

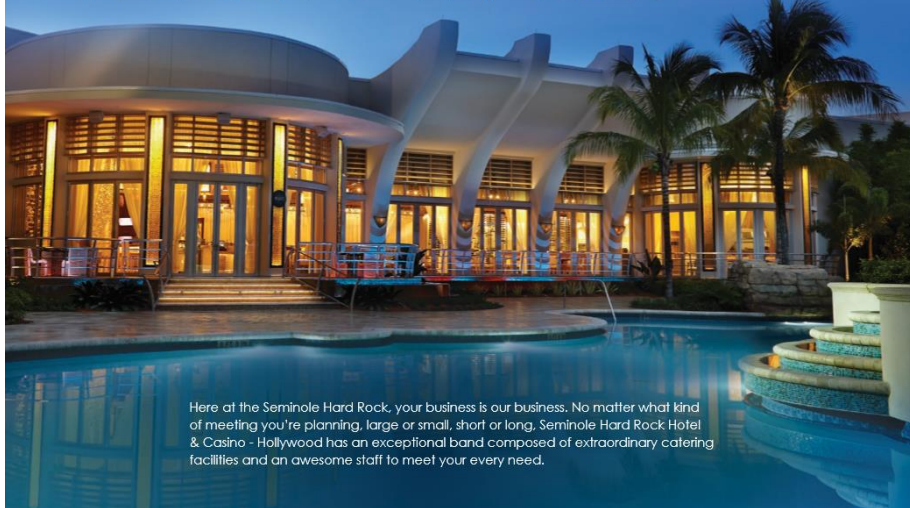


HOLLYWOOD, FL

## EVENT PLANNERS & OUTSIDE VENDORS GUIDELINES



EVERYONE HAS SPACES,  
WE HAVE VENUES



Here at the Seminole Hard Rock, your business is our business. No matter what kind of meeting you're planning, large or small, short or long, Seminole Hard Rock Hotel & Casino - Hollywood has an exceptional team composed of extraordinary catering facilities and an awesome staff to meet your every need.

## TABLE OF CONTENTS

Fire Marshal	<b>3</b>
Certificate of Insurance/Indemnification	<b>7</b>
IT / Telecommunications	<b>7</b>
Audio Visual Services	<b>8</b>
Event Rigging	<b>9</b>
Event Power	<b>9</b>
Office Equipment/Carpet Protection	<b>9</b>
Banners & Signs	<b>10</b>
Loading Dock Procedures	<b>10</b>
Exhibit Move In	<b>11</b>
Exhibit Move Out /Truck Parking / Motorized Vehicles	<b>12</b>
Shipping & Receiving	<b>13 - 14</b>
Banquet Events	<b>15</b>
Outdoor Events / Print Media/ Photography	<b>16</b>
Non-Employee Guidelines	<b>16</b>
Security Overview / Key Requests	<b>17 - 21</b>
Signature Line	<b>21</b>

## **Hotel**

The AAA Four Diamond-rated Seminole Hard Rock Hotel and Casino is South Florida's iconic entertainment destination now with premium meeting and convention space.

The Resort sits on over 100 acres of the Hollywood Reservation of the Seminole Tribe of Florida and is owned and managed by the Seminole Tribe of Florida.

All meeting planners and vendors are required to abide by all applicable Tribal policies and procedures.

## **Outside Vendors**

Seminole Hard Rock Hotel & Casino offers various services for staging a successful event. However, if the Group finds it necessary to use outside services, any companies, firms, agencies, individuals and groups hired by or on behalf of the Group are subject to prior approval by Seminole Hard Rock Hotel & Casino. *See your Conventions Manager for approval process.*

Given reasonable notice to Seminole Hard Rock Hotel & Casino from the Group, Seminole Hard Rock Hotel & Casino will cooperate with contractors and provide them with onsite facilities to the extent that its use will not interfere with the use and enjoyment by other guests. The Group and its contractors will indemnify and hold the Seminole Tribe of Florida harmless from any and all damages or liabilities which may arise by the contractors or through their use. *See COI section for required coverage.*

## **Fire Marshal**

All fire and safety regulations and procedures of the Seminole Tribe of Florida Fire Department regulations must be followed without exception.

The meeting planner or decorator should provide the Catering / Convention Services Manager with a scaled diagram and any necessary MSDS information within (30) days of their event. All measurements including booth and staging sizes, aisle widths and distance from air walls must be noted on the floor plan. Egress / exit signs should not be covered. The Catering / Convention Services Manager will submit the plan for approval to the Seminole Fire Department.

Open flame items and Confetti is not permitted inside the hotel. Other special effects such as laser displays must have a State of Florida and Federal (FDA) License and be planned and approved at least 30 days in advance of the event. Only water based hazers can be used inside the event space with the presence of Fire Watch.

All fabric material, both natural and synthetic, brought into the Hotel from outside sources must be treated with a flame retardant. All sub-contractors must be prepared to show a certificate/provide documentation of flame retardancy that meets or exceeds NFPA 701. This applies to any fabric used in the hotel such as table linens, chair covers, table skirting, drapery, exhibit booth drapery, curtains, and decorations.

*Please see Fire Marshal Notification Form for additional details.*

## **Fire Watch**

In accordance with the Fire Code, a "Fire Watch" must take place when using fog/haze machines as the fire alarms must be monitored so that they do not sound. "Fire Watches" must be approved through the Hotel and the Fire Department. The cost of a "Fire Watch" starts at \$85.00 per hour with a 4-hour minimum. A "Fire Watch" must be scheduled during all rehearsals and shows and submitted to the Hotel a minimum 30 days in advance for approval.

The Fire Department responds to every alarm. The Production Company/Group is responsible for any activation of the fire protection system and the resulting fines for a false alarm.

**SEMINOLE HARD ROCK HOTEL & CASINO  
FIRE DEPARTMENT**

**FIRE MARSHAL NOTIFICATION FORM**

Catering / Convention Services Manager: \_\_\_\_\_

Group Name: \_\_\_\_\_

Group Date(s): From: \_\_\_\_\_ To: \_\_\_\_\_

Date of Application: \_\_\_\_\_

1. Event Notification must be filed at least thirty (30) days prior to the event.
2. Floor plans / diagrams must include dimensions, including aisle widths and ANY cooking location should also be identified. Indoor cooking must be 10ft away from any covered surface and the vendor must provide ABC Extinguishers for indoor events or Type K Extinguishers for outside events.
3. Doors, exit signs, fire extinguishers or emergency alarm pull stations should not be blocked or covered. All approved means of egress should be free of all obstructions at all times including set up, during the event and teardown.
4. Alternate power (generators) shall only be used on the exterior of the building. Such sources shall be fueled prior to the event and all generators must meet the requirements of the Florida Fire Prevention Code.
5. The use of LP Gas cylinders is prohibited indoors and may only be used outdoors subject to inspection and final approval.
6. No open flame devices shall be used in any assembly occupancy, unless otherwise permitted by the Fire Marshal (FM), provided that precautions satisfactory to the FM are taken to prevent ignition of any combustible material or injury to occupants:
  - *For ceremonial or religious purposes*
  - *On stages and platforms where part of a performance*
  - *Where candles on tables are securely supported on substantial noncombustible bases and candle flame is protected*
  - *Cold spark pyrotechnics may be evaluated for indoor use only*
  - *This requirement does not apply to heat producing equipment complying with Code 11.2.2 or to food service operations complying with Code 20.1.5.2.*
7. Motor vehicle displays should have minimal fuel and gas caps should be secured. Batteries should be disconnected during the entire time of display and any item being powered should be done via an external power source. Vehicles are required to be pushed into the event space with engines off.
8. Final approval for any permit is subject to an on-site inspection by the Fire Official or designee.
9. The Fire official or designee shall have the right to deny or revoke any permit, at any time, for any unsafe conditions or acts, or non-compliance with any provisions of the applicable codes.

Name of person, business, company, corporation or enterprise applying for permit:

\_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Fax number: \_\_\_\_\_

Describe the event, exhibit or trade show for which you are applying for a permit:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please list **event dates and times**, including set up, ready for inspection, haze testing and strike dates:

DAY	DATE	START TIME	END TIME	LOCATION

Name(s) of person(s) responsible for the management and supervision of the event (include mobile number if applicable):

\_\_\_\_\_

\_\_\_\_\_

Will portable cooking equipment be used? Yes [ ] No [ ]

If yes, describe: \_\_\_\_\_

\_\_\_\_\_

[ ] ABC Extinguishers required for Indoor event

[ ] Type K Extinguisher required for Outdoor event

\_\_\_\_\_

Maximum number of people in attendance at any one time (check the box that most clearly applies):

- Less than 500 persons
- Greater than 500 but less than 700 persons
- Greater than 700 but less than 1,000 persons
- Greater than 1,000 persons

A Standby Fire Watch / Crowd Manager will be required dependent on the level of activities taking place or for any activity that can affect the fire alarm or fire control system. EMT services are only provided upon request and arranged through the Fire Marshal and our property Security Manager. *See your Catering/Convention Services Manager for pricing. Pricing varies for a Fire Inspector level coverage.*

**MSDS REQUIREMENTS**

All hazing machines must be water based. The following information must be provided for Fire Marshall Review with this application:

- i. MSDS information on equipment being used
- ii. Date/Time/Location and Scheduled Rehearsal of event (complete grid below)
- iii. Model/Type of Water Haze machine being used

DAY	DATE	START TIME	END TIME	LOCATION

## **Certificate of Insurance/Indemnification**

All events utilizing the services of an outside vendor onsite must provide us with a Certificate of Insurance (COI) listing the **Seminole Hard Rock Hotel & Casino as additional insured**. The COI should be valid for the duration of your event and sent to us no later than 14 days prior to the event. Failure to provide signed agreements will prohibit Hotel property access. Our minimum insurance requirements are:

### Minimum Insurance:

Workers comp	Statutory
Employer's liability	\$500,000 each accident \$500,000 disease each employee \$500,000 policy limit - disease
Commercial general liability	\$1,000,000 each occurrence \$50,000 fire damage legal liability \$1,000,000 general aggregate limit \$1,000,000 products/completed operations aggregate limit
Business auto liability	\$1,000,000 each accident
Umbrella excess liability	\$2,000,000 each occurrence \$2,000,000 annual aggregate

### **A copy of your COI should be addressed to:**

Catering / Convention Services Manager (as assigned to your group)  
Sales & Catering Department  
Seminole Hard Rock Hotel & Casino  
1 Seminole Way, Hollywood Fl 33314

## **IT/Telecommunications**

The Seminole Hard Rock Hotel & Casino has built state-of-the art technological infrastructure within the Hotel. Our meeting facilities offer complimentary basic Wi-Fi coverage which is also accessible in all public areas.

All Internet and Telephone services are provided exclusively by The Seminole Hard Rock Hotel & Casino IT Department. Please inform your Catering/Convention Services Manager within 14 days' notice of any additional internet or telephone requirements during the meeting. Unfortunately we cannot guarantee telephone or internet needs not requested in advance of the event.

- Long distance line - \$200.00 set up fee plus user charges, per telephone will apply.
- DID lines with direct incoming and outgoing call capabilities - \$250.00 set-up fee per line plus user charges. *Speaker telephones are also available at an additional charge however these requests are handled through Seminole Media Productions (SMP).*
- All telephone charges are taxable. Telephone extensions and/or telephone numbers can be provided to you in advance, upon request only. Please forward your requests to your Convention Services Manager.

All requests received prior to the event will be installed before or during exhibitor set-up. All requests received on-site are not guaranteed and will be installed on a first come, first served basis. Our IT team can provide more details regarding our technology capabilities. *See your Catering/Convention Services Manager for more information.*

## **Readerboards:**

Complimentary use of readerboards outside your contracted meeting space is available to your group. This will display the postings of your group's events. *See your Catering/Convention Services Manager for customization of this display - additional charges may apply.*

## **Event Audio-Visual Equipment & Production Services**

Seminole Media Productions (SMP) is equipped to handle virtually any audio/visual staging and presentation request, including multi-media shows and production. You may contact SMP at (954) 797-2415 or visit their website at: [www.seminolemediaproductions.com](http://www.seminolemediaproductions.com) .

Seminole Media Productions is the only authorized operator of the house sound system. All mixers, microphones and supplemental sound equipment utilizing the house sound system shall be supplied and operated by Seminole Media Productions.

Sound levels are to be appropriate for the contracted space and are not to interfere with activities of any other group. Actual meetings in progress take precedence over any sound check or rehearsal. Please respect any request regarding sound levels you may receive from Hotel Management. The Hotel reserves the right to terminate any event in the instance of inappropriate sound levels.

## **Outside Production Services:**

SMP will provide an Audio Visual Liaison to supervise the load-in, set-up, tear-down, and load out phases of your event. The Liaison will also be the main contact for your audio visual supplier throughout your entire event. The Liaison will interface with both your audio visual company and the Hotel to ensure good communications between all parties in order to deliver a successful event. The fee for this service will be charged to the master account at a rate of \$500 plus taxes per 4 hour shift. Hotel security coverage is required for load in and load out.

All cords, wires, cables and equipment must be safely secured. All equipment must be placed in compliance with all applicable occupancy, OSHA and Seminole Tribe of Florida Fire regulation codes.

For the protection of all carpeted areas, visqueen is required where road/equipment cases or where an electric motorized personnel lift is utilized.

Storage space for outside audio visual equipment is the sole responsibility of the outside audio visual company. Due to Seminole Tribe of Florida fire codes, storage of any equipment in back hallways is strictly prohibited. The Hotel may have limited storage space available, but is under no obligation to provide such space.

The Hotel or SMP will not be held liable for lost, damaged, stolen or misused equipment obtained from outside audio visual rental operations.

To protect the quality and integrity of our in-house systems, outside audio visual companies are NOT permitted to patch into our house sound or projection systems. The client must contract separate audio and video equipment from the outside audio visual company for all meeting rooms requiring audio and video support.

To maintain quality and to protect the Hotel, its clients and guests, outside audio visual companies and decorators are NOT permitted to hang any equipment from the in-house Hang/ Bus Ports or other structural supports built into the facility or affix items to our air walls.



## **Event Rigging**

Exclusive Rigging for the Seminole Hard Rock Hotel & Casino is provided by:

Seminole Media Productions  
1 Seminole Way  
Hollywood, FL 33314  
Attn: Sharbel Sarduy, Event Technology Manager  
Email: [sharbelsarduy@semtribe.com](mailto:sharbelsarduy@semtribe.com)  
(954) 797-2415  
[www.seminolemediaproductions.com](http://www.seminolemediaproductions.com)

Seminole Media Productions is responsible for the overhead safety of our guests and employees. For liability considerations, SMP will qualify and provide all rigging equipment from the motor up, and will provide rigging labor to hang and secure rig. A finalized rigging plot must be submitted for approval to SMP at least 30-days prior to load-in. The rigging plot must include load requirements and any other additional information required to qualify the proposed rigging needs.

SMP will have the final authority in all matters relative to overhead and production safety. The Director of Catering and Convention Services has final authority over all other aspects of production.

## **Event Power**

All electrical services are provided exclusively by and payable to Seminole Hard Rock Hotel & Casino. Please notify us of your need for additional power at least 2 weeks prior to the event.

Unfortunately, electrical needs not requested in advance cannot be guaranteed on the day of the event and orders within 72hrs of the event will incur a surcharge. Should a musical group, decorator or lighting designer require additional electricity, the cost will be passed on to the host organization.

For exhibits, all electrical requests received prior to the show will be installed before or during exhibitor set-up. Any requests received on-site are not guaranteed and will be installed on a first come, first served basis. *See your Catering / Convention Services Manager for the order form and discount options for the blanket lay of exhibit power.*

Note: You are allowed to bring your own power strips and extension cords however they must be taped to the floor using gaffer's tape.

## **Office Equipment**

Please inform your Convention Services Manager of any outside equipment such as charging kiosks, shredders, copiers, printers and computers that will be delivered to the Hotel. Notify the rental company that all equipment is to be loaded and unloaded through the Banquet loading dock and placed in the final location for client usage. Hotel staff will not be responsible for moving this throughout the event space. All deliveries personnel should check in with Security for onsite credentials.

## **Carpet Protection (Equipment & Tape)**

To protect the integrity of our event space we require that runners/carpeting be placed under all areas where lifts, forklifts, hand trucks and other heavy equipment will travel. This equipment must be battery operated (not propane or gasoline) and have minimal non marking tread.

The runners may also be Poly-Tak which is a self-stick adhesive visqueen. When possible cord covers should be used. Gaffer's tape should not mark or damage the carpet. It is the responsibility of the outside vendor to provide this equipment.

Carpeting should also be placed under booths where food/beverage preparation takes place, e.g. for food shows or demos

If you prefer that the Hotel through SMP installs this product on your behalf, please notify your Convention Services Manager in advance.

## **Banners/Signs**

It is important for us and our future clients to maintain the aesthetics of our event space so we ask that you note the following:

- Banner hanging is not permitted in our pre-function spaces.
- Registration Desks can only be set in locations approved by your Catering / Convention Services Manager, typically adjacent to your contracted meeting space.
- Signage placed on easels should not exceed 22" x 28" in dimension and should be professionally created (not hand written). The hotel has a limited inventory of easels and these can be requested from your Catering / Convention Services Manager.
- Placement of column wraps, floor or wall clings, gobos, pop up signage etc all require hotel pre-approval and are subject to hotel branding fees. *See your Catering / Convention Services Manager for more information.*
- Easels/Signage is not allowed on our guestroom floors, Casino floors or in the lobby of the Hotel.
- Directional signage or banners within your assigned event space **must be pre-approved by the hotel**. If the services of our Facilities Department is required then labor charges at the prevailing rate applies.
- Our Marketing Department must approve any advertisement, websites, signage, printed material, etc., that uses our logo, images of the hotel and/or event spaces. Please do not have anything with our logo professionally printed until it is approved by our Marketing Department. Hotel reserved the right to approve all signage.

## **Loading Dock Procedures**

Freight carriers will be directed to the Hotel's loading dock on Seminole Way, where drivers are required to check-in with Security. We have two dock bays that are both equipped with lift gates and can adequately handle semi-trailers.

*NOTE: Usage of dock bays are not exclusive.*

We do not encourage forklifts on property however if your un-load/off-load requires usage please note the following.

Forklifts:

- 1) Must remain outdoors and not enter building
- 2) Must be OSHA compliant with proof of all safety inspections furnished.
- 3) Copies of operator license(s) present
- 4) Remain in the care, custody and control of responsible vendor. Hotel will not accept or sign for any rental equipment on behalf of a vendor.
- 5) A COI with specified coverage must be submitted to the Director of Catering & Conventions

No storage is available on the dock level; all load-in and load-out must flow from the truck to the show floor. At no time will freight be allowed to block egress on the dock level. The entrance way from Loading Dock into the Service hallway measures 10' H x 12' W. The doors leading into our Seminole Ballroom from the dock are roll up doors measuring 10' H x 10' W. There is no need for a freight elevator to access our meeting space.

All load in/out handling equipment must be supplied by the General Contractor. Dock operations are restricted to loading and unloading only. Trailers may not be detached from the tractor while docked unless coordinated with Security and, under no circumstances, will detached trailers be allowed to remain docked overnight.

It is the responsibility of the General Contractor to remove all pallets, crates, trash and shipping materials associated with their shipment from the dock area. The Hotel's dumpsters are reserved for collection of our normal operating trash deposits. General Contractors are required to haul move-in/move-out trash off site or arrange for "special service" at their expense. Please contact your Catering / Convention Services Manager for trash removal pricing.

## **Pre-Exhibit Move In**

We will require a pre-move in inspection of all areas of the property that will be used by an exhibit or production company (hereafter refer to as the company) and a post inspection. These inspections should be pre-arranged between the company and the Event Manager. The Exceptions Form will be used to release your company from all pre-existing conditions. The inspection and documentation must be completed before any aspect of move-in can begin.

Lifts (non-marking tread) delivered to the Hotel should not arrive until the day prior to move-in. Security personnel must approve the lift prior to operation in the property.

## **Exhibit Move In**

Standard Move in and move out of all vendor vehicles in the Banquet Loading dock area is between 7:00am and 10:00pm. *Additional fees will apply for extended dock access.*

Loading Dock (Point of Entry) access must be scheduled in advance with Catering / Conventions management. Loading Dock requests must be received at least 2 weeks before the loading dock time.

Hotel Security is required during move-in/out. A minimum of two Security officers must be employed during move in/out and stationed to monitor the Loading Dock and Destination Ballroom. No motorized/power pallet jacks are allowed on prefunction marble floors. The rate for Security Operator services starts at \$40.00 per hour with a 4-hour minimum. ***Rate subject to change without notice.***

***All shipments must be loaded and unloaded through the Hotel's BANQUET loading dock only. Persons entering the Hotel with the shipment will need to check with the Security Department and present their Driver's License in order to receive our hotel's credentials.***

Please be aware that the decorator is responsible for the set-up and teardown of your exhibits must adhere to the Hotel's Terms and Conditions. General cleanliness of the exhibit area, such as vacuuming, trash removal, will be the responsibility of the decorator. All trash created by the company during set up is to be removed by the company. Also, it is the responsibility of the General Contractor to maintain all of the exhibitor area which the client has contracted. It is further understood the Seminole Hard Rock Hotel & Casino will be responsible for cleaning any items related to food and beverage functions sponsored by the group or individual exhibitors provided by the Hotel. *A surcharge (minimum of \$1500.00) applies for trash removal not conducted by the decorator.*

Storage is not permitted in the foyer or service corridors. All crates, boxes, additional equipment, etc., must be removed prior to show and returned at end of show. All freight must be transported on dollies and not pushed on the carpeting.

### Exhibits

- Exhibits/Displays must be contained within assigned function space.
- Exhibits/Displays may not be placed in public space without prior written approval from the Hotel.
- No Exhibits are permitted in any outside areas of the hotels, which includes all pool areas, and lobby entrances.
- Entrance units may not be placed in public space without prior written approval from the Hotel.
- Should exhibits/displays/poster sessions be added after the contract is signed, please notify your Catering and Convention Services Manager immediately. Additional rules and regulation will apply to these functions.
- Exhibits requiring a large amount of refrigeration must rent a refrigerated truck and coordinate dock space in advance. Hotel Banquet kitchen is not available for storage of items that require refrigeration.

## **Exhibit Move Out**

See “Move In” section regarding security coverage and “Loading Dock” section for forklift considerations.

The area used is to be inspected after teardown and move-out, preferable by those persons who perform the move-in inspection. The signed document release form should be brought to the inspection. It is understood that the contractors will be held liable for any damage to the area that occurred during the contracted dates of the production/trade show. Compensation for those damages is to be handled by the Outside Company.

It is understood that the Company will present back to the hotel a clean, empty area upon completion of tear down and move out. All materials related to the show and all trash is to be removed by the Company. Your organization will be financially responsible for any repair or clean up resulting from your failure to abide by these guidelines.

## **Truck Parking/Marshalling**

The loading dock should only be used for active load in / load out. No truck parking is allowed for extended periods or overnight. Truck parking may be coordinated with 595 Truck Stop on 2705 Burris Road, Davie 33314 – Tel: 954-357-1480. This location is within 4 miles of the hotel. The hotel will not assume any of this cost nor is responsible for equipment stored there.

## **Staging of Motorized Vehicles**

Per current fire codes, any automobiles/motorcycles brought into the hotel must have an approval from the Fire Marshal.

All Motorized vehicles which include those that are propelled by an internal combustion engine using Class I or Class II fuel such as cars, truck, motorcycles, aircraft or watercraft must have the battery disconnected at the “hot” lead, and the lead must be safely secured. Also fuel supplies in the vehicle must not exceed ¼ tank of gas and the tank must be purged with carbon dioxide (CO<sub>2</sub>). In addition, all vehicle tanks with fuel must have a locking gas cap or must be sealed with tape. Tractors, chainsaws and other fueled equipment must be safeguarded in the same manner. Vehicles on display require both poly-tak and a drip pan.

All motor vehicles must be clean before entering exhibits space and runners must be placed for move in and move out that consist of poly-tak and plywood. A key to the vehicle is to be kept with Hotel Security at all times.

## **Smoking Policy**

All public restrooms, elevators, the marble walkway from the main entrance to the Ballrooms, Winners Way garage entrance and escalator, pit #6, zone 7 slots of the casino, the main casino floor as well as all Meeting and Convention Center areas are **designated non-smoking**. Smoking in guestrooms is only permitted on the designated guest room floors in the Guitar Tower.

## Shipping & Receiving



# SEMINOLE HARD ROCK HOTEL & CASINO

## Shipping Instructions

### Preparing Your Shipment

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the property must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive four days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not address shipments using property employee names unless the items are specifically for their use (e.g., hotel specifications, rooming lists or signed documents); this includes arranging for deliveries to all areas on the property.

If a package has not been picked up by the recipient and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office business center at 954.377.0184. Package deliveries should only be scheduled after the recipient has completed the check-in process.

### Package Labeling Standards and FedEx Office Contact

(Guest Name) (Guest Cell Number)  
c/o FedEx Office at the hotel location  
(Hotel Address)  
(City, State, Zip Code)  
(Convention / Conference / Group / Event Name)

Box \_\_\_\_ of \_\_\_\_

#### FedEx Office Business Center

Seminole Hard Rock Hotel & Casino  
1 Seminole way  
Hollywood, FL 33314  
Phone: 954.377.0184  
Fax: 954.585.6462  
Email: USA2778@Fedex.com

#### Operating Hours

Mon.–Fri.: 9:00am to 6:00pm  
Saturday: CLOSED  
Sunday: CLOSED

### Shipments With Special Requirements

Meeting and event planners, exhibitors and attendees are encouraged to contact FedEx Office with any specific questions in advance of shipping their items. If you have any special needs (e.g., refrigeration requirements, after-hours delivery requests or changes to your meeting dates or rooms), please work directly with your Event Manager, who will communicate these needs to FedEx Office in advance of your event.

### On-Site Package Delivery

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites, but please consult with a FedEx Office team member for specific delivery limitations that may exist. In cases where a drayage company or a meeting decorator is used, FedEx Office team members will work closely with those vendors for proper package routing and release items directly to those vendors if they are on the property when the shipments arrive. Any decorator or drayage packages requiring overnight storage by FedEx Office will be assessed a handling fee. If your meeting/event is being handled by a drayage company or decorator, please ensure your shipments are being sent directly to the drayage company's or decorator's specified address. Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting or disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies and flatbed carts.

### Package Delivery to Guest Suites/Meeting Rooms

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites, but please consult with a FedEx Office team member for any specific delivery limitations that may exist. FedEx Office is not authorized to leave packages unattended in guest suites and/or meeting rooms. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in guest rooms and/or meeting rooms.





# SEMINOLE HARD ROCK HOTEL & CASINO

## Shipping Instructions

### Upon Your Arrival

Packages will be available for pickup at the FedEx Office business center; a handling fee will apply. Packages, pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at **954.377.0184**; a delivery fee will apply. Package deliveries should only be scheduled after the recipient has completed the check-in process. In order to maintain the proper chain of custody, FedEx Office requires the package recipient's signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

### Upon Your Departure

FedEx Office offers pack and ship services and packaging supplies, such as boxes, tape, etc., which are also available for purchase at the FedEx Office business center. All outbound packages must have a completed carrier airbill affixed to each package. FedEx Express' shipping boxes and airbill forms are available and are complimentary. Outbound packages and freight to be picked up by a third-party courier should be coordinated directly with those vendors, and communication should be sent to FedEx Office indicating when those items will be picked up. FedEx Office will not make arrangements for freight or third-party courier transportation and/or pickup. Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.

### Package Handling And Storage Fees

Package weight	Package pickup or dropoff by guest	Package pickup or delivery by FedEx Office
Envelopes up to 1.0 lb.	\$2.00	\$5.00
0.0-1.0 lb.	\$2.00	\$5.00
1.1-10.0 lbs.	\$10.00	\$15.00
10.1-20.0 lbs.	\$15.00	\$20.00
20.1-30.0 lbs.	\$20.00	\$30.00
30.1-40.0 lbs.	\$25.00	\$40.00
40.1-50.0 lbs.	\$25.00	\$50.00
50.1-60.0 lbs.	\$35.00	\$50.00
60.1-150.0 lbs.	\$35.00	\$70.00
Pallets & crates*	-	\$150.00 or \$0.75/lb. > 200 lbs.

Package weight	Storage fee after 5 days
Envelopes up to 1.0 lb.	No charge
0.0-10.0 lbs.	\$5.00
10.1-30.0 lbs.	\$10.00
30.1-60.0 lbs.	\$15.00
60.1-150.0 lbs.	\$25.00
Pallets & crates	\$50.00
Over 6.5' in size	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

Package weights will be rounded up to the nearest pound.

\*For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00 or \$0.75/lb. > 200 lbs., which is applied to each pallet/crate handled.

### Additional Services

Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting and disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

### Terms and Conditions

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. **OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING.** Neither the Property nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Property nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt on the Property, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Property, you agree to be bound by any additional terms and conditions that the Property or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.

## **Electric Car Charging Station**

The Seminole Hard Rock Hotel & Casino has several electric charging stations in the parking garages. The locations are noted below:

### Winners Way Garage

- X-Level, to the right after entering X-Level, (2 stations)
- 3rd floor, right of the 6 bank, (1 station)

### Seminole Way Garage

- 3rd floor, right of the 4 bank, (2) stations)

### Lucky Street Garage

- 3rd floor, right of the 2 bank , (1station)

## **Banquet Equipment**

Risers, staging skirting, banquet chairs and dance floors are available on a complimentary basis, our risers are 6' x 8' and vary in height from 16" to 24". Risers are allocated based on the size of the ballroom. Please speak with your Convention Services Manager for staging requests in excess of 12'x 24' to determine availability for your event. If an excess amount of equipment is required, the Hotel or SMP can rent additional equipment at the group's expense.

## **Banquet Menu**

Our culinary team has created what we feel are South Florida's premier and most innovative menu selections. In order to create a successful event, we request that banquet menu selections, room set requirements and other pertinent details be submitted to the hotel at least 45 days prior to your event. Signed Event Orders will be distributed to our operations team 10 days prior to your event, which will allow adequate time to make any adjustments to your program and ensure a successful event. Prices quoted are subject to change, but may be confirmed six months prior to your event.

Due to licensing requirements and quality control issues, all food and beverage to be served on hotel property, including any Food and Beverage in exhibit booths, must be supplied and prepared by the Hotel. All food and beverage prices are subject to a 24% taxable service charge and 7% state sales tax (*subject to change without notice*). The Hotel requires the Decorator include this information in the Exhibitor Kits and advise all Exhibitors accordingly.

Guarantees must be submitted to the Hotel, no later than 10AM (EST) three business days (72 hours) prior to the scheduled function date (weekends and holiday are not included). Within three days this guarantee may not be reduced however you will be charged for actual attendance or the final guarantee whichever is greater. Your signature on the BEO indicates your acceptance of the guaranteed attendance and event details listed on the BEO.

## **Banquet Service Charge**

Our service charge, currently 24%, will be added to all Food and Beverage prices. An additional \$150.00 labor fee for groups of less than 30 guests (breakfast and/or lunch buffet) and 45 guests (dinner buffet) will also be charged if applicable. A \$150.00 Chef attendant fee, per station, will be applied on menu items to carve or prepare to order in the room. Please note that all banquet service charges are taxable and subject to change.

## **Outdoor Event Times**

In an effort to accommodate hotel guest usage of our outdoor amenities, outdoor functions are subject to the following earliest starting times, unless elaborate décor set-ups are required for the function, in which case a later starting time would be required:

November – March	7:00 p.m.
April - October	8:00 p.m.

In order to be respectful of all of the Seminole Hard Rock Hotel & Casino guests, all music for outdoor events must conclude no later than 10:00pm.

## **Outdoor Lighting**

Decorative lighting is provided in the outdoor areas. Additional lighting for nighttime events is required and should be ordered prior to the event, minimum of 2 Air Star lighting features. All outdoor lighting must be approved a minimum of 30 days prior to event. *Additional power charges apply.*

## **Weather Call**

In order to foresee changing weather conditions, each outdoor event must have back-up event space held inside the hotel in the event of bad weather. In the event of potential adverse weather conditions, the decision to hold an outdoor event indoors needs to be made a minimum of (6) hours prior to the event. The client, the Convention Services Manager and the Banquet Manager will discuss and the client will make the final decision. However, in instances of unsafe conditions the Hotel will make the final decision.

In the event the decision is changed during the six-hour period to return the event back to the outdoor area, a \$1,000 additional labor charges will apply, with no guarantee that the event will begin at the specified time, although every effort will be made to ensure the event's success.

## **Print Media / Photography**

Any media involved in your contracted function must be approved in advance by our Public Relations department. Please contact your Convention Services Manager as soon as this need arises. This approval process requires a minimum of (7) seven business days' notice. Once approved, and while on property, all media personnel must wear day passes provided by Seminole Hard Rock Hotel & Casino. These passes will be dated and serve to identify approved media on property, and worn at all times. In addition to the aforementioned pass, all media must have a Hotel Public Relations escort at all times.

Please make sure when using the Hotel's name on any signage or printed material that we are correctly referred to as the Seminole Hard Rock Hotel and Casino. Additionally, our Marketing Department must approve any advertisement, websites, signage, printed material, etc., that use our logo, images of the hotel or hotel spaces. Please do not have anything with our logo professionally printed until it is approved by our Marketing Department. Hotel reserves the right to approve all signage.

## **Non Hotel Employee Guidelines**

All companies and their crews must abide by the Seminole Hard Rock Hotel & Casino guidelines for dress attire and must check with Security prior to entering the Hotel.

The Hotel has complimentary self-parking for standard size vehicles. Vehicles parked in unauthorized areas and/or without permission will be towed.

Outside vendors and their representatives should not smoke in the meeting space and pre-function areas or partake of food and beverages earmarked for hotel guests, or food and beverages located on carts in services areas. Violators will be asked to leave the property. Smoking is permitted in designated areas only.

The employee dining room is exclusively for Seminole Hard Rock Hotel employees.



## **Security - Ballroom/Special Event**

In addition to state-of-the-art electronic monitors throughout the Hotel, our Security Department operates 24 hours a day, patrolling the Hotel and responding to guest needs and emergencies. Additional security information is posted inside each guest room.

Specialized security arrangements for function rooms, exhibitions, equipment, registration and traffic control are available with advance notice. All security for in house events will be handled by the Hotel Security Department. The rate for Hotel Security personnel is \$40.00 per hour with a 4-hour minimum. For last minute Extra Duty which would be 72 hours prior to Group needs the rate is \$75.00 per hour with a 4-hour minimum. For Seminole Police Department (SPD) coverage rates are \$85 per hour with a 3-hour minimum. Last minute SPD coverage is \$100 per hour with also a 3-hour minimum. Cancellation or adjustments must be made 24 hours in advance or a 4-hour charge will be charged to the master account. Please contact your Convention Services Manager to make all arrangements.

Our Director of Security can arrange VIP protection. Additional security on an overnight basis is highly recommended for any meeting rooms containing valuable equipment or merchandise. The Hotel is not liable for any loss or damage incurred.

Be reminded that the meeting space is designed with air wall configurations which in nature is not fully secured. The Hotel is not liable for any items left unsecured or unattended in the meeting space

## **Locks/Security**

Keys for banquet rooms are all HARD keys and our banquet team ensures access according to your banquet event order details. Should you require a key, a \$100 per door re-core fee applies and if lost a \$1000 replacement fee will be charged. Given the size of your ballroom/meeting room the number of doors to be rekeyed will vary. *Note: A single key is provided. Additional keys are \$100 each.* Please be aware that the banquet rooms separated by air walls cannot be locked and if a secure location is required, security must be hired at the group's expense. Security Guards can be hired at a fee of \$40.00 per hour, per Security Guard (min of 4 hours). No outside security companies are allowed on property.

Please advise your Catering/Convention Services Manager of the number and dates keys are required, and also if you would like to hire a Security Guard for your event.

## **Lost and Found**

If a guest has misplaced an item, please check with the Security Desk next to the Casino Cage as soon as possible.

The Seminole Hard Rock Hotel & Casino does not accept any responsibility for damage or loss of any merchandise or articles left in the Hotel and Event Center prior to, during, or following your function.

## **Emergency, Life Safety and Medical Assistance**

The Seminole Hard Rock Hotel & Casino Security Department receives basic CPR and first aid training. The Seminole Hard Rock Hotel & Casino maintains an ongoing safety awareness program for all associates, including fire drills.

In the event of a hotel emergency, please dial (1177) from an in-house phone or 954-327-7589 for our 24/7 monitor room. On property dialing 911 is not the fastest way to activate an emergency call.

Disabled guests will be given priority in the event of a Hotel evacuation. Strobe lights and audible alarms are currently in all public space, as well as audible alarm and hard-wired smoke detectors and sprinklers in all guest rooms. Fire extinguishers are located on every level of the Hotel for easy access. Guest evacuation routes and safety information are posted in all guest rooms.

In the event of an evacuation in the convention areas, strobe lights will activate and audible alarms will sound. Convention guests will proceed to the closest emergency exits (see map below with evacuation routes) via the back of the house to the emergency exit doors out of the building to Lucky Street. Guests will then proceed to the Warehouse Loading Dock assembly area (see map below). Guests will stage in the assembly area and remain there until an all clear is given by the direct authority of the fire department or property management to return to the Event Center.

In the event that the Warehouse Loading Dock is not accessible, the secondary assembly area will be the alleyway between the Seminole Way Garage and the Pool (see map below). Security will be responding to assist. Remember to remain calm and do not stop to collect personal belongings.

Fire extinguishers are strategically located throughout the Event Center.

The closest fire department is located approximately 7 minutes from the Hotel:  
Seminole Tribe fire rescue station 108  
3105 North State Road 7, Hollywood, FL 33024

The closest police department is located on the hotel property and is available 24/7:  
Seminole Police Department  
1 Seminole Way, Hollywood Florida 33314  
Telephone: (954) 327-7589 (monitor room)

Nearby Hospitals:

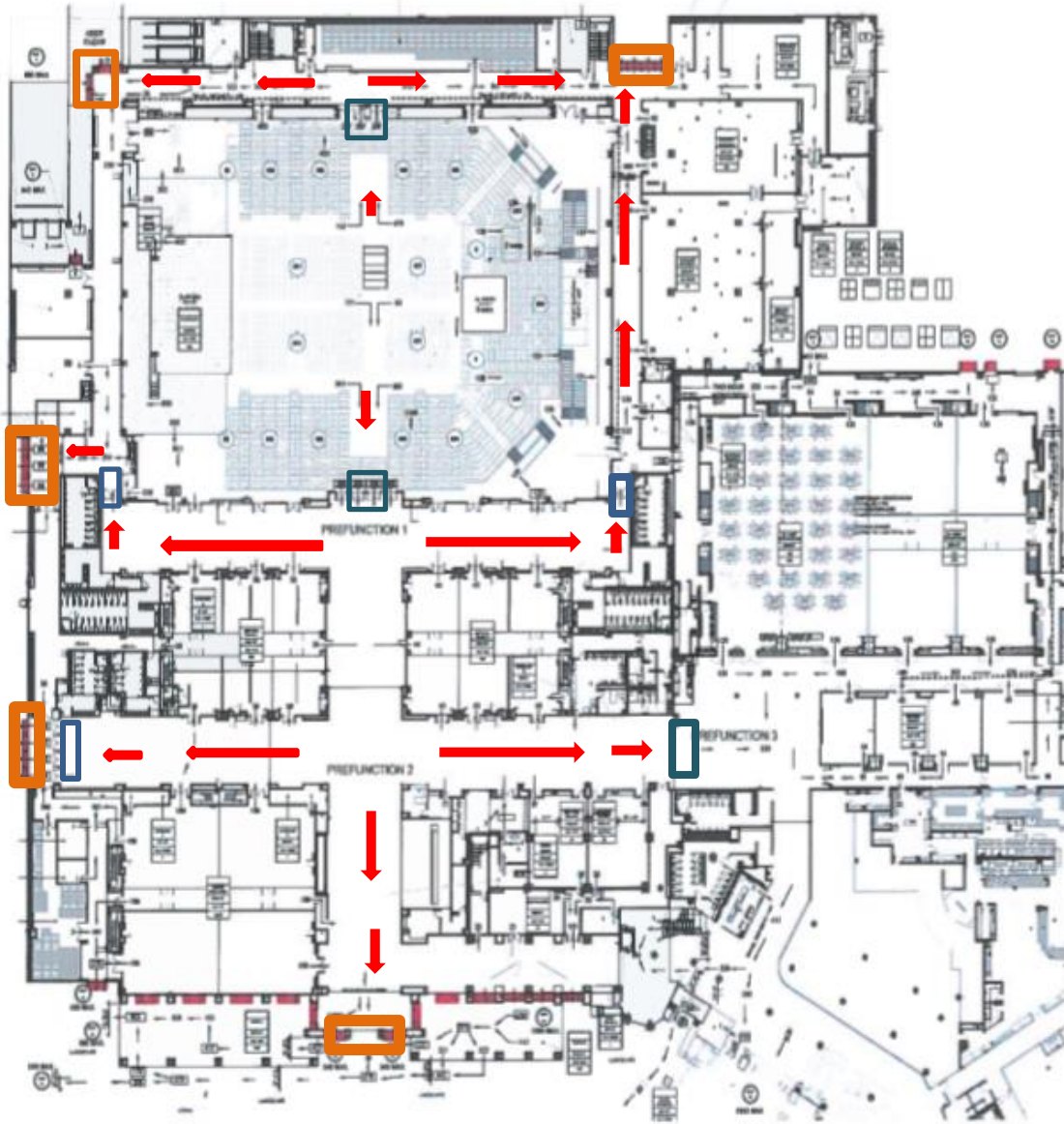
Memorial Hospital Pembroke  
7800 Sheridan St. Pembroke Pines, Florida 33024  
Phone Number: (954) 962-9650

Memorial Regional Hospital  
3501 Johnson St. Hollywood, Florida 33021  
Phone Number: (954) 987-2000

MD Now Urgent Care  
2502 N State Rd 7, Hollywood, Florida 33021  
Phone Number: (954) 894-7855

Hard Rock Event Center Fire Exit Doors

FIRE EXIT



Emergency Exits

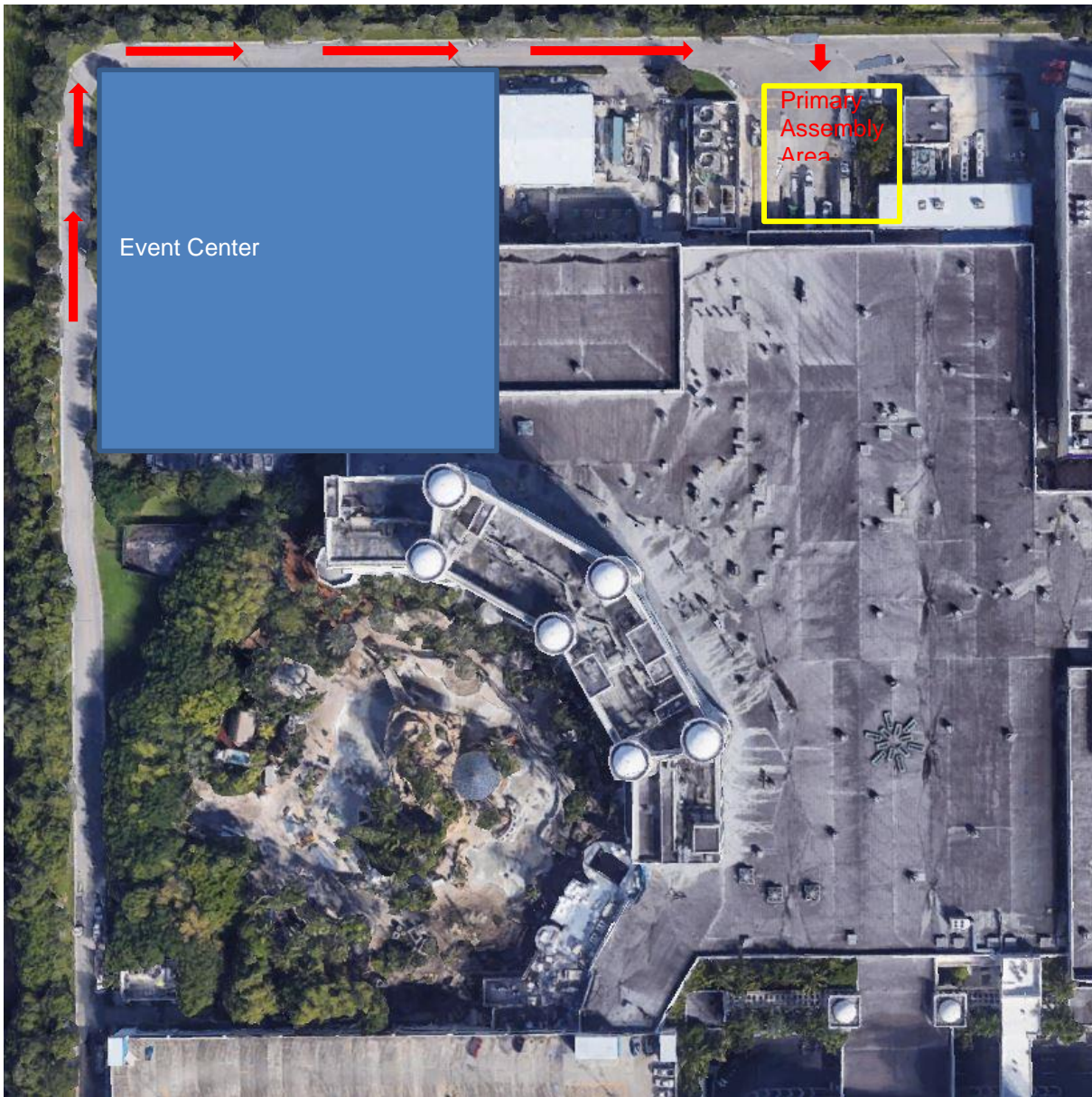


Emergency Exits to Lucky Street



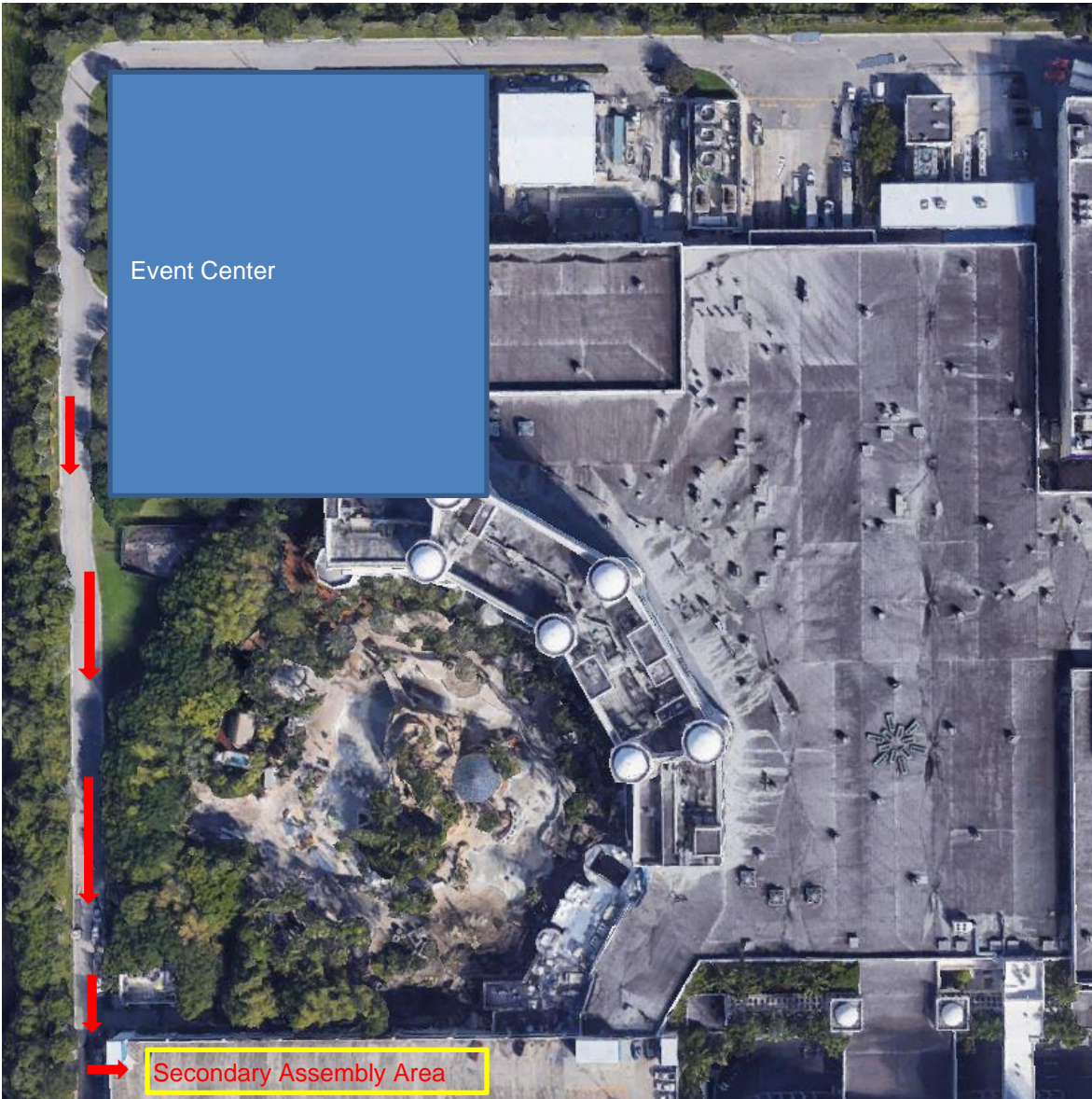
Evacuation Route

## Warehouse Loading Dock Assembly Area





## Secondary Assembly Area



I have read these guidelines and will comply with the policies and procedures of the Seminole Hard Rock Hotel & Casino as outlined.

Organization: \_\_\_\_\_

Signed/Date: \_\_\_\_\_

Event Name/ Date: \_\_\_\_\_

*Please email signed document to your Catering / Convention Services Manager*