



Outside Vendor/Contractor Exhibit and Production Guidelines

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Audio Visual:

ENCORE is our on-site preferred Supplier Partner for the Waldorf Astoria Orlando and the Signia by Hilton Orlando Bonnet Creek. ENCORE provides complete in-house event technology with state of the art equipment and professional technicians. They have a proven record of service excellence and competitive pricing and are committed to providing a seamless experience and value for you, your speakers and attendees. Customer references are available upon request by emailing DSales.Bonnet.Creek@EncoreGlobal.com or visiting their website at [ENCORE at the Signia by Hilton Orlando Bonnet Creek / Waldorf Astoria Orlando](#)

ENCORE®
Waldorf Astoria Orlando and Signia by Hilton Orlando
Bonnet Creek
14100 Bonnet Creek Resort Lane
Orlando, FL 32821

Maleah Rothrock

Encore Global – Director of Operations
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If an outside vendor is selected, they must follow all rules and regulations of the Hotel. Please refer to this entire document for specific requirements for security, insurance, hold harmless, personnel, load in procedures, etc.

ENCORE will be the exclusive provider of microphones and sound equipment when using the house sound systems. Outside production or A/V companies will not be able to patch into the house sound system and use their own microphones. Outside production or A/V companies will be permitted to use their own floor or truss supported sound systems, if so desired. All outside vendors are responsible for the security of its own equipment at all times.

ENCORE is also the exclusive provider in specific areas of the Hotel: All Guest
Rooms All Hospitality Suites & Hotel Suites
Waldorf Astoria Orlando Boardrooms (Astor & Barclay)
Signia by Hilton Orlando Bonnet Creek Boardrooms (De Soto
& Duval) All Outdoor Locations

Branding and Signage:

FedEx is our *exclusive* provider for any branding being placed directly on the hotel structure including walls, doors, windows, reader boards, columns, or glass. You may choose to provide your own free-standing signage, however the hotel reserves the rights to approve the copy and placement of the signs. Signs may be located within your assigned function space on easels. In addition, we have state of the art reader boards to display your group's meeting schedule. **No signs or posters may be placed in the main lobby or in front of the Disney store.**

Ceiling Heights:

Bonnet Creek Ballroom

Floor to Outer Soffit: 22'7"

Floor to Upper Soffit: 24'9"

Floor to Chandelier: 19'10"

Bonnet Creek Ballroom Foyer North/West/Center:

Floor to Ceiling: 23'5"

Floridian Ballroom:

Floor to Outer Soffit: 23'10 ½"

Floor to Upper Soffit: 25'10"

Floor to Chandelier: 20'

Floridian Ballroom Foyer West/South:

Floor to Ceiling: 22'

Waldorf Astoria Grand Ballroom:

Floor to Outer Soffit: 24'

Floor to Upper Soffit: 21'11"

Floor to Chandelier: 15'8"

Waldorf Astoria Grand Ballroom Foyer:

Floor to Ceiling: 19'

Contract Security:

Uniformed unarmed security personnel will be required in all Exhibit and Production areas at the expense of the Group. A listing of approved outside security firms is available through the Catering and Events Manager. These companies have provided the required certificate of insurance and hold harmless agreement to the Hotel in advance. Please **be advised that the Waldorf Astoria Orlando and the Signia by Hilton Orlando Bonnet Creek, Hilton Hotels Corporation and its entities** do not recommend or endorse any particular security company over another. It is the responsibility of the guest/client to negotiate, contract and enter into agreement with any of the companies included on the pre-approved list.

Should the chosen Contract Security Company violate any rules and regulations of the Hotel, the Waldorf Astoria Orlando and the Signia by Hilton Orlando Bonnet Creek reserve the right to immediately remove the Contract Security Company and all its agents from the Hotel and ban them from working at the Waldorf Astoria Orlando and the Signia by Hilton Orlando Bonnet Creek at any future time.

Contractor/Vendor Billing:

Unless requested by the authorized Client contact and the Hotel's Group Billing Coordinator, all production and/or exhibit-related charges will be the sole responsibility of the Production Company, Contractor or Vendor. All estimated charges will be due in advance and are subject to normal prepayment schedules. If credit needs to be established, contact the Hotel's Credit Office for credit application and approval.

Contractor/Vendor Personnel:

1. Areas of Access: All contractors/vendors must stay in designated job site areas. Access to "front of house", guest elevators/floors/restrooms or "back of house" kitchen, offices, etc. is not allowed.
2. Bag Check: All bags and boxes are subject to a Security check upon entering or leaving the building.
3. Behavior: Profanity, loud or aggressive behavior and/or lack of respect for customer, Hotel guests, Hotel Management or employees will not be tolerated.
4. Cafeteria:
 - Vendors cannot enter the Cafeteria. The Cafeteria is not to be used as a lounge/break area.
 - Small Production Company Vendors (up to 5 total crew) may purchase Cafeteria single meal tickets in Security or HR. See Event Manager for Current Pricing.
 - Hours of access for Vendors must be approved in advance by the Event Manager.
 - Vendors are not allowed carry out food/plates/cups/utensils.
5. Dress Code: All contractors/vendors will be required to wear uniforms during performance of their contracted job duties while on site. If no uniforms are provided, the Hotel requires that all workers are dressed with shirts, closed toe shoes, long pants or dress shorts; tank tops, bare backs, bathing suits, torn clothing or T-shirts with offensive pictures or language will not be permitted during performance of job duties.
6. Drugs/Alcohol: The Hotel is committed to a drug and alcohol free work place.
7. Food & Beverage: Vendors/Contractors are not allowed to use Hotel outlets for food service.
8. Employee Locker Room: These are for the sole use of Hotel employees and are not to be used by contractor/vendor.
9. Entrance: Vendors may only use Hotel Team Member Entrance, and are required to check in with Security to receive visitor pass. Pass must be worn at all times for access to any area beyond the loading dock. Photo ID may also be required.
10. Discounted Parking is available for vendors. Parking must be arranged in advance with the Event Manager
11. Hotel Equipment: Contractor/Vendor is not authorized to use any tools, motorized equipment or other furnishings of the Hotel without express written permission from Hotel Management.
12. Identification: All vendor employees must have a government recognized form of identification while on Hotel property.
13. Personal Business: Family members and friends are not allowed on Hotel property during working hours.

14. Personal Property: In no event shall Hotel, Owners or Hilton Hotels Corporation be liable for any damage to or loss of personal property sustained by Contractor or its employees.
15. Smoking: There is no smoking allowed on Hotel property.
16. Supervision: Each contractor/vendor company will be responsible for providing a primary contact or supervisor along with a cell number for the individual. The designated contact or supervisor will be responsible for the actions of their employees at all times while on the Hotel premises and will respond positively to Hotel Security or Management when addressed. The designated contact or supervisor will be responsible for informing and ensuring that all crew members involved in any phase of production (either on a full or part-time basis) are made aware and knowledgeable of the conditions listed in this policy.
17. 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 a job set up, during excursions, or job teardown.

If at any time any of the above-mentioned policies are violated, the Hotel reserves the right to require Contractor's operations to cease if, in the Hotel's reasonable estimation, these policies are not being adhered to.

Diagrams/Permits:

Orange County Fire Rescue Division and Fire Loss Management Bureau regulations must be followed without exception. It is the responsibility of the contractor/vendor to produce scaled diagrams of the Exhibit/Production area. All necessary permits and approved diagrams must be submitted to the Hotel Event Manager for review prior to event date. Assigned Event Manager will advise on any logistic, safety or equipment concerns. Refer to attached Orange County Fire Loss Management Bureau Conventions, Trade Shows and Exhibits Standard 6005 for all compliance and regulation requirements.

All floor plans & permit applications must be submitted
to: Orange County Fire Rescue Department
Office of the Fire Marshal
http://www.mobile-eyes.com/PA_index.asp

Door Dimensions:

Bonnet Creek Ballroom:

- | | |
|--------------------------------------|----------------------|
| (1) Roll-up Door in Salon I: | 9'7" (W) x 8'11" (H) |
| (1) Roll-up Door in Salon X: | 9'7" (W) x 8'11" (H) |
| (1) Double Doors in Corridor 1, 2, 3 | 5'6" (W) x 8'10" (H) |

<u>Bonnet Creek Ballroom Foyer Doors:</u>	3' (W) x 8'11" (H)
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Floridian Ballroom:

(1) Roll-up Door in Salon A: 9'7" (W) x 8'11" (H)
(1) Roll-up Door in Salon J: 9'7" (W) x 8'11" (H)
(1) Double Doors in Corridor 1, 2, 3 5'6" (W) x 8'10" (H)

Floridian Ballroom Foyer Doors: 3' (W) x 8'11" (H)

Waldorf Astoria Grand Ballroom:

(1) Roll-up Door in Grand Ballroom 2: 9'7" (W) x 8'11" (H) Two
Solid Carved Wood Double Doors covering Roll-up Door

Electrical:

All electrical distribution must meet National Electrical Code and Orange County safety requirements. ENCORE can assist you to ensure compliance. All power hookups will be the responsibility of the Signia by Hilton Bonnet Creek and Waldorf Astoria through ENCORE. Backstage cabling across exits and walkways must be covered with rubber mats and taped down to ensure safe egress. Frequently, the Fire Marshal representative will visit the hotel during productions to ensure these requirements are met. All wall convenience outlets are not implied guarantee to be a solo circuit. The outlets may be turned off at any point by the Hotel for cause.

All power cords must be clear of doorways and bridged or otherwise secured. Back-of-the-house entrances/exits are used by the Banquet Staff for service purposes. The Hotel requires the use of beige tape to tape down all cords on the floor. Black tape should be used for riser sections only.

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Exits:

At no time may any egress to a designated exit be blocked or have any obstruction. No curtains, drapes, or decorations shall be hung in such a manner as to cover any exit signs. Adherence to all local fire codes will be the sole responsibility of the outside vendor. All additional "EXIT" signs must be illuminated and battery-operated and are to be provided by the contractor/production company.

Exposition/Drayage:

1. Prior to finalizing Exhibitors' kits, a copy must be sent to the Hotel Event Manager for approval.
2. ENCORE is the official in-house A/V provider for the Waldorf Astoria Orlando and the Signia by Signia by Hilton Orlando Bonnet Creek, they are to be included as the A/V contractor in all exhibitors' kits, unless the client has confirmed use of another A/V company for their events at the Hotel.
3. The Waldorf Astoria Orlando and the Signia by Hilton Orlando Bonnet Creek has an in-house telephone department and the telephone order forms must be included in all exhibitors' kits.
4. All exhibitor drayage must be sent to the Exposition/Drayage warehouse for storage. This point should be emphasized in the exhibitors' kit sent to the individual exhibitors. The Hotel reserves the right to refuse all shipments sent to the Hotel prior to the exhibit hall set-up date. If the exhibitor arranges with the Hotel and the drayage company to have its shipment arrive on set-up date, it is the responsibility of the Exposition/Drayage Company to take receipt and possession of the freight.
5. All packages/freight from the exhibit area for pick-up by selected carriers will be the responsibility of the drayage company to inspect forwarding labels and bills of landing. The Drayage Company will have the exhibitor sign a document releasing the Hotel's liability and accountability over the packages/freight turned over to the drayage company for pick-up from the Hotel.
6. It is the responsibility of the Exhibition/Drayage Company to hire labor to direct traffic while the tractor-trailers are pulling in or out of the loading dock.
7. The Exposition/Drayage Company must establish a manned work station on the loading dock and in the exhibit hall.
8. A head foreman must be present at all times on the loading dock during move-in and move-out, as well as a lead supervisor located in the designated Exhibit Hall.
9. During break periods, one Exposition/Drayage representative must be present in the designated Exhibit Hall and on the loading dock, in order to receive and distribute freight to meet exhibitor requirements.
10. A walkie-talkie, cell phone number or Nextel number of the Drayage/Exposition Company's Foreman must be provided to the Loading Dock Manager during the entire move-in and move-out of the designated Exhibit Hall.
11. The Hotel will not accept drayage for exhibitors. All drayage must be accepted by the Exposition/Drayage Company.
12. It is the sole responsibility of the Exposition/Drayage Company to clean exhibitor booths and aisles unless indicated differently in the Hotel sales contract with the Client. The charge for usage of dumpsters is \$600 per pull.

13. The hotel will turn over a clean, cleared and vacuumed exhibition hall to the Exposition/Drayage Company on the date of set-up. In return, the exhibition hall must be given back to the hotel in the same condition (clean, cleared and VACUUMED) at the time that is outlined in the client's contract. If the Exposition/Drayage Company goes beyond the contracted time without prior written authorization from the hotel, there will be a charge of \$150.00 per hour, for every hour the vendor goes over the contracted time. If the Exposition/Drayage Company does not give the hotel the exhibition hall back clean, cleared and vacuumed, there will be a \$500.00 fee charged to the Exposition/Drayage Company. The Exposition/Drayage Company will not be allowed to work on hotel property again, until the above charges are paid in full.
14. It is the sole responsibility of the Exposition/Drayage Company to ensure all Freight/Equipment is removed from the premises at the conclusion of the event.

Fire Marshal Approval:

All events which involve outside staging/draping and exhibit/demonstration diagrams are required to have written approval by the local Fire Marshal. It is the responsibility of the vendor/contractor to submit and obtain and pay for any processing fees. Four copies of final approved diagrams are to be submitted to the Event Services/Catering office at least 14 days prior to load-in. **No vendor will be allowed to load-in without a Fire Marshal approved plan.**

All floor plans & permit applications must be submitted

to: Orange County Fire Rescue Department

Office of the Fire Marshal

http://www.mobile-eyes.com/PA_index.asp

Fire Watch:

A manned fire watch may be required by the Orange County Fire Rescue Division and Fire Loss Management Bureau. Vendor/contractor is responsible for submission of application, obtaining permits and all associated fees for processing and fire personnel required.

Floor Load Limitations:

Bonnet Creek Ballroom	100 lbs. per square foot
Floridian Ballroom	100 lbs. per square
foot Waldorf Astoria Grand Ballroom	100 lbs. per square
foot	

Food & Beverage:

Refer to attached Orange County Fire Loss Management Bureau Conventions, Trade Shows and Exhibits Standard 6005 for all compliance and regulation requirements.

Any food or beverage distributed by vendors will be subject to corkage or attendant fees.

Freight Elevator:

Elevators are manually operated by the vendors. All vendors are responsible to adhere to safety regulations when operating the freight elevator.

During vendor/contractor break periods, the freight elevators must be left empty so that the elevator may be used for other purposes.

SMALL FREIGHT ELEVATOR

For Access to: Ballroom Level

Dimensions: 7' (W) x 10'9" (L) x 10' (H)

Door opening: 9'10" (W) x 8'11" (H)

Capacity: 6,000 lbs

LARGE FREIGHT ELEVATOR

For Access to: Ballroom Level

Dimensions: 8' (W) x 18'9" (L) x 10' (H)

Door opening: 9'10" (W) x 8'11" (H)

Capacity: 12,000 lbs

Heating and Theatrical Displays:

Use of candles, fuels for heating food such as Sterno®, cooking stations using butane, lasers and fog machines/hazers are subject to federal, state or local regulation which shall be adhered to. It is the responsibility of vendor/contractor to obtain and pay for all permits. Permits must be submitted to Hotel Event Manager 10 days prior to the event.

Hold Harmless:

Contact your event manager for the hotel's Hold Harmless Agreement that must be signed and submitted 30 days prior to the event.

Internet Services

The Signia by Hilton Orlando Bonnet Creek and Waldorf Astoria Orlando provides numerous Internet Services. ENCORE is our Internet Service Provider for all guest networks in the meeting space and will answer any question concerning your internet needs.

ENCORE can be reached at sales.bonnet.creek@encoreglobal.com

Insurance Requirements:

A certificate of Insurance is required for all vendors working within the Waldorf Astoria Orlando and the Signia by Hilton Orlando Bonnet Creek. The following are the minimum insurance requirements. Certificate must be submitted to Hotel Catering and Events Manager 30 days prior to event.

- Commercial General Liability: Not less than \$2,000,000 combined single limit for bodily injury and property damage. This limit is subject to change based on the scope of work.
- Automotive Liability: Not less than \$1,000,000 combined single limit for bodily injury and property damage.
- Employers Liability: Not less than \$500,000 combined single limit.
- Workers Compensation: In the minimum amount required by the applicable Workers' Compensation statute.
- Property Insurance for Contractor's tools and equipment. In no event shall Bonnet Creek Hilton Lessee, LLC; Signia by Hilton Bonnet Creek; Hilton Management, LLC; Waldorf Astoria Orlando; Waldorf Astoria Management, LLC; Waldorf Astoria Golf Club; or Hilton Hotels Corporation be liable for any damage to or loss of

personal property sustained by Contractor, whether or not it is insured, even if such loss is caused by the negligence of Hotel, Owners or Hilton, its employees, officers, directors, or agents.

Additional Insured:

All entities must be named on the Certificate of Insurance as additional insureds:

1. Bonnet Creek Hilton Lessee, LLC
2. Signia by Hilton Bonnet Creek
3. Hilton Management, LLC
4. Waldorf Astoria Orlando
5. Waldorf Astoria Management, LLC
6. Astoria Golf Club
7. Hilton Worldwide

The Certificate of Insurance will be required (1) month prior to the start of the convention.

Load In/Out:

The show sponsor is responsible for ensuring that the Exposition/Drayage company makes appropriate arrangements, and provides adequate labor so that move in and move out schedules can be followed in accordance with the sales contract. Your Event Manager should be advised of all requirements so arrangements can be made to block adequate loading dock/ freight elevator time and adequate support staff. Only electric and propane powered forklifts may be used in the exhibit hall. Internal combustion engines are strictly prohibited. Propane lifts may only be used if special gas leak detectors are available.

Prior to move in, you or your exhibit/trade show representative will be required to sign for a copy of these regulations. Prior to move out, there will be a joint inspection of the premises to identify any damage.

Any front of the house load-in/out is not permitted.

Arrangements for tractor trailer off-site parking are the responsibility of the Exposition/Drayage Company.

Loading Dock:

The Hotel Loading Docks are located on the ground level for access to the Ballrooms. A schedule of load-in/load-out times must be submitted to the Catering and Events Manager no less than 10 days prior to start date for all activities, including all sub-contractors that have been hired by the vendor. Due to the limited number of dock spaces at the Hotel, every attempt will be made to have a dock space available at this set time, however all in and out access will be regulated by the Hotel's Security Department as Hotel deliveries take priority. The contractor/vendor is responsible for maintaining the docks and dock basin on a daily basis. All trash must be disposed of properly on a daily basis.

Upon approval of the Loading Dock Manager, trucks and containers may be **temporarily** parked at the Hotel Loading Dock and must be removed as soon as they are emptied. Vehicles used in the delivery, transportation, or storage of equipment cannot be left on Hotel property overnight. Arrangements for removal of vehicles or containers will remain the responsibility of the contractor/vendor. Any vehicles left on Hotel property overnight, without written hotel approval, will be towed at the vendor's expense.

The Loading Docks are 12' (W) x 14'8" (H) with (3) hydraulic levelers available.

Moving Equipment:

The contractor /vendor must supply their own transportation devices (to include: flatbed trucks, forklifts, electric and manual pallet jacks, hand carts, packaging materials and equipment) to move equipment in and out; carts or lifts should be electrical and are to have white non scuff tires. It is imperative that the vendor provide sufficient amounts of equipment to move the drayage as it is against Hotel regulations to lend any Hotel equipment to outside contractors or vendors.

Forklifts must have a back-up light and must be liquid propane operated lifts. Spare LPG tanks must be stored in Hotel designated area located on the loading dock. The only way a forklift is to be operated in the function space is with Hotel Management and Security Department present due to limitation of height clearance and fire code standards. All forklifts and electric pallet jacks must only be used by experienced drivers who are certified by OSHA. Please bring a copy of the certificate for Hotel Security to review.

Protective Floor boards (carpet on bottom side) must be provided by the vendor and used when moving in drayage or any other heavy freight into the Ballrooms. All boards must be in place before drayage may be brought to the Ballrooms. Protective boards may not be stored on the loading dock.

OR

Ballroom carpet must be covered with polytak/visqueen before any decorating or freight is brought into the Ballroom. Bone yards and storage areas are not permitted. Hotel Services is available to provide polytak at prevailing rates.

When designing stage sets, screens, draping, etc., safe and proper access into ballroom areas from back service corridors must be established. Safe access paths into each room must be created; obstruction by equipment, cables, A/V cases, etc. will not be allowed.

OSHA:

It is the responsibility of the vendor to ensure that work is conducted in a manner that will not pose any potential safety hazard to either guests or Hilton employees and meet Hotel, State and OSHA fire and safety codes. Hotel Management has the authority to not allow entry of guests into the room until any unsafe conditions have been satisfactorily corrected.

Parking:

Upon approval of the loading dock manager, trucks and containers may be **temporarily** parked at the Hotel Loading Dock and must be removed as soon as they are emptied. Vehicles used in the delivery, transportation, or storage of equipment cannot be left on Hotel property overnight. Arrangements for removal of vehicles or containers will remain the responsibility of the contractor/vendor. Any vehicles left on Hotel property overnight, without written Hotel approval, will be towed at the vendor's expense.

Marshalling facilities are not available on Hotel property. The marshalling area is the responsibility of the contractor/vendor.

Pyrotechnics:

Exterior Pyrotechnics:

Only licensed operators shall be permitted to use or display outdoor pyrotechnics. Proof of current licensure shall be provided by the operator to the Hotel or facility representative at least five business

days in advance of such activities. All required state and/or local permits associated with the storage, use or display of pyrotechnics shall be obtained from the appropriate authorities having jurisdiction at least five business days prior to such events and copies thereof provided to the Hotel or facility representative in advance of the scheduled event.

Indoor Pyrotechnics:

Please refer to Orange County Fire loss Management Bureau, Conventions, Trade Shows and Exhibits Standard 6005 for all compliance and regulations.

Rigging:

ENCORE is the exclusive truss provider and rigging contractor for the Waldorf Astoria Orlando and the Signia by Hilton Orlando Bonnet Creek. ENCORE is responsible to ensure overhead safety for all public Function Space within the Hotel and maintaining the integrity of the building. Rigging encompasses all connections to the ceiling or roof support structure of the Hotel regardless of weight, such as but not limited to, motors, trussing, lighting and audio to the ceiling. ENCORE will provide all necessary rigging labor and rigging equipment for productions at the Hotel. All connections to the ceiling or roof support structure of the Hotel in areas other than the Ballrooms must obtain approval through the Catering and Events Manager and attachments must be made by ENCORE regardless of weight.

Please contact:

Sales.bonnet.creek@encoreglobal.com

To submit a request for Rigging, Ballroom Diagrams & Rigging FAQ's:

[ENCORE Rigging at Signia by Hilton Orlando Bonnet Creek / Waldorf Astoria Orlando Rigging Standard's](#)

Safe Work Practices:

It is the responsibility of the vendor to ensure that all areas (including back of the house) production equipment and cords are secured in such a manner that it will not pose any potential safety hazard to either guests or Hilton employees and meet Hotel, State and OSHA fire and safety codes.

1. Aisles and emergency exits shall be kept free of debris at all times and maintain a minimum width of 48".
2. Floors shall be kept clean and dry.
3. Floors and platforms shall be kept free of projections, obstructions, holes and loose boards.
4. Machinery and equipment shall be arranged to maintain a 48" wide aisle for safe egress from building, or a warning sign shall be posted with padding to increase safety.
5. Exits shall never be blocked or obstructed.
6. Fire extinguishers shall not be blocked or obstructed at any time.
7. Safety devices and guards shall not be removed and/or will be replaced before operating any machine.
8. All control buttons and switches shall be properly identified as to its function and purpose.

9. All control buttons and switches shall be color-coded.
10. All emergency equipment shall be inspected regularly and kept in good working order.
11. All unsafe work conditions shall be reported to Hotel Security.
12. Report all accidents or illnesses immediately to Hotel Security.
13. Report any safety device that is missing or inoperative i.e. machine guards, emergency stop buttons.
14. Oily rags and containers that contained flammable liquid shall be disposed of in covered metal containers immediately after use and emptied each day.
15. A qualified person shall perform all maintenance of equipment.
16. Horseplay and running are forbidden.
17. Vendors/Contractors shall use proper lifting techniques as outlined in the Back Injury Prevention Program, to avoid over extension when lifting.
18. Personal firearms or other weapons are not allowed on property.
19. Vendors/Contractors must report all unsafe work practices to their supervisor and/or Hotel Security.
20. Vendors/Contractors must know the Hotel's fire evacuation procedures and must follow appropriate directions from their supervisor and/or Hotel Security.
21. An MSDS (Material Safety Data Sheets) shall be provided to Hotel Security for any chemicals that will be used or brought onto the property.
22. Vendors/Contractors shall refer to container label or MSDS for recommended personal protective equipment for any hazardous chemical or substance being used.
23. Vendors/Contractors who require the use of the forklift must be certified and be in possession of certification when driving vehicle.

Shipping & Receiving:

1. The vendor must provide their own moving equipment and packaging supplies. No moving equipment will be provided and any packaging supplies requested will be purchased at current prices. Credit card payment will be due prior to delivery of any supplies.
2. All delivery/pick-up schedules for packages for the shipping company must be arranged with the loading dock manager at least ten (10) days in advance. If advance scheduling does not take place, the shipping company will not be allowed access to the Loading Dock.
3. All movements by the shipping company must utilize the Freight/Service elevators. Under no circumstance is a Guest elevator to be used for movement of materials.
4. Any movement of boxes requested to be handled by the Package Room will be subject to current prices. Credit card payment will be due prior to delivery of any boxes.

5. The Loading Dock will not designate any staging or holding area for packages processed by the shipping company. All staging and holding must be in assigned meeting space from the organization which hired the shipping company.
6. Preferred courier labels and envelopes will not be provided to any exhibitor utilizing the services of the shipping company.
7. The return address on all labels put on packages shipped by the shipping company should clearly indicate the name of the shipping company on them.
8. A management contact and telephone number must be provided to the Hotel to refer inquiries of missing boxes to after the end of the event.
9. The shipping company must be clear of the meeting space being used at the time indicated in the sales contract with the client, unless written approval is given in advance by the Hotel.

Sound and Lighting:

The Waldorf Astoria Orlando and the Signia by Hilton Orlando Bonnet Creek requires that all house sound and house lighting equipment, and the labor to install, operate and remove be provided by ENCORE for all functions on Hotel property.

The Hotel's permanent audio system shall be accessed, operated and maintained exclusively by ENCORE. Outside companies are not permitted to interfaced equipment with the Hotel's permanent systems.

Sound Level:

Sound levels are to be appropriate for the contracted space and are not to interfere with activities of any other group. Please respect any request regarding sound levels you may receive from Hotel Management. The Hotel reserves the right to immediately terminate any event in the case of inappropriate sound level. Sound Checks for rehearsals must be approved in advance.

The Hotel reserves the right to limit sound levels to maintain a comfortable meeting environment for all guests.

Storage:

Storage space for outside vendors/contractors will be the sole responsibility of the selected vendor. The Waldorf Astoria Orlando and the Signia by Hilton Orlando Bonnet Creek will make every effort to secure space, once notification is given, but is under no obligation to provide such space. If space is available, the vendor will be charged published rental for such space. No equipment or cases are to remain in the "back of the house" areas at any time. Any empty cases are to be removed from the Hotel and brought back for load-out.

Meeting space designated as storage is required to have polytak/visqueen under all crates, cases, etc. Hotel Services is available to provide polytak at prevailing rates.

Trash Removal:

The contractor/vendor is held completely responsible for leaving the facility or facilities utilized in the same condition prior to load-in. This will include disposal of trash, props, cardboard boxes, etc. and vacuuming of room, service elevator landings, loading dock and hallways used to access exhibit/function areas. If the contractor/vendor does not leave the facilities utilized clean, cleared and vacuumed, there will be a \$500.00 fee charged to the contractor/vendor.

Walk Through Report:

A Hotel Representative will schedule to conduct a walk-through of all areas for load in, set up and event in advance of load in to document the condition of space. Contractor/Vendor is required to participate in the walk through and sign off on the report prior to load in. At the conclusion of the event, after load out, a walk through will be conducted to document condition of space. Contractor/Vendor is required to participate in the walk through and sign off on the report prior to departure. All fees assessed for damage must be settled/paid for prior to departure.

The undersigned is an authorized Agent of Contractor and has read and agreed to all terms of conditions to perform services on Hotel property.

Name of Vendor/Contractor

Dated: _____

By: _____

Printed Name: _____

Title: _____