: 20'10"; Chandelier low point: 17'8" . Divisible into 8 sections . Air walls: 17'8" H, rated at 39 on the STC Rating Scale . Street load in (17' W); 2 load in doors: 11'10" W x 9'10" H (sections D & K) . Service Doors: 5'11" W . Water/Drain in the bar areas: Plaza F has water/drain; Plaza I has drain only . Rigging: 92 rigging points (load limit 1000 lbs. per point) . Lighting: . 288 Lamps, incandescent perimeter lighting . 24 Chandeliers (40/25W lamps) . 288 500W/quartz . 10 locations for lighting controls . Power that allows our exclusive vendor, Edlen Electrical, to provide the capacity in the following circuits on a temporary basis: . 2-400 A/208V, 3 Phase circuits . 8-60 A/208V, 3 Phase circuits . 10 20 A/208V, 1 Phase circuits . 10 20 A/120V, 1 Phase circuits . Columns in preassembly: (20) 5'4" x 3'1" columns.

4) Florida and Orlando Ballrooms

. 8,687 square feet (119' x 73') each . Ceiling Height: 14'; Chandelier low point: 11'8" . Ceiling Height (foyers): High: 150.5"/Low: 113" . Each ballroom divisible into 3 sections . Ballroom doorway entrance: 66.5" W x 93" H . Street level load in (17' W); 1 freight door per ballroom . Florida C: 12'4" W x 11'3" H . Orlando L: 11'10" W x 9'10" H . Florida Foyer Access: 11'7" W x 9'5" H . Orlando Foyer Access: 11'7" W x 9'5" H . Rigging: Per point load limit is 1000 lbs. . Edlen Electrical, can provide the capacity in the following circuits on a temporary basis: . Florida C and Orlando L: . 1 400A/208V, 3 phase circuit . 1 60A/208V, 3 phase circuit . 3 20A/208V, 1 phase circuits . 3 20A/120V, 1 phase circuits . Florida B and Orlando M: . 1 60A/208V, 3 phase circuit . 1 20A/208V, 1 phase circuit . 2 20A/120V, 1 phase circuits . Florida A and Orlando N: . 1 60A/208V, 3 phase circuit . 3 20A/208V, 1 phase circuits . 3 20A/120V, 1 phase circuits . Lighting: . Each Section displaying: . 2 chandeliers (6 per ballroom) . Down lighting (72 per ballroom, 24 per section); 250W/quartz . Primary location for lighting controls (Florida A and Orlando L)

5) Elevator & Loading Door Capacities and Dimensions

Doors and Entrances: .10' W x 14' 7" H street level entrance behind Windermere Ballroom. 12' W x 12' H foyer accessible doors behind Regency V . 12' W x 10' H foyer accessible door next to Regency O . 6' W x 7' H foyer accessible door near Bayhill 20, servicing the Entry Level rooms . Florida/Orlando Ballrooms: Street level load in (9'10" W x 9'5" H); 1 freight door per ballroom . Florida C: 12'4" W x 11'3" H . Orlando L: 11'10" W x 9'10" H . Florida Foyer Access: 11'7" W x 9'5" H . Orlando Foyer Access: 11'7" W x 9'5" H . Plaza International Ballroom: Street load in (17' W); . Sections D & K: 1 load in door in each: 11'10" W x 9'10" H . Service Doors: 5'11" W . Windermere Ballroom: 14' 7" W x 10' H . Widest load in opening from docks: 7'8" W x 12' H . Public Doors: 6'W x 8'H; Service Doors: 6' W x 7' H . Regency Ballroom: . 2 access corridors with roll up doors: 1-12' W x 12' H and 1-12' W x 10' H . Public Doors: 6'W x 8'H; Service Doors: 6' W x 7' H

Freight & Service Elevators

. Two freight elevators and a single service elevator located behind Celebration 7 and Bayhill 23, servicing Lobby Level rooms: Freight elevators CEL 4-1 & 4-2 . Interior dimensions of 8'4" W x 12'0" D x 8'0" H . Weight capacity: 6000 lbs. Service elevator CEL 4-3 . Interior dimensions of 6'0" W x 9'8" D x 9'7" H . Weight capacity: 5000 lbs.

. Single freight elevator located behind Plaza International Ballroom K, servicing Recreation Level rooms. . Interior dimensions of 19'6" L x 9'11" W x 8' H . Weight capacity: 7000 lbs.

. Single service elevator located behind Orchid Room, servicing the Recreation Level . Interior dimensions of 5'5" W x 8' D x 7'5" H (door opening 4' W x 7' H) . Weight capacity: 4000 lbs

. Two service elevators located near Columbia & Discovery Rooms, servicing the Mezzanine Level . Columbia's elevator: . Interior dimensions of 5'4" W x 8'7" D x 9' H (door opening 4' W x 7' H) . Weight capacity: 3500 lbs. . Discovery's elevator: . Interior dimensions of 6'7" W x 5'3" D x 9' H (door opening 3'5" W x 7' H) . Weight capacity: 5000 lbs.

Preferred Service Partners

VENDOR	PHONE	CONTACT	EMAIL
11TH HOUR BUSINESS CENTER	(O) 407-345-4466 (C) 321-228-5448	MARK BENNETT	mbennett@11thhourbiz.com
ENCORE	(O) 407-345-4503	MAIN OFFICE	HyattRegencyOrlando@encore-us.com
	(O) 407-968-6499	TECH PHONE	
	(O) 407-808-2743	CONCIERGE PHONE	
	(O) 407-345-4503	Marianne Leavitt	Marianne.Leavitt@encore-us.com
	(O) 407-345-4452 (C) 407-620-6340	Michelle Au	Michelle.au@encore-us.com
	(C) 407-687-7742	LOLA SORENSEN	Lola.Sorensen@encore-us.com
	(O) 407-345-4503	Carlos Risco	Carlos.Risco@encore-us.com
	(O) 407-345-5602	Loren Fennema	Loren.Fennema@encore-us.com
CAPTAINS CHOICE GOLF	(O) 407-352-1102 (C) 407-947-6669	JANET RICHARDSON	captainschoice.golf@hyatt.com
EDLEN ELECTRICAL	(O) 407-854-9991	NICOLE DANIEL	Ndaniel@edlenelectrical.com
FREEMAN	(O) 407-816-7938 (C) 321-246-3507	SAMANTHA MCMULLEN	Samantha.mcmullen@freemanco.com
HELLO FLORIDA	(O) 407-948-4768 (C) 407-345-4544	CHAD DAUN	cdaun@hello-florida.com
MEARS TRANSPORTATION	407-425-4974	AARON HILLMAN	Ahillman@mears.com
THE SPA	407-345-4492	CAROL COX	carol.cox@hyatt.com :http://orlando.regency.hyatt.com/hyatt/pure/spas/treatments/massage.jsp
THE ENTERTAINMENT COMPANY	407-423-2800	CHRIS CHAN	chrischan@entertainmentcompany.net
FIRE LOSS MANAGEMENT PLANS AND PERMITS ORANGE COUNTY FIRE & RESCUE	407-836-0070	ASHLEY CHERVENAK	Ashley.Chervenak@ocfl.net

CONVENTION AND EXHIBITION PLANNING GUIDE ACKNOWLEDGEMENT FORM

All Meeting and Exhibit related operations are subject to the Hyatt Regency Orlando policies as outlined in the Convention and Exhibition Planning Guide. Advanced written approval must be obtained from your Event Manager for any deviations or exceptions. I have read and understood the policies set forth in the Convention and Exhibition Planning Guide as it relates to

GROUP NAME/VENDOR AND EVENT DATES _____

EVENT MANAGER

ORGANIZATION / COMPANY

PRINT NAME

SIGNATURE

DATE