



## **CONVENTION SERVICES & CATERING POLICIES AND PROCEDURES**

These policies and procedures are instituted to ensure that the Resort will deliver an exceptional guest experience and will maintain a safe and pristine environment for all of our guests.

### **CATERING/CONFERENCE SERVICES**

The catering/conference services department will be in contact with the Group following receipt of the signed convention sales agreement. The catering/conference services manager will be the main contact for all details involving function arrangements, reservation and billing procedures, as well as providing recommendations for outside services, if necessary.

The Resort's catering/conference services department is responsible for assisting the Group with menu selections. The Resort will maintain a flexible position regarding suggested menus; however, due to changing food costs, definite prices on food and beverage will not be guaranteed until 6 months prior to the Group's arrival. Detailed written food and beverage requirements for each event must be received by Resort thirty (30) days prior to Event.

Please note that the Resort does not permit any outside food and/or beverages to be brought into the Resort for hospitality suites and/or catered functions.

## SECURITY

Red Rock Casino Resort Spa will not assume responsibility for damage or loss of any merchandise or articles brought into the Resort or for any item left unattended. For certain events, the Resort may require that security be provided at the Patron's expense. All outdoor functions will require the Patron to provide security to maintain the privacy of the event. Only Resort approved security firms using unarmed guards may be used. Security personnel can be arranged through your Catering representative.

## PACKAGE HANDLING

All packages and/or freight received at the Resort will be assessed the following handling and/or storage charges. The below pricing is subject to change:

### RECEIVING HANDLING/STORAGE FEES (INBOUND)

Envelopes \$5.00

0 - 9 lbs. \$10.00

10 - 19 lbs. \$15.00

20 - 29 lbs. \$20.00

30 - 39 lbs. \$30.00

40 - 59 lbs. \$40.00

60 - 79 lbs. \$50.00

80 - 99 lbs. \$80.00

100+ lbs. \$0.80 per lb.

Pallet/Crate/Skid \$400.00

### **SHIPPING HANDLING FEES (OUTBOUND)**

Overnight Letters \$5.00

0 - 14 lbs. \$6.00

15 - 29 lbs. \$10.00

30 - 49 lbs. \$15.00

50 - 74 lbs. \$20.00

75 - 99 lbs. \$40.00

101+ lbs. \$0.50 per lb.

Pallet/Crate \$150.00

**CHARGES APPLY FOR BOTH INCOMING AND OUTGOING PACKAGES AND/OR FREIGHT. ADDITIONAL CHARGES MAY BE INCURRED FOR OVERSIZED PACKAGES.**

### **PRINTED MATERIALS**

The Resort requests that your sales contact at the Resort be placed on the Group's mailing list so that he or she will receive all materials concerning the Resort and the Group's meeting. In this way, we can share with the Resort staff all printed materials in the possession of your prospective attendees.

Please also be advised that Resort must approve any advertising utilizing the Red Rock Casino Resort Spa, name, logo, and/or any request to use the Resort's stationary.

## **CHECK-IN/CHECK OUT**

Check-in time is 3:00 PM and check-out time is 11:00 AM. Under no circumstances shall a minor be allowed to check-in or occupy a guest room without the accompaniment of at least one (1) person over the age of twenty-one (21).

## **INDIVIDUAL CREDIT CARD AUTHORIZATION FOR INCIDENTALS**

The Resort requires a pre-authorization of \$100.00 for each night's stay to cover incidentals. This pre-authorization will take place up front. Please note that if a debit card is used, the pre-authorization will act as a direct withdrawal from the debit account and the funds will be automatically withdrawn upon check-in.

Upon check-out, after deducting an amount equal to the incidentals used during the guest's stay at the Resort, any balance will be credited back to the guest's bank account. Refunds to a debit account may take up to fourteen (14) days, depending on the guest's bank policy.

## **PORTERAGE**

All guests arriving/departing at the Resort as a group of ten (10) or more individuals, via scheduled shuttle or motor coach, are subject to service charges for portorage. This cost is currently \$7.00 per person round-trip and will be applied to the Group's Master Account. Please note that the charges are subject to change without notice.

## **GOLF BAGS/BAG PULL**

For groups requiring storage of golf clubs and/or movement to/from a golf course, please note there is an additional mandatory charge of \$7.00 per person and will be applied to the Group's Master Account. For groups in which require a bag pull or storage of luggage an additional \$3.50 in or out (\$7.00 round-trip) will be applied to the Group's Master Account.

## **HOUSEKEEPING GRATUITIES**

Housekeeping Gratuities will be at the discretion of the individual guests. However, should Group elect to cover housekeeping gratuities, this cost is currently \$2.00 per room per day and will be applied to the Group's Master Account. Please note that the charges are subject to change without notice.

## ROOM DELIVERIES

Room Deliveries will be charged \$2.50 for the first item and \$0.50 for each additional item. Personalized (name specific) deliveries will be assessed and additional \$1.00 per room and applied to the Group's Master Account. Please note that the charges are subject to change without notice.

## EXHIBITOR CLAUSE

The Group is responsible for submitting to Resort by Cut-Off Date a summary of its requirements for the exhibit area, which shall include the number of exhibits, the floor load and square footage requirements for each booth and total square footage for the exhibit hall. Group agrees to contract with an exhibit (drayage) company to handle all of Group's exhibitors needs, including, but not limited to, pipe and drape, tables in the exhibit hall, handling, shipping, delivering and receiving of all of the exhibitor's freight and show floor electrical requirements.

### **Exhibit rental includes:**

Set-up and dismantle days

General lighting

Standard heating and/or air conditioning

### **Exhibit rental does not include:**

Drayage

Decoration

Labor

Guard/security service

Cleaning or janitorial services

Electrical

Gas

Water

### **FLOOR PLANS:**

Floor plans must be approved by Clark County Fire Department. Copies must be sent to the Resort before Cut-Off Date to ensure final printing, and shall be submitted prior to the sale of exhibit booths to prospective exhibitors.

### **LIABILITY:**

Group is responsible for submitting an executed release of liability from each exhibitor or its third-party representative in charge of providing installation and dismantling services prior to set-up. If Group fails to deliver the release, exhibitors will be prohibited from utilizing exhibition premises. The release must include the following language:

“Exhibitor shall be fully responsible to pay for any and all damages to property owned by the Resort, its owners or managers, which result from any act or omission of exhibitor. Exhibitor agrees to defend, indemnify and hold harmless, the Resort, its owners, managers, officers or directors, agents, employees, subsidiaries and affiliates, from any damages or charges resulting from exhibitor's use of the property. Exhibitor's liability shall include all losses, costs, damages, or expenses arising from, out of, or by reason of any accident or bodily injury or other occurrences to any person or persons, including the exhibitor, its agents, employees, and business invitees which arise from or out of the exhibitor's occupancy and use of the exhibition premises, the Resort or any part thereof.”

Tabletop displays will be charged \$100.00 per table, which includes one (1) six-foot (6 ft.) draped table and two (2) chairs.

## **COMPLIANCE WITH SUPPLIER CODE OF CONDUCT**

Group acknowledges and agrees that it has read and understands the Supplier Code of Conduct and will conduct its business in accordance therewith. The Supplier Code of Conduct is available at

<http://redrockresorts.investorroom.com/supplier-code-of-conduct-pdf>

## AUDIO VISUAL SERVICES

The Resort's on-site designated audio visual provider has an office and inventory on property with a staff of professionals who can deliver to our convention attendees the level of service that meets our standards. We invite you to work with our in-house partner to provide your audio visual needs during your Events.

Should the Group choose to use a different audio visual provider, the Resort's quality standards and liability precautions must be maintained by our audio visual in-house provider, which will oversee the proper operation and care of our facility and equipment. Group's contracted audio visual provider must follow the guidelines for insurance listed under the "Insurance" section of this Agreement.

The following conditions must be adhered to:

The Resort has selected ENCORE EVENT TECHNOLOGIES ("Encore") as its exclusive provider of General Session Audio Visual Services. Should Group choose to provide its own AV equipment, or hire an outside audio visual provider, the Resort reserves the right to charge Group an amount equal to twenty-two percent (22%) of the rates for the same equipment that is brought in that Encore would have charged Group.

Encore is the exclusive provider of audio visual equipment and labor for all breakout meetings that take place in the Hotel.

A Technical Coordinator will be assigned to your Audio Visual Company during the load-in and load-out of your Event. This position's main responsibility is to maintain Resort's standards and guidelines with the load-in and load-out of the Event. The rate for this position is \$89.00 plus applicable tax per hour at a four (4) hour minimum; overtime past eight (8) hours will be billed at \$133.50 plus applicable tax per hour. These charges will be billed directly to the audio visual Vendor unless otherwise noted.

Riggers are required for all equipment that is to be hung in the ceiling. All Riggers must be pay rolled through Encore Event Technologies ("Encore"). Riggers must always be paired with at least one ground rigger. These charges will be billed directly to the audio visual vendor unless otherwise noted.

\$89.00 plus applicable tax per hour (4 hours minimum.)

\$133.50 plus applicable tax per hour (after 8 hours or over 40 hours in a week)

\$178.00 plus applicable tax per hour (after 12 hours in a day)

Rigging points have a weight capacity of two-thousand (2,000) pounds. There is a \$125.00 plus applicable tax per point fee. All chain motors and truss must be provided by Encore. All truss must be assembled by Encore Ground Riggers.

All non-display vehicles (lifts, booms, and forklifts) inside the Convention Center must have white tires (or saran wrap around them) and free from leaks before they are permitted to come inside the Red Rock Convention Center. All lifts rented from Encore must be operated by an Encore employee at all times at the rate of \$89.00 plus applicable tax per hour (4 hours minimum.) Lifts are not provided complimentary. The audio visual vendor may bring their own.

All Electrical service must be organized in advance with Encore. Call for Pricing. A house electrician is required at \$89.00 plus applicable tax per hour (4 hours minimum) to connect and disconnect power distribution panels. Cables and distribution equipment are not included complimentary.

Audio Patch Fees will be charged whenever an outside audio visual vendor brings in its own audio equipment and wishes to use the Convention Center P/A. Prices are available upon request.

Wireless house lighting remotes may be rented upon request in advance.



Outside vendors are required to order a freight elevator operator through Encore for the load-in and load-out of their event. The price for the elevator operator is \$61.00 plus applicable tax per hour with a four (4) hour minimum.

The audio visual vendor will provide wireless microphone frequencies to Encore prior to using this equipment in or around the facility. The frequencies will be compared to the facility's frequencies. If there is a conflict, the Production or audio visual vendor will make arrangements to utilize other frequencies.

No equipment or cases are to remain in the "back of house" areas at any time. All empty cases are to be stored in the current room or removed from the Resort and brought back for the load out. Storage space for outside audio visual vendors will be the sole responsibility of the audio visual vendor. Resort may make an effort to secure space once notification is given, but is under no obligation to provide such space.

All audio visual vendors are required to comply with all applicable laws, rules, regulations and codes established by federal, state and local authorities including, without limitation, OSHA, and fire and safety. In the event services include pyrotechnics and/or use of smoke/fog machines, it is the audio visual vendor's responsibility to obtain necessary approvals and or permits from the local fire marshal & arrange for a fire watch through the Resort's Engineering Department.

Groups of three-hundred (300) people or more must provide diagrams to the Clark County Fire Marshal for approval. A permit is also required for any motorized vehicle displayed in the convention area. Encore can provide this service for \$500.00 plus applicable tax. Call Encore for more details.

Audio visual vendors are required to provide to Encore a complete schedule of Events at least seven (7) days before load-in including the dates and times of load-in and load-out and any rigging requirements.

Audio Visual prices are subject to sales tax at the prevailing rate at the time of the event. The current sales tax is eight and one-quarter percent (8.25%) and subject to change.

## LIVE ENTERTAINMENT TAX EVENTS

In accordance with Nevada Revised Statutes 368A.200, Group shall have sole responsibility for the payment of all live entertainment taxes applicable to Group's activities upon and/or use of the Meeting/Banquet Space. As a tenant of a licensed gaming establishment, Group must understand the regulations relating to live entertainment in the event Group provides live entertainment in the Meeting/Banquet Space. Group acknowledges that it is subject to the same requirements as the gaming licensee within whose establishment the Group operates. For more information, related to live entertainment, Group shall review the following:

Nevada Revised Statutes NRS 368A: <https://www.leg.state.nv.us/NRS/NRS-368A.html>

Nevada Administrative Code NAC 368A: <https://www.leg.state.nv.us/NAC/NAC-368A.html>

MICS – Entertainment: <http://gaming.nv.gov/index.aspx?page=182>

Group agrees that (a) all fund relating to the remittance of live entertainment taxes shall be sent to Hotel to be included with SCLLC's remittance and that no fund shall be remitted directly to the State of Nevada and (b) all documentation related to Group's live entertainment shall be retained for five (5) years and shall be made available upon request to SCLLC's Internal Audit department and the Nevada Gaming Control Board. Group's failure to comply with the regulatory requirements could result in assessments, including fines and penalties. In order to protect SCLLC and Hotel, both of which are gaming licensees, Group must receive approval from SCLLC's Director of Compliance prior to advertising or contracting with entertainers.