



HOTEL POLICIES AND PROCEDURES

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REQUIRED DOCUMENTATION & DUE DATES

All of the following required documentation must be signed and returned to your Hotel contact on or before the following due dates.

DOCUMENT TYPE	DUE DATE
Exhibit service kits	Prior to selling of any booths
Fire Marshall diagrams	60 days prior to event date
Signed copy of a vendor agreement *	30 days prior to event date
Third party indemnification	30 days prior to event date
Certificate of liability insurance *	30 days prior to event date
Schedule Fire Watch with Hotel Engineering Team	30 days prior to event date
Electrical requirements	14 days prior to event date
Catering orders (crew meals and breaks)	14 days prior to event date
Detailed production schedule	10 days prior to event date
Loading dock schedule	10 days prior to event date
Copies of all necessary licenses and permits	72 hours prior to event date
List of all on-site authorized contacts and phone numbers	72 hours prior to event date
Scheduled Pre-Inspection and Post-Inspection (Date/Time and Contact Name and Cell Phone Number)	72 hours prior to event date

*Note: If your company has ongoing business opportunities in our Hotel, these documents may be provided once a year. The Hotel's Finance Department will keep these on file and we will require updated copies annually. All other documents are "show" specific and therefore must be provided for each individual event.

MISCELLANEOUS ADDITIONAL CHARGES

- Please note unless specified otherwise in the sales contract, the hotel may require additional charges for the following:
- Use of hotel equipment beyond the standard main stage, tables and chair requirements. This would include such items as additional risers or tables to be used for projector stands, bar stools for camera operators, upgraded furniture over and above hotel standard banquet chairs and tables, plants, décor, etc.
- Rental charges for storage required beyond the space held for the group.
- Room setup changes made within less than (72) hours prior to the day of the event.
- Ordering any additional equipment that exceeds the existing hotel inventory, including existing hotel equipment already confirmed to other groups.
- Requests for room re-sets of less than (2) hours based on the complexity of the setup and the size of the meeting room.
- Requests for room refreshes/cleaning of less than (30) minutes based on complexity of setup and size of the meeting room.
- Request for services over and above hotel standards such as water service on tables for events larger than (100) people.
- Movement of materials from one meeting room to another.
- Placement of materials/handouts on tables or chairs in meeting room sets.
- Designated staff for specific on-site projects.
- Delays from agreed upon move in/move out times, which impact another event.
- Noise disruptions during setups, sound check, rehearsals or an event itself that affects any other events in the *Hotel*.
- Excessive trash removal and cleaning fees.

PERSONNEL

All labor employed by the exhibit service contractor or production company will wear clothing that is neat in appearance. Outside contractors and their employees must enter and exit the hotel through the Hotel associate entrance. The only exception to this rule is the crew arriving by company vehicles to load in or out on the docks. All personnel on the crew would need to sign in at the Security Office and obtain a badge. The crew would then check in with Security Office located on the hotel's B2 Level.

Contractor's responsibilities are as follows:

- Sign in and obtain a visitor badge on daily basis
- Wear visitor badge at all times while on property
- Contact the production company's Foreman or Supervisor immediately if any problems or issues should occur.

No eating or drinking is permitted within the Golden Gate Hall/Foyer, Mission Street Tunnel, the Grand Assembly, or the Yerba Buena Ballroom/Foyers during installation or dismantling.

Additionally, this hotel and all of its components **IS A NON SMOKING ESTABLISHMENT BY LAW AND DECREE. THIS INCLUDES BOTH THE HOWARD STREET AND FOURTH STREET LOADING DOCKS.** Unless prior approval is given from your Event Manager/*Hotel* contact, the only designated break area for temporary associates, buy-out labor, contracted local unions and any and all vendors and their affiliates, is on the loading dock(s) that also includes the hotel's **NO SMOKING POLICY**. The only hotel designated and authorized smoking area is Stevenson Alley.

Also, the Marriott Employee Cafeteria is not approved for use by ANY NON HOTEL ASSOCIATE. For any violations and other issues, please contact the Production Company Supervisor or Foreman or your Event Manager or Hotel contact.

Fighting, creating disturbance, horseplay, disorderly conduct or the use of abusive language is a violation of Hotel policy and will result in immediate removal of the individual from the premises. Theft, attempted theft, misappropriation of property or aiding of such acts will also result in immediate removal with possible criminal prosecution. **Outside Production Companies must report property damages to proper authorities i.e., Event Service Managers or Event Managers.**

LABOR LAWS

Please be aware that the San Francisco Marriott Marquis is a union hotel and honors local union labor jurisdictions. To ensure a smooth and successful event, please make sure your audio/visual and other subcontractors (i.e., GES, Freeman and Outside Production Companies, etc...) thoroughly understand local union labor policies. Please note that the following are general union guidelines and are subject to change and the Hotel does not have any control or oversight in this regard. For example, there could be an overlap of union labor requirements to include but not limited, pipe and drape and décor, off-loading of trucks, etc... It is the vendor's responsibility to work directly with each union to finalize details.

I.A.T.S.E. Local 16
(415) 441-6400

Jurisdiction of Local 16, including but not limited to, general carpentry, theater maintenance, construction of scenery, décor and themed props, properties, stage lighting, room lighting and associated electrical work, all rigging, video, sound, laser, electronic recording, graphics presentation, and projection, including slide, video and motion picture projection.

It is further agreed that the installation, operation and removal of computers which stand alone or which are used for the operation, control or interfacing of any electrical, projection, audio or video equipment is work performed by technicians under the jurisdiction of Local 16.

Sign & Display Local 510
(415) 468-7280

Jurisdiction of Local 510, including but not limited to, Exhibit Drape and Exhibit Construction

Teamsters Local 2785
(415) 467-4050

Jurisdiction of Local 2785, including but not limited to, unload trucks and freight, heavy drayage, including props and décor (forklift access). Pending production size and freight volume, Local 38 may be required to load/unload trucks in conjunction with other local union companies.

ASSET PROTECTION

The San Francisco Marriott Marquis and its associates are dedicated to the integrity, protection, and preservation of our product. It is important that we provide our guests with the highest quality service and product. In doing so, we are ensuring the continued success of our business and our reputation as a premier choice for event meeting space in the industry.

To guarantee our continued success and the safety of our guests and associates, we require that all contractors and production companies follow our strict asset protection guidelines.

Contractor and production company guidelines and responsibilities are as follows:

Wall Protection

- TWO FOOT RULE - All items being transported, staged or stored in the *Hotel's* meeting and pre-function space shall be placed at a minimum of two feet from all walls. Items include AV Cases, Crates, Carts, Pallets, Rigging, Staging, Pipe and Drape, Tables, Chairs, Queen Marys, Food Boxes, Ladders, Lifts, Bicycles, Supplies, etc.
- ONE FOOT RULE - All items set for use in the *Hotel's* meeting and pre-function space shall be placed at a minimum of one foot from any wall. Items include Staging, Booths, Pipe and Drape, Equipment Base Plates and Legs, Power Drops, Tables, Chairs, etc. **The exception to this rule is staging. For safety reasons, staging shall stay a minimum of four inches away from all walls.**
- Nothing may be leaned against any wall in the *Hotel*. The Hotel must approve all maximum setups or any other circumstances where the two foot/one foot rule may not apply.

Doors and Hardware

- The Hotel will assign one set of ballroom doors for move-in and one set of doors for move-out. These are the only doors that may be utilized. They will be inspected thoroughly during the pre and post walk through.
- Doors must be in the open position utilizing the electromagnetic "hold open devices" before passing through with any equipment.
- At no time shall equipment be used to force open the doors, nor should equipment ever come in contact with the door surface, hardware, or jam.
- Malfunctioning electromagnetic hold open devices should be reported to the Engineering Department immediately.
- At no time will blockage of emergency exits, pathways stairwell landings or entrances to electrical rooms be allowed.
- Exit signs are not to be covered without approval from Engineering or Event Services.

ASSET PROTECTION

Nails, T-Pins, and Staples

- The use of nails, T-pins, or staples in Hotel walls and exposed moldings is prohibited.
- The application of Velcro to Hotel carpeted and fabric operable partitions and walls is prohibited.
- Questions regarding the use of nails, T-pins, or staples should be directed to the *Hotel* Engineering Department at extension 6083.

Use of Elevators

- All vendors must utilize service elevators only. Guest elevators shall not be used at any time.
- Furniture Removal and Reinstallation
- Furniture removal charges will apply should any event require removal of existing seating/furniture in the Hotel Atrium, View Lounge, Golden Gate, Yerba Buena Ballroom Foyers, guest rooms, suites, or any other area of the Hotel.
- To minimize costs, furniture can be moved around or rearranged in the same space/level. Higher costs will incur if the furniture will be totally removed from the space as the Hotel will hire an outside furniture removal company to handle.
- Please discuss your specific needs with your Event Manager and they will provide an estimate of charges.

Other Asset Protection Guidelines

- The *Hotel* Engineering Leadership must approve the affixing of all signage to Hotel walls, doors, operable partitions, and equipment.

Inspection and Enforcement

- In addition to the pre and post inspection, representatives from the Hotel will inspect meeting and pre-function spaces during move-ins and move outs.
- Any damages and corrective action required will be documented and charges will be applied to the responsible party.

ASSET PROTECTION

Damage Charges

- Contractors and production companies are responsible for any damage to the *Hotel* that they or their affiliates cause.
- Damage charges will be assessed and applied to the master account or billed to the responsible party by the *Hotel Engineering Leadership*. Hotel Engineering Leadership can be reached via telephone at extension 6085.

BALLROOM DIAGRAMS/ FIRE MARSHALL REGULATIONS

Diagrams can be found on the hotel's website:

<http://www.marriott.com/hotels/event-planning/business-meeting/sfodt-san-francisco-marriott-marquis/#>

Amadeus is also available to assist you with your diagramming needs.

San Francisco has some of the toughest Fire Safety Regulations in the nation. Any permanent sets like registration booths, tabletop exhibits, car displays, receptions with theme props in foyer space and staging requirements in the ballrooms must be approved in advance by the Fire Marshall. **No tables or other props are allowed outside the Fourth and Fifth Floor Conference Rooms. Violation of the Fire Safety Regulations will result in a fine.**

Diagrams must be submitted to the San Francisco Fire Marshall (SFFM) for approval. Please note applicable fees by the SFFM will apply. The Hotel has no involvement in determining/negotiating these fees. Payment of applicable fees is handled directly between the Vendor and SFFM. Please specify all items to include but not limited to, risers, camera platforms, monitors, speakers, props, vehicles, bars, buffets, carving stations, all seating, etc. on these diagrams.

The *Hotel* must receive a Fire Marshall approved diagram for the following:

- Any outside equipment and/or *Hotel* equipment is required to be set no closer than 6 feet from any entrance/exit door inside any meeting room.
- All set-up requirements for equipment to be placed in all foyer areas.
- Any set-up of motorized vehicles/pyrotechnics or any activity which require Fire System to be shutdown.

Note: *Hotel* will inspect room setup and compare to Fire Marshall approved diagrams and will not permit any deviations unless a revised diagram is approved by the Fire Department.

Any revision of the floor plans must be resubmitted to both the San Francisco Marriott Marquis and the San Francisco Fire Marshall thirty (30) days prior to the show date. The decorator or production company will not be permitted to set up without this Fire Marshall-approved diagram.

The address for the San Francisco Fire Marshall is:

The City of San Francisco San Francisco Fire Department/Permit Section Bureau of Fire Prevention
698 Second Street, Room 109 San Francisco, CA 94107

Attention: Permit Inspector

Phone: (415) 558-3300/Fax: (415) 558-3323

SECURITY

SECURITY

All security firms must have the approval of the Event Manager/*Hotel* contact and the Director of Loss Prevention prior to the show's opening date.

The San Francisco Marriott Hotel requires on file:

- Certificate of Insurance (a minimum of \$5,000,000 is required)
- Hold Harmless Agreement
- No firearms are permitted in the building
- Security staff must wear professional uniforms identifying them as security officers
- Security staff must sign in with Hotel's Security department when starting their shift and leaving

Certificate of insurance must name: YBG Associates LP, CCMH Moscone LLC, Marriott International, Marriott Hotel Services Inc. as *additional insured*

MEETING ROOM RE-KEY

Yerba Buena Ballroom (Salons 1-15), Golden Gate Ballrooms (A-C) & Nob Hills (A-D): Can Be rekeyed, but please be aware that this meeting space has interior air walls that cannot be secured.

North and South Registration, Willow, Walnut, Laurel, Juniper, Pacifics (A-J), Sierras (A-K) and Foothills (A-J): Have a computerized lock system. Hotel can provide Plastic key cards and can program each key to function at multiple locations. The doors can be programmed with two different functions:

- Toggle: key unlocks door and door stays unlocked until the key is used again to lock it
- Passage: when the key is used, the door will open for 6 seconds and lock back
- Currently, the Hotel Price for Rekeying is \$100 per each meeting room. Please confirm pricing and details with your Event Manager.

NOTE: Due to fire exit doors, the SoMa function space cannot be re-keyed and would require overnight Outside Security.

ELECTRICAL REQUIREMENTS

The San Francisco Marriott Marquis is excited to have an exclusive partnership with **Edlen Electrical Exhibition Services (EEES)**. The mutual goal of this relationship is to provide Marriott's customers with a level of customer service and expertise that is second to none. This goal will be achieved through the use of Edlen's state of the art Event Management Program (referred to as EMP), thirty-five years of industry experience and reputation as the leading and largest provider of temporary utility services in the country.

Edlen is the only licensed electrical contractor permitted to provide electrical services in this Hotel. This would include but not limited to, all required power drops for Exhibits, General Session, Computer Labs, and Registration. Other basic electrical power materials such as Extension cords used in the *Hotel's* meeting space must be 12/3-gauge, per the San Francisco Fire Marshall regulations. **NO EXCEPTIONS.**

Additionally, all cords or wires laying in the proximity of foot traffic must be taped down and covered safely. Please contact the Edlen representative with any questions about your electrical requirements or materials. Wendy Lau will be Edlen's primary point of contact for the San Francisco Marriott Marquis. She will act as a liaison with show management and the hotel staff in meeting all of your temporary utility needs. Please contact Wendy to discuss your electrical requirements and to receive an estimate of services. Edlen will also customize an electrical order form for inclusion in exhibitor service kits.

Please contact Wendy as follows:

Wendy Lau - Senior Event Services Manager

Edlen Electrical Exhibition Services

San Francisco Marriott Marquis

Office: 415-486-8159 Cell: 415-713-3420 Email: wlau@edlen.com

In our Hotel's ongoing effort to maintain a safe environment for everyone, please note that we no longer permit the use of "yellow jackets" to cover substantial cabling in front of any doorway. This change in policy will apply to any door which is to be used as a guest or worker entrance or exit, especially those designated as Fire Exits. Substantial cabling will include all cabling for electrical, audio, video, etc. that is too wide to be taped properly to the ground, and therefore, could result in a potential trip hazard.

Please note that the Hotel has constructed multiple locations along our service corridor in our Yerba Buena Ballroom, so that such cables may be run through openings in the walls and then over the service doors. It is, therefore, critical that all vendors providing such cabling bring enough inventories to cover the necessary distance required to run their cabling properly.

Please direct any questions regarding this matter to your Hotel contact.

OUTSIDE AUDIO VISUAL AND PRODUCTION COMPANIES

The in-house staging and production company, **PSAV**, is highly endorsed and recommended as the contractor for all staging, production, high speed internet and audio visual services at the San Francisco Marriott Marquis. We encourage the use of PSAV in servicing all of your audio visual and production needs during the show.

The *Hotel* has no storage facilities for audiovisual equipment brought in by outside vendors. This is the responsibility of the vendor.

When designing your stage and production needs for events in Yerba Buena Ballroom please keep in mind service aisle requirements for all Banquet functions.

House Sound System

PSAV has the exclusive right to utilize the in-house audio system for any functions. If the in-house sound system is to be utilized, **PSAV must provide the audio equipment.**

High Speed Internet Access

The San Francisco Marriott Marquis has the exclusive right to provide all high speed internet access throughout the Hotel. Please contact PSAV for current pricing and services offered.

Audio Visual Equipment for Suites/Guest Rooms/Meeting Space above Lobby Level

PSAV Audio Visuals maintains the exclusive right to supply all necessary audio visual equipment and services for all sleeping rooms/suite meetings, to include all meeting space above Lobby Level. This space includes the Foothill, Pacific and Sierra rooms located on the 2nd, 4th and 5th floors respectively.

Rigging - "Overhead Lifting"

PSAV® Presentation Services is proud to serve as the exclusive in-house rigging provider for The San Francisco Marriott Marquis. This Hotel is equipped with a permanent rigging point system in the ballroom. As part of a comprehensive overhead safety and risk management program, the system is annually verified and inspected. We are required to approve all rigging designs and make all attachments. We will provide all rigging labor and chain hoists for your event. We look forward to providing you with outstanding service and equipment. Rigging of banners under (50) lbs. in weight (per point) and not in need of motorized lifting may be completed by an outside decorating company or trade show general contractor. All other attachments must be performed by PSAV Rigging Services or pre-approved by a PSAV Rigging Services team member."

OUTSIDE AUDIO VISUAL AND PRODUCTION COMPANIES

Any individual or company with rigging requirements in the Hotel meeting spaces and/or ballrooms must be covered by a five million dollar (\$5,000,000) liability insurance policy. The San Francisco Marriott Marquis Hotel, referred to herein as "the *Hotel*," and "PSAV" must be listed as "*additionally insured*" on the policy.

This certification is to be presented to the Event Manager/*Hotel* contact or the Director of Event Management prior to any work being done. The job requirements may deem necessary a meeting with our Engineering staff and the House Head Rigger to approve any and all rigging hanging points, weight loads, etc.

Under no circumstances will the *Hotel* allow anything to be hung, supported or rigged from air wall tracks or sprinkler systems in any *Hotel* meeting space or ballroom. All rigging equipment must be provided by PSAV. No scraping or removal of Mono Coat from structural steel is allowed at any time. All rigging points are visible and removal of ceiling tiles is prohibited.

All Overhead Rigging Points must be ordered thru PSAV. Rigging points will be charged at prevailing market rates. All electrical cables and connections must be UL-rated for the amperage capacity required for safe operation.

All requests for rigging to the structural steel in the ceilings are subject to the approval of the Director of Engineering and/or the House Rigger. An administrative approval fee will apply for the review and approval of the planned rigging plot. The House Rigger may be contacted at (415) 442-6196.

All rigging requests are to be submitted via designated online form located at <http://www.psav.com/RiggingForm/> thirty (30) days prior to the event load in. Hotel Event manager must also be contacted in writing at this time.

The following information must be included:

- Description/photo/drawing of items to be hung
- Weight of each item
- Rigging Plot
- Hold Harmless Agreement on file
- The audio visual company that will handle the show
- Copy of Liability Insurance (\$5,000,000 minimum) indicating the San Francisco

YBG Associates LP, CCMH Moscone LLC, Marriott International, Marriott Hotel Services Inc. as "*additionally insured*" PSAV maintains the exclusive right to supply all necessary equipment and labor for rigging work, including box trusses, chain motors, slings, shackles, cables, man-lifts, fork-lifts, etc.

OUTSIDE AUDIO VISUAL AND PRODUCTION COMPANIES

Contact PSAV directly, at 415-442-6196, for a customized pricing solution to your rigging needs.

The following rules will be strictly observed:

A complete description of items, number of items and position where items are to be flown must be provided to the House Rigger. Lighting and sound equipment rigging plots must be provided fifteen (15) days prior to load-in and installation. The *Hotel* will not be responsible for lost time or additional costs resulting from rigging modifications, adjustments or changes required on site as deemed necessary by the House Rigger.

All flown support structures, trussing equipment and hardware is required to pass minimum Marriott overhead lifting requirements. Contact the House Rigger if you have any questions about the capabilities of the equipment that you are considering bringing into the *Hotel*. The **maximum** weight load of any single "dead hung" item is two thousand (2,000) pounds. Some situations may restrict "dead hung" weight loads to **less than** two thousand (2,000) pounds. All hang points will be straight "dead hangs". Restrictions in the tile ceiling prevent the use of bridals.

No foreign-made hardware will be utilized in any supporting structure, truss or rigging hardware. All equipment and materials flown must pass American Test and Standards Measurement guidelines and be OSHA approved. Hardware not acceptable in a weight bearing capacity includes, but is not limited to: carabiners, open weave straps, quick links, dog clips French clips, snap clips or brass fittings. The House Head Rigger will have final approval of any hardware utilized in the *Hotel*.

The production or audio visual company is responsible for all charges for hook-up to the building's power sources and rigging points. These are NOT a complimentary service of the *Hotel*.

Conduit, e.g., cables and snakes are allowed to be run on the ground and properly swaged below the suspended ceiling. Electrical apparatus and conduit are not to be flown above the suspended ceiling.

Contact the Marriott House Head Rigger regarding how much cable to bring in order to achieve desired location of control boards or other specific equipment.

A steel "safety" is required on each individual item suspended from any supporting structure or truss that has been suspended from the ceiling and includes items that have been suspended utilizing a sling.

OUTSIDE AUDIO VISUAL AND PRODUCTION COMPANIES

Cabling/Yellow Jackets

In our Hotel's ongoing effort to maintain a safe environment for everyone, please note that we no longer permit the use of "yellow jackets" to cover substantial cabling in front of any doorway. This change in policy will apply to any door which is to be used as a guest or worker entrance or exit, especially those designated as Fire Exits.

Substantial cabling will include all cabling for electrical, audio, video, etc. that is too wide to be taped properly to the ground, and therefore, could result in a potential trip hazard.

Please note that the Hotel has constructed multiple locations along our service corridor in our Yerba Buena Ballroom, so that such cables may be run through openings in the walls and then over the service doors. It is, therefore, critical that all vendors providing such cabling bring enough inventory to cover the necessary distance required to run their cabling properly.

Please direct any questions regarding this matter to your Hotel contact.

House Technician

When a third party supplier is utilized, a "House Technician" will be assigned to monitor the load-in and load-out of that vendor. This "House Technician" will serve as a liaison between the third party supplier and the Hotel, facilitating house systems integration. They will also ensure that hotel standards are upheld from a safety and security standpoint. A charge of \$2,000 (\$1,000 for the load-in and \$1,000 for the load-out) will be assessed for said services and billed to your master account. The cost is based on one day in and one day out during regular business hours with a shift no longer than (8) hours. Additional days, hours, graveyard and weekends shifts will incur additional costs.

Electric Lifts

PSAV has one (1) 22-foot scissor-lift available for rent to accommodate any rigging needs. Additional lifts can be ordered when required. All requests are on a first come, first served basis. We request at least one (1) week's notice to make these arrangements. Additionally, any outside equipment of this type (fork-lifts, genie lifts, etc.), which will be used in the *Hotel* meeting spaces and/or ballrooms, must be approved through the House Head Rigger. **All wheels must be taped** to protect the ballroom carpet. Please note the *Hotel* cannot lend or rent ladders. Final decisions about the safety limits of any item will reside solely with the Hotel.

OUTSIDE AUDIO VISUAL AND PRODUCTION COMPANIES

At no time during the event will the decorating/production company be allowed to operate fork lifts or genie lifts in any public area or service area. All fork and genie lifts must be stored in the loading dock, with keys being provided to *Hotel* Security and with prior Hotel Approval. Due to safety and space considerations, unless arrangements are made in advance, any fork lifts or genie lifts must be delivered and picked-up while the outside production company is in possession of the *Hotel* meeting space. If they are left on property with-out prior agreement, storage fees of up to (\$ 500.00) two hundred dollars per lift, per day may apply. Space and power requirements must be communicated with the *Hotel* Event Manager.

Ceiling and Ceiling Tiles

All rigging points are visible and removal of ceiling tiles is prohibited. Damages on ceilings due to rigging work during load-in and setup are to be properly fixed prior to show time or a San Francisco Fire Marshall inspection (per San Francisco Fire Department regulations). It is the responsibility of the AV Production Company to pay the materials of the damaged area plus \$37.50 per hour for labor, one (1) hour minimum, immediately following the conclusion of the show. In the event that damages are not fixed by the AV Production Company prior to move-out, the *Hotel* will charge the group's master account the total cost of the materials, plus \$37.50 per hour for labor, one (1) hour minimum, in order to restore the original condition of the ceiling. The House Head Rigger will track all ceiling damage(s) and restoration. Engineering Leadership must be contacted prior to removal of any ceiling tiles.

Fork Lifts

Gas forklifts are not allowed inside the building at any time, and can only be operated on the loading dock. Spare or empty propane tanks may not be stored on property at any time. It is the vendor's responsibility to ensure forklifts come with filled propane tanks. All empty tanks must be removed from the property and the loading dock immediately and must not be stored within the building, back isles or in the loading dock at any time.

COMMUNICATIONS

The Hotel handles all phone requirements directly. All phone requests are to be received no later than ten (10) days prior to arrival. Refer to separate telephone order form for complete details and pricing information.

Hotel Recommended Methods of Communication

Please note that the Hotel's large meeting space on the Golden Gate and Yerba Buena levels are at least two stories underground and cover two city blocks. As a result, any wireless signal such as radio or cellular signals cannot transmit from street level to or between these levels without some type of an antenna or repeater system to carry the signal.

Within the Hotel from the Lobby level up to include the Foothills, Pacific and Sierra Conference suites, cellular coverage will be better as these levels are above ground and may also have windows. This will greatly help wireless devices pick up an external signal from other cell sites throughout San Francisco. This will not, however, affect the issue of reaching devices on the lower ballroom levels, where coverage is limited or not available.

The entire San Francisco Marriott Marquis has been equipped with AT&T Cell Repeater system and AT&T is the only cell service that has virtually complete coverage within the hotel.

Cell Phone/Texting Connectivity - Cellular service for carriers other than AT&T is extremely limited when visiting the lower levels of our building. Connectivity may be unavailable in most areas below the Lobby Level. Please consider this limitation while planning your event and consider sharing this information with your attendees. If providing Internet service to either your staff or attendees, the use of WiFi calling is highly recommended and is available on most smart phones. For assistance with enabling this service, simply dial 611 on any smart phone to reach your carrier's customer service.

EXHIBIT INFORMATION

The San Francisco Marriott Marquis reserves the right to approve all exhibitors' information, kits, and/or notices prior to mailing. All exhibitor information kits, Fire Marshall approved diagrams, and exhibit floor plans diagrams must be submitted to the *Hotel* Event Manager. All exhibit diagrams must include any designated food and beverage and seating areas if *Hotel* will be providing food and beverage as part of the exhibits. Please note that in most cases, the *Hotel* does not provide electrical power within the exhibit areas. Please see Electrical Requirement Section for more details.

All contracted workers are required to sign in with the Marriott Marquis Loss Prevention department at the 4th street dock office. Badges will be required by all outside workers.

Service charges will be posted for storage and handling of any shipments arriving prior to, during, and after show dates. If the *Hotel* receives any freight addressed to the Exhibit Company, a **method of payment will be required** before shipments will be released.

Hotel Shipping & Receiving staff will not be permitted to pick up or deliver any items in the exhibit hall anytime during the show (from set-up through tear down).

- All outbound packages being sent through the *Hotel* Shipping & Receiving Department from the exhibit hall must be brought by the Exhibit Company to the Shipping & Receiving Office during tear down. Proper shipping documents must accompany bills of lading matching the shipments so *Hotel* Staff can account for shipments. Shipments must be signed off and *Hotel* Staff must obtain copies of shipment bills of lading and any other shipping documents needed.

The General Service Contractor must handle all exhibits materials and related products. All items belonging to the individual exhibitors must be brought to the back service entrance. There are no storage facilities available for empty crates, skids, containers, cartons, or vehicles. Storage in the exhibit hall is allowed if indicated on the Fire Marshall approved diagram and complies with our wall protection policy.

No move-in may begin prior to 6:00AM and no move-out may occur after 12MIDNIGHT anywhere on *Hotel* property, without the prior approval of your *Hotel* contact. An *Indemnification Waiver* is required prior to setup. This document is to be signed by a representative of the decorating or production company.

EXHIBIT INFORMATION

Regarding exhibit setup, all booth equipment, furniture, and carpeting must be confined to the measured limits of the booth. No nails or bracing wires used in the exhibit display may be attached to the building. No painting, mixing of chemicals or explosive materials is allowed in the Golden Gate Hall or Ballroom space of the *Hotel*.

Exhibits using food, beverage, ink, chemicals, or other liquids must be installed over visqueen. The exhibitor must cover the entire booth area with a carpet. The Hotel does not provide such material. Any installations that affect fire codes must have prior approval of the San Francisco Fire Marshall.

CLEANING & CUSTODIAL SERVICES

The San Francisco Marriott Marquis will provide a clean and clear function room for exhibit move-in/audio visual company setup. For exhibit shows, the Hotel will only be responsible for standard aisle cleaning during show dates. Exhibit hall cleaning during set-up and teardown, daily booth cleaning and other custodial care cleanup will be handled directly by the exhibit company. Following the final exhibit hall teardown the function room should be returned to the Hotel in “vacuum ready” condition. At the conclusion of the exhibit or production, the area and loading dock must be presentable and vacuum ready for the next day's business prior to leaving the property for the day. **Charges may be applied if room does not meet standards.**

TRASH REMOVAL, RECYCLING & MEDICAL WASTE

San Francisco Marriott Marquis is committed to supporting the City of San Francisco's Zero waste initiatives and recycling regulations.

Once a show is dismantled and the Drayage Company, Production Company and any of its affiliates have departed, any and all products left behind, such as skids, shrink wrap, pallets, crates, boxes, etc. must be removed from the property by the drayage, production companies or their affiliates. All waste must be appropriately recycled and separated into designated bins and according to city of San Francisco's recycling regulations.

Anything not taken by the Drayage Company, Production Company or any of its affiliates, will be disposed of by the Hotel, either by trash removal or recycling. In this process the Drayage Company, Production Company and or its affiliates will be charged a handling and processing fee, including a recycling fee (assessed by the recycling manager), which will be added to the invoice for payment. The total fees will be determined by the amount of product left behind and labor to recycle or for trash removal.

MEDICAL WASTE/BODY SPECIMENS

Please note that the Hotel must be informed immediately should the event involve any type of medical waste/biohazardous materials and/or human or animal body parts/cadavers. Any such items **MUST** be handled by a professionally certified, medical waste/bio-hazard company. All necessary documentation will also be required. Medical waste/biohazardous materials containers must be marked and isolated in one area and disposed immediately after the conference. Under no circumstances will Hotel staff provide service to areas which contain such materials. Please contact the Hotel directly to discuss details further.

PRE & POST EVENT WALKTHROUGH AND CHECKLIST

The Event Services Manager, in conjunction with the general service contractor, will make an inspection of the Exhibit Hall or Ballroom pre and post move-in/move-out. This will include access areas, elevators, corridors, loading docks, and any other area pertaining to the move-in and move-out. It is the responsibility of the contractor to contact the Hotel Event Services Manager at extension 6098 to set up a walk-through prior to conducting any activity to prevent any unnecessary charges.

This walk-through will consist of a thorough inspection of the function room, noting all pre- and post-damages, including the service quarter, service doors and loading dock area. The attached Pre/Post Event Checklist will be completed by the *Hotel* Event Services Manager on duty. A copy of this document will be given to the decorator/production company contact for future reference.

Any property damaged or destroyed by the exhibitor or contractor must be replaced to its original condition by the exhibitor or contractor at their expense.

The Hotel requires a walk-through, to be scheduled at a designated time. Failure to meet at the pre-arranged time will result in a delay of move-in/move-out. Damages noted in the post-event walk-through not previously noted on the Pre-Event Checklist will be charged to the contractor.

FIRE ALARM SYSTEM

Foreign substances, not heat or smoke activate the fire alarm system in the Hotel. Written and stamped approval by the City of San Francisco Fire Marshall provided to the Hotel two (2) weeks prior to the event is required for any programs in which equipment such as fog machines, pyrotechnics, fireworks, laser shows, special effects, etc. will be use,. The event approval certificate must be forwarded to the Hotel Event Manager to serve as back up in the event of any future unforeseen fines.

Should the activity in the ballroom require the use of a "Fire Watch" to accommodate disengaging the fire system as approved by the City of San Francisco Fire Marshall, a charge of \$450 per hour (rate includes (3) Engineers - Monday - Friday, 8am-4pm), and \$650 per hour during off hours (rate includes (3) Engineers), plus (1) one hour before and after the fire watch (4 hour minimum) will be added to the group master account. A separate Fire Watch Order Form must be completed and signed arranged directly with the Hotel's Engineering Leadership. Ask your Hotel Event Manager for this order form.

Fire watch charges become non- refundable if not canceled (96) hours prior to the start of the fire watch event.

Engineering Leadership will determine final cost of fire watch and will adjust price accordingly shall event extend from before or past submitted/approved fire watch form.

FIREWORKS INDOOR PYROTECHNICS

Prior to requesting the use of pyrotechnics on *Hotel* property indoor or outdoor, please contact the San Francisco Fire Marshall directly. Additional approval by the *Hotel's* Director of Engineering may be required prior to the event. The phone number for the San Francisco Fire Prevention Headquarters is (415) 861-8000.

FLAME PROOFING CERTIFICATIONS

All materials used in the Hotel's meeting space (liners, pipe and drape, backdrops, props, stage coverings, etc.) require a California Certificate of Flame Proofing or Fire Retardation. Any flame proofing handled on site must be done outdoors by a certified California vendor.

MOTORIZED VEHICLES

Definition: Motorized vehicles shall be defined as any vehicle which is propelled by an internal combustion engine and using Class-1 or Class-2 fuel, such as but not limited to automobiles, trucks, motorcycles, aircraft, and water craft.

All motorized vehicles that are displayed shall have the batteries disconnected at the hot "lead." The lead shall be safely secured.

Fuel supplies for the vehicle on display shall not exceed one-fourth ($\frac{1}{4}$) of a tank.

All motor vehicle tanks containing fuel should be furnished with locking tight caps or sealed with tape to prevent inspection by viewers.

Tractors, chain saws, generators, and other such fuel-powered equipment shall be safely guarded in a similar manner.

A special permit is required for any vehicle inside the Golden Gate Hall and Yerba Buena Ballroom. The exhibit contractor shall make special permit applications to the San Francisco Fire Marshall, twenty-one (21) days prior to arrival.

Prior to entering the building, the exhibit contractor/show management must contact the Event Services Manager and Engineer on duty for visual inspection. At this time, the vehicle may be moved into the Exhibit Hall.

Under no circumstances should it be driven into the hall.

Upon entering, visqueen must be laid under the vehicle to prevent oil drip. Visqueen must remain under the vehicle during the time it stays in the Exhibit Hall. The *Hotel* does not provide these materials.

FOOD & BEVERAGE

All food and beverage needs must be coordinated through the *Hotel* Catering Department. The exhibit contractor should notify the Catering Manager in writing of any exhibitors dispensing food and beverage from their booth at least thirty (30) days prior to the show. *Hotel* must approve any such products in advance. Service and corkage fees may be assessed as deemed appropriate by *Hotel*. A *Hold and Harmless Agreement* must be filed with *Hotel* prior to any outside food and beverage being dispensed on *Hotel* premises. Any cooking must have written permission from the San Francisco Fire Marshall. This is the responsibility of the decorating company.

It is the responsibility of the decorating company, not the *Hotel*, to provide freezer and refrigerator space during the trade show.

Kitchen space or use of the *Hotel* equipment is not permitted. All exhibitors are required to bring their own equipment. Any equipment or supplies needed may be rented or purchased through arrangements made with the *Hotel* on a case-by-case basis.

All requests for kitchen preparation or use of *Hotel* personnel must be made in writing at least thirty (30) days prior to the show. These are only requests and will be honored with the approval of the Executive Chef.

HOTEL LOADING DOCK

Our Hotel has the benefit of (2) separate loading docks which are referred to as, our "Fourth Street" and "Howard Street" docks. Both loading docks are conveniently located near all our meeting space and, other than accessing our smaller meeting rooms located above ground level, do not require the use of any elevators to access our large ballrooms. Please review the following Loading Dock descriptions and guidelines.

Loading Dock Descriptions

- Fourth Street Loading Dock

The Fourth Street Loading Dock can be reached via 4th Street (entrance is on 4th Street, between Market Street and Mission Street), and is utilized for move in/out to the Golden Gate level, as well as access to elevators to our Foothill, Atrium, Pacific and Sierra meeting rooms. The Fourth Street loading dock is staffed by our Hotel Security Office (7) days a week, 24 hours a day.

- Howard Street Loading Dock

The Howard Street Loading dock can be reached via Howard St (entrance is on Howard St. between Third Street and Fourth Street), and is utilized for move in/out to the Yerba Buena Ballroom level which also includes Nob Hill and the North and South Registration counters.

****Please note**** that the Howard St. loading Dock is not open on a regular basis and is normally closed when not in use and not staffed by Hotel Security. Therefore, in order to open this loading dock during move-in and move out, **a Hotel Security Guard is required to ensure the safety and security of you and your guests and the success of your event.**

Howard Street Loading Dock Security Guard: A minimum of one (1) Guard will be required through the duration of load-in and load-out at \$50 per hour with a (4) hour minimum. Please contact your Event Manager to finalize these arrangements.

HOTEL LOADING DOCK

Loading Dock Guidelines:

1. All loading dock requirements must be reserved and approved in advance by the Hotel. Please refer to the Loading Dock Schedule form and provide the following below:

Dock Schedules

- Correct Dates and Times
- Day load-in (Set- up) start times
- Day load-out (Tear Down) start times
- Approximate time needed from start to finish per day for loading or unloading only

Vehicle Profile

- Vehicle size
- Number of vehicles docking
- Name of group, company, an or contact name using dock

2. The *Hotel* loading dock does not provide or supply carts, dollies, hand trucks, etc. It is recommended that the vendors bring their own loading/unloading equipment.

3. All vehicles must register with the *Hotel's* Safety and Security Department upon arrival. Vehicle keys must be provided to the *Hotel's* Safety and Security Department during load in and load out.

For safety reasons no vehicle with a combined length larger than 60' feet (cab and trailer), is permitted access to the Fourth Street Loading Dock. Additionally, for safety reasons, no vehicle with a combined length larger than 70' feet (cab and trailer) is permitted access to the Howard Street Loading Dock.

4. **Gas or propane forklifts are NOT allowed in the *Hotel*.** Forklifts are permitted on the back dock area only.

In those rare instances when forklifts are required for movement of freight inside the *Hotel*, the decorator/ production company must get prior approval from the *Hotel* Director of Engineering. It is against Marriott policy to utilize propane forklifts in the *Hotel*. Therefore, should fork lifts be required, use of electric forklifts is mandatory. **PLYWOOD IS NOT PERMITTED AS A RUNNER.** The wheels of the electric forklifts must be wrapped in plastic when entering the ballroom areas.

HOTEL LOADING DOCK

5. Parking is not allowed on *Hotel* premises. Vehicles cannot park outside of the approved load in and load out times. Parking is available at several local lots. Contact City Park at (415)495-3909 prior to arrival to set up any overnight parking needs.

6. The *Hotel* does not provide complimentary storage for equipment and/or packaging.

Production Vehicle & Equipment Storage

Overnight parking for production vehicles is not allowed on *Hotel* property. However, if setup time is scheduled overnight, parking may be permitted with the approval of the *Hotel* Event Manager and *Hotel* Dock Facilities Manager.

Decorating/production companies are not allowed to store freight or equipment in any public areas, service areas or on the back dock without prior permission from the *Hotel*. This includes the storage of all fork lifts or genie lifts.

Crates must be brought into the room, emptied and returned immediately to the load-in vehicles. The enforcement of this policy is strictly enforced by the *Hotel* and the San Francisco Fire Marshall.

Gas forklifts are not allowed inside the building at any time, and can only be operated on the loading dock. Spare or empty propane tanks may not be stored on property at any time. It is the vendor's responsibility to ensure forklifts come with filled propane tanks. All empty tanks must be removed from the property and the loading dock immediately and must not be stored within the building, back isles or in the loading dock at any time.

Dock Staff and Personnel: All non-hotel personnel will be required to sign in with the Guard before they are permitted to work on our *Hotel* property.

No *Hotel* staff will be responsible for loading or off-loading materials or equipment from any trucks or vehicles. All loading and off-loading arrangements are the responsibility of the vendor or group contact. The *Hotel* is a union hotel and honors local union labor jurisdictions. Please contact Teamsters Local 2785 at (415) 467-4050 to contract labor for your loading and off-loading needs.

SHIPPING & RECEIVING

The San Francisco Marriott Marquis has no storage facilities for exhibit materials. All freight must be consigned to the decorating company. Shipments that arrive prior to show time will be refused and/or forwarded to the official decorator or vendors at the exhibitor's expense.

Due to limited *Hotel* storage, all shipments should be scheduled to arrive at the *Hotel* no earlier than (3) days prior to the event.

Please reference the following information regarding having materials shipped to and from the San Francisco Marriott Marquis.

To ensure proper processing of all shipment, all packages and freight deliveries sent to the hotel must be addressed as follows: **(**NOTE: Please DO NOT have shipments addressed to your Event Manager**)**

Attention:

San Francisco Marriott Marquis
Client Name (Name of Event/Meeting)
780 Mission St.
San Francisco, CA 94103

- All freight shipped to the hotel must be pre-paid. Due to limited space for storage in the Hotel, all shipments should arrive no more than 3 days prior to the start of your meeting/event. Any shipment received & stored 4 days or more will incur additional incremental fees for time in storage.
- Boxes must be numbered "1 of 6", "2 of 6", "3 of 6", etc. This is to check whether incomplete shipments are received so we can notify the addressee. Remember to indicate on the outside of the box any content description ('Name Badges', 'Binders', 'Registration Materials', etc).
- **Make sure that you hold on to your tracking numbers.** This will make it easier to trace all incoming shipments when you arrive at the Hotel.
- Notify your Event Manager the number of packages being sent to the hotel, method of shipping courier, and delivery date(s).
- Tradeshow exhibitor's equipment, crates and boxes, must be shipped to your official drayage contractor.

SHIPPING & RECEIVING

- Storage and handling fees will be applicable for all incoming and outgoing shipments, in addition to the standard postage/shipment fee.

PACKAGE HANDLING FEES	
INBOUND AND OUTBOUND CHARGES	
ENVELOPE, PADDED PACK, ROLL	\$7.00
BOX/TUBE	\$20.00
DISPLAY CASE	\$55.00
CRATES OR PALLETS	\$300.00
PALLET/DISPLAY STORAGE FEE	\$25.00 PER PALLET/CASE PER DAY
TABLE TOP SET UP FEE	\$100.00 PER TABLE
PALLET BREAK DOWN FEE	\$180.00 PER PALLET

Please contact our Shipping & Receiving Department via phone at 415-766-0328 | Extension 6473 | SFODTShippingReceiving@marriott.com.

SIGNAGE & BANNERS

No handwritten signs or posters are permitted anywhere on *Hotel* property. Signage must be professional in appearance. The Hotel reserves the right to approve all signage and graphics to be displayed in the Hotel's public space and ballroom Foyers. Signage is **not** permitted in the *Hotel* lobby.

Banners are not allowed to be hung anywhere in the Hotel without approval from the *Hotel* Event Manager. A banner hanging fee will apply for each banner hung in the *Hotel*, including, but not limited to, the following locations:

- From the ceiling (Yerba Buena Ballroom Only – Hotel Rigger Required)
- From pipe and drape

All exhibit set-ups and banner hanging labor must go to the local union 510 to set-up and/or hang banners. Any banners over (50) lbs. must have a rigging advance filled out and will require a review. Please contact PSAV at 415-442-6196 for pricing. On-line Rigging Advance Link: <http://www.psav.com/RiggingForm/>.

Digital Signage is available above the escalators on both the Golden Gate and Yerba Buena Levels. Use of digital signage is exclusive to PSAV. Please contact PSAV for pricing and availability.

Gobo Projection options are available as alternative signing solutions. Contact PSAV for consultation. Your exhibit and/or audio visual company may also provide banner hanging assistance as long as it is supervised by the *Hotel* Rigger.

HOTEL STANDARDS OF CONDUCT

Our business is hospitality and our role is to make our guests feel at home during their stay with us. The San Francisco Marriott Marquis has the following minimum standards of conduct that it requires from all associates and vendors who work on our property:

- All vendors must be in uniform or appropriate attire and maintain acceptable grooming standards. Hotel reserves the right to determine and has the final say on what attire and grooming standards are appropriate.
- No smoking or eating during business hours except on scheduled breaks and in designated areas. All vendors must adhere to California Smoking Laws and must not smoke within 25 feet of any entrance and in the only designated smoking area of the hotel located in the Stevenson Alley.
- No possession or consumption of alcoholic beverages or being under the influence of alcohol or drugs while on the job and/or on *Hotel* property.
- No unauthorized entrance to a guest room.
- Theft, attempted theft, or removal from the premises of any items or property belonging to a customer, hotel, vendor or associates without prior approval and written permission will be prosecuted in accordance with local laws.
- No willful damage to *Hotel* or guest property.
- No gambling while on the job and/or on *Hotel* property.
- No hitting, pushing or otherwise striking another person or any other disorderly conduct while on the job and/or on *Hotel* property.
- The *Hotel* will not tolerate harassment of any type.
- No sitting when visible in public space.
- All meal breaks are to be taken in designated areas.
- Adhere to asset protection guidelines as stated in this contract.
- All vendors must check in at the hotel Security office prior to the start of work shift. Failure to check in will result in vendor being asked to leave the hotel.
- Vendors must not use public guest elevators and restrooms. Vendors must use designated service elevators and staff restrooms only.

ACCEPTANCE

ACCEPTANCE:

The Hotel Policy and Procedures is only accepted and approved when the *Hotel* has received all Required Documentation by the specified due date. Any changes to this agreement must be approved by the *Hotel* and confirmed in writing.

Failure to comply with all terms of this agreement will result in denied access to the facility. All non-compliance matters will be referred to the Event/Client Contact.

SIGNATURE SECTION:

I have read and understand the San Francisco Marriott Marquis Hotel Policies and Procedures. I will ensure that my company is in compliance with the terms listed therein. By signing this document, I also agree to provide a signed copy of the attached Indemnification Waiver and an appropriate Certificate of Liability Insurance.

I also understand that not all prices and charges are listed in the Hotel Policy and Procedures, and that it is my responsibility to obtain all pricing information.

Signature: _____

Printed Name and Title: _____

Vendor and Company Name: _____

Date: _____

Name of Event: _____

Please return signed copy via fax at 415.486.8115 or via email to your assigned Event Manager.



MARRIOTT MARQUIS
SAN FRANCISCO

SAN FRANCISCO MARRIOTT MARQUIS

780 MISSION STREET

SAN FRANCISCO, CA 94103

415-896-1600