



## **Sales & Catering Policies and Procedures**

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

### **BAGGAGE ASSISTANCE**

There is a charge \$4.00 per person (round trip) for Groups who wish to coordinate the assistance of Hotel bell staff to help with their guest's luggage. The hotel will need to know in advance and an arrival and departure manifest must be received prior to arrival. This charge will be applied to the Group's master account. Please note that the charges listed below are subject to change without notice.

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

Check-in time is scheduled for 3:00pm, and check-out time for all guests is 11:00am. It is the Group's responsibility to advise its attendees in all promotional literature of the check-in/check-out times as well as the minimum age requirement of each registered guest must be at least twenty-one (21) years of age. Message and mail services, as well as baggage storage, can be arranged before check-in and baggage storage after check-out. The Hotel will do its best to accommodate early check-ins as guest rooms become available. Guaranteed reservations will be held until midnight on the reserved date.

### **EARLY DEPARTURE FEE**

Any of Group's attendees that check-out of the Hotel early will be charged an early departure fee equal to one (1) night's room and tax.

### **CATERING/CONFERENCE SERVICES**

The Director of Catering and Conference Services Account Executive will be in contact with the Group following receipt of the signed Agreement. Your Account Executive will be the main contact for all details involving, reservation and billing procedures, as well as providing recommendations for outside services, if necessary.

The catering department is responsible for assisting the Group with menu selections. The Hotel 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 Hotel thirty (30) days prior to event.

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

### **SECURITY**

For all events conducted by Group at the Hotel where the Group and Hotel have agreed that the Group may provide security in any capacity, the Group acknowledges and agrees that it shall use only security personnel that are licensed as private security in the State of Nevada. Without limiting the generality of the foregoing, the Group shall not hire off duty police officers from outside the State of Nevada to provide security for any event held at the Hotel unless such out of state off duty police officers are also licensed as private security in the State of Nevada. The Group may provide security by contracting directly with a third party security provider that is licensed as

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private security in the State of Nevada, or hiring off duty police officers licensed by the State of Nevada as private security. Alternatively, if Group and Hotel agree, Hotel may contract directly with security personnel licensed in the State of Nevada on behalf of the Group, provided that the Group shall be solely responsible for all costs and expenses associated with the hiring of such security personnel.

### **MINORS**

The Hotel is an entertainment/casino business governed by the laws of the State of Nevada and licensed by the State of Nevada Gaming Commission. The Group is hereby notified that it is against the law for any minor (under the age of 21) to loiter in or near any gaming area. It is also against policy for minors (under the age of 21) to be unattended in the Hotel rooms. Please be advised that an adult (21 years or older) must be present at the time of check-in and throughout the entire stay. Also, the adult will be held financially responsible for any damage or excessive cleaning to the Hotel room.

### **PACKAGE HANDLING**

All packages and/or freight received at the Hotel will be assessed the following handling and/or storage charges:

5 lbs. or less / envelope	\$ 2.00/each
6 lbs. to 20 lbs.	\$ 5.00/each
21 lbs. to 50 lbs.	\$ 10.00/each
51 lbs. to 100 lbs.	\$ 15.00/each
101 lbs. and over	\$ 25.00/each
Pallets	\$ 100.00 for each 100 lbs. increment

Individuals are responsible for own Package Handling fees unless other arrangements are made prior to arrival.

All small packages will be held by our Bell Desk. The group contact can go to the Bell Desk upon check in, show proper I.D. and have them deliver the packages to the meeting space. Any packages over 100 lbs. will be delivered to «Property:Property» Warehouse. Arrangements for delivery from the Warehouse can be made through the Catering Office.

### **PRINTED MATERIALS**

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

Please also be advised that the Director of Marketing must approve any advertising utilizing the Hotel's, name, logo, and/or any request to use the Hotel's stationary.

### **DISPLAYS, SIGNS, BANNERS, & DECORATIONS**

Displays, signs, banners, and decorations may be used in accordance to the Hotel's specifications within the assigned function space. Affixing any materials to the walls, floors, ceilings, or furnishings must be approved by the Hotel. Any banners that need to be displayed will be hung by the Hotel's staff unless otherwise approved by the Hotel. Any signage provided by the Group

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must be of professional quality. White boards, flipcharts, and corkboards displayed in public areas must be approved by the Hotel. Solicitation is not permitted in the public areas.

### **EXHIBITOR CLAUSE**

The Group is responsible for submitting to Hotel by Groups 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 exhibitors' freight and show floor electrical requirements.

An operator is required during the use of the freight elevator; an operator supervisor provided by the in-house audio visual company is mandatory for load-in and load-out.

Exhibit rental includes:

1. set-up and dismantle days
2. general lighting
3. standard heating and/or air conditioning.

Exhibit rental does not include:

1. drayage
2. decoration
3. labor
4. guard/security service
5. cleaning or janitorial services
6. electrical
7. gas
8. water

**FLOOR PLANS:** Floor plans must be approved by the Fire Prevention Bureau. Copies must be sent to the Hotel before Groups cut-off date to insure 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 Hotel, its owners or managers, which result from any act or omission of exhibitor. Exhibitor agrees to defend, indemnify and hold harmless, the Hotel, 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 Hotel or any part thereof."

Tabletop displays will be charged \$25.00 per table, which includes 1 eight-foot draped table and 2 chairs.



### **AUDIO VISUAL SERVICES**

The Hotel's designated audio visual provider has 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 Hotel'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:

- A technical coordinator will be assigned to your audio visual company during the load-in, load-out and rehearsal of your event. The coordinator is to maintain the Hotel's standards and guidelines while also assisting as a working technician with the load-in, load-out and rehearsal of the event.
- A rigger is required for all equipment that is to be hung in the ceiling. All riggers must be contracted by our audio visual in-house provider.
- All non-display vehicles (lifts, booms, forklifts) inside the Hotel's Convention area must have white tires (or saran wrap around them) and free from leaks before they will be permitted to come inside the Hotel's Convention Center.
- All electrical service must be organized in advance with our audio visual in-house provider.
- Audio patch fees will be charged whenever an outside audio visual company brings in its own audio equipment and wishes to use the Hotel's Convention Center P/A.
- All audio visual companies 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.
- Audio visual companies are required to provide to our audio visual in-house provider a complete schedule of events at least 7 days before load-in, including, the dates and time of load-in and load-out and any rigging requirements.
- An operator is required during the use of the freight elevator; an operator supervisor provided by the in-house audio visual company is mandatory for load-in and load-out.
- All pre-existing installed audio visual equipment in the meeting space will be charged at the then applicable rate.

### **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](http://redrockresorts.investorroom.com/supplier-code-of-conduct-pdf).