



## Catering and Convention Services

### Policies and Procedures



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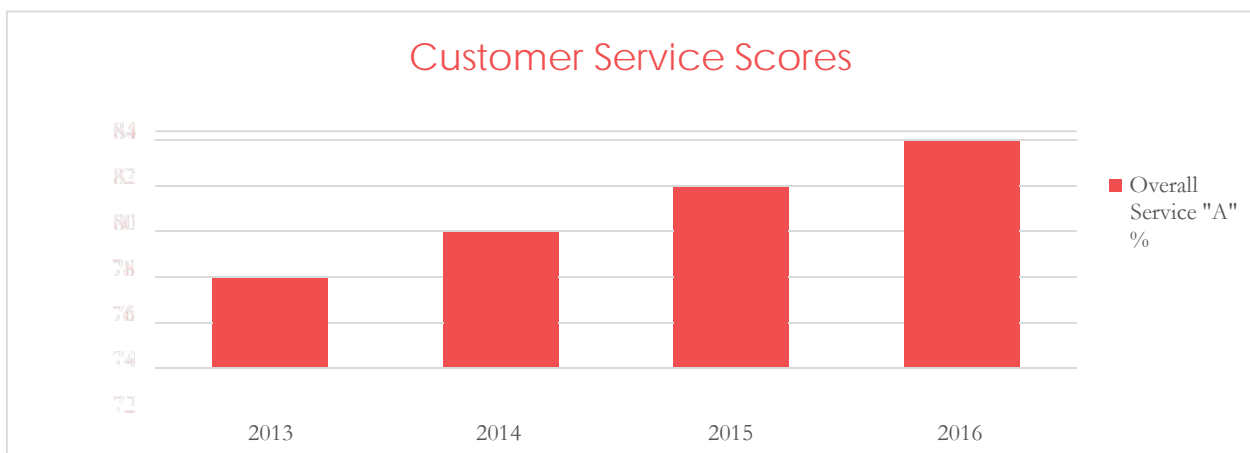
# Executive Summary

**i** Welcome to the Harrah's Resort Waterfront Conference Center. We are pleased you have selected a Top destination known internationally for the famous Boardwalk and all amenities we have to offer and now also known for the largest state of the art Conference Center between Boston and Baltimore.

Our dedicated and friendly staff is ready to assist you with providing the best in class service as you come to expect from Caesars Entertainment. If at any time during the pre-planning process of your event you have any questions please do not hesitate to reach out to your Convention Services Manager.

## Highlights

**i** Delivering excellent customer service is a key pillar of our business. From Sales to Pre planning, Execution and Post event we will work hard to meet and exceed your expectations. Over the years Harrah's Resort Atlantic City has done an outstanding job and earned many A scores on a wide array of attributes. You can feel confident that you are in great hands with our team and know that the A's earned in the past are not taken for granted.



## Objectives

**i** Our Objective is to deliver expedited responses to your meeting needs and requests, be available for you when needed and create long term mutually beneficial partnerships with each interaction.

## Mission Statement

**i** Our Mission is to exceed our goals through commitment to professionalism, teamwork and customized client solutions. We are dedicated to excellence and accomplish our objectives with honesty, integrity and hard work. We respect and value each other for the diverse and unique talents each individual brings to our team, and follow the Golden Rule in our interactions, understanding that our greatest strength is in unity.

## Keys to Success



Caesars Entertainment is a world class organization with best in class brands and entertainment offerings providing our customers with many options. Our culinary offerings are creative, fresh and trendy. We use mostly local farmers to get the best ingredients served directly to you guaranteeing a successful event.

## Description of Services

### Automobile Displays



Automobiles and other powered vehicles may be brought into some areas of Harrah's Resort Atlantic City. Advance approval must be obtained at least 45 days in advance. Due to the Atlantic City Fire Inspection code, an additional fire permit is necessary over and above standard program requirements. Load in and load out of vehicle(s) must be supervised by the Harrah's Resort Atlantic City Property Management. Additional fees will apply.

### Coat Check



Both the Wildwood and Avalon level are equipped with a coat check area. Coat check services can be coordinated through your Convention Services Manager.

### Encore Event Technologies



Encore Event Technologies is a preferred partner providing you with many benefits. One of the main benefits is that all services can be charged to the master account for easy reconciliation of the event invoice.

Additionally all equipment and professional staff are in-house so that you can rely on expedited services during execution of the program. Encore Event Technologies offers a wide variety of services including production, equipment, labor, electrical services and all inclusive production coordination. Ask about the Cumulus Event App, provided complimentary to you when selecting Encore Event Technologies to handle all your Event Technology needs.

Please note that Harrah's Resort Atlantic City is represented by certain Union agreements as well as certain services that are provided solely by Encore Event Technologies due to insurance and safety provisions.

Third Party Audio visual providers will be required to work with Encore Event Technologies regarding pay rolling, rigging, scissor lifts, internet, electrical services and AV required for Break-Out meetings. Bids received from Encore Event Technologies for equipment include the hotel's cost for power and maintenance. Please note connection to power sources is not permissible by an outside vendor and must be performed by a Hotel Engineer. Please refer to page 15 for more information.

#### **Encore Event Technologies**

777 Harrah's Blvd  
Atlantic City, NJ 08401  
(609) 340-2249  
Daniel.Ryan@encore-us.com

#### **Encore Event Technologies-Internet Services**

777 Harrah's Blvd  
Atlantic City, NJ 08401  
(609) 441-5252  
Michael.Harbour@encore-us.com

## Expo



### **Audio-visual**

*All audio-visual equipment, banner/sign hanging, internet, and electrical services are coordinated through Encore Event Technologies. Exhibitor Kits are available upon request.*

### **Pre and Post Show Facility Walk Through**

*A pre and post convention walk through will be arranged with the exhibit manager. In the event any damage is sustained to the property an incident report will be completed and processed with our Security and Risk management team*

**All vendors are responsible to leave the hotel in the same condition it was found.**

#### **Exhibits**

A decorator or drayage company is required for all tradeshow with more than 25 vendors. For all shows with less than 25 table top vendors the following arrangements can be made with your

Convention Services Manager:

\$75 Charge per table per day. Includes: (1) 6ft table, (2) chairs, (1) small waste basket, and cleaning service.

#### **Cleaning**

Daily janitorial services are not provided by the Hotel in any area that contains exhibits or trade shows, except those areas designated for food services. Booth and aisle cleanup must be arranged with the exhibit service company.

Decorating/Production companies are responsible for ordering and maintaining their own dumpsters during the exhibit or production. In addition, the loading dock areas used for move in and move out must be kept clean at all times. In case no provisions have been made for the collection of debris the Harrah's Resort Atlantic City reserves the right to assess charges to the group master account. All dumpsters must be removed within 24 hours of final load out.

#### **Loading Dock and Freight Elevator**

All loading dock and freight elevator usage require a time schedule to be verified by your Convention Services Manager.

#### **Shipment and Storage**

The hotel cannot accept and store shipments of exhibit materials in advance of a show. Shipments that require special handling should be coordinated with the exhibit company. Crates, boxes and/or Empties cannot be stored on Hotels' premises during a show.

#### **Plumbing**

Plumbing services are handled through Harrah's Resort - Facilities team, rates are available from you Convention Services manager.

## **Venue Use**



Harrah's Resort operates magnificent restaurant locations and decor that can also be used for group events for buy-outs or utilized during non-opening hours. Restaurants like Martorano's, Steakhouse and Dos Camino's and Venues like The Pool, Viking Cooking School or Eden Lounge can add a unique spin to your meeting experience. Your Convention Services Manager can provide more information regarding availability and group pricing.

## **Insurance**




All vendors must place on file with the hotel a certificate of insurance showing a minimum of **\$2,000,000.00** for each occurrence. This certificate must show the following: **Harrah's Resort Atlantic City, Caesars Entertainment** and their subsidiaries and affiliates, and each of their officers, Directors, representative and employees are named as additional insured under above policies.

"**Name of Company organizing the event**" agrees to carry public liability, all risk, insurance covering Harrah's Resort Atlantic City and naming Harrah's Resort Atlantic City and Caesars Entertainment, as additional insured with terms and companies satisfactory to Harrah's Resort Atlantic City, for limits of not less than \$2,000,000.00 for bodily injury, including death, and personal injury for any one (1) occurrence, \$2,000,000.00 property damage insurance or a combined single limit of \$4,000,000.00. The additional insured certificate, which shall include a warranty that the insurance will not be diminished or terminated without providing Harrah's Resort Atlantic City with thirty (30) days prior written notice, will be provided to Harrah's Resort Atlantic City no less than ten (10) days prior to the commencement of services.

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*The Group's Audio/Visual, Production and / or Decorating Company shall also provide Harrah's Resort Atlantic City with evidence that it has current and valid Workmen's Compensation Insurance pursuant to New Jersey law, with limits no less than \$200,000.00, within ten (10) days of the commencement of services*

## Motor coach / Shuttle services

-  Please advise if your attendees will be arriving / departing via motor coach. A New Jersey State Casino Control Commission Vendor Registration number, a South Jersey Transportation Authority permit, ICC or New Jersey Department of Transportation (NJDOT) Certificate or FHA permit as well as an insurance certificate from your carrier are required. Luggage handling service by the Hotel is available upon request at additional charges.

## Business Center


*Harrah's Business Center is located on the ground level concourse near the Atrium Tower Elevators.*

-  More information can be found via the below link:


[Harrah's Resort Business Center](#)

*Please coordinate palletized freight (inbound or outbound) with your convention service manager.*


## Parking

-  We have both Self-Parking and Valet Parking available. Pricing varies based on special events and hotel occupancy.  
*Oversized trailer parking is subject to availability and at discretion of hotel management. Please contact your Convention Services Manager for pricing and coordination.*

## Preferred Vendor


-  We maintain a list of preferred vendors who can provide a variety of services such as décor, transportation, floral, security, exhibit services, transportation, etc. Charges from our preferred vendors can be applied directly to your master account at Harrah's Resort Atlantic City. Please ask your Catering / Conference Service Manager for more information and for our preferred vendor list.

## Registration desk

-  Both the Wildwood and Avalon level ballrooms are equipped with a 28' built-in registration desk and two offices. One office is permanently setup as a conference room for up to 8 guests and one office is equipped with work desk. Above the registration desk are programmable display monitors. Please check with your Convention Services Manager regarding programming of the monitors, sponsorship opportunities and keys for the offices.




## Room Deliveries


-  Guest Services can deliver convention brochures, magazines, flyers and similar printed materials to guest rooms with prior notification. Hotel management reserves the right to accept or decline distribution.

Due to the volume of check-in and checkouts, room deliveries on weekends or holidays must be approved in advance by your Convention Service Manager. Deliveries are between 2:00PM and 9:00PM, Monday through Saturday. Items will be placed inside the sleeping room (not outside or under the door) after check in. Items will not be delivered prior to arrival. Please contact your Convention Services Manager for pricing and coordination.

## Security


-  Harrah's Resort Atlantic City may at its discretion or at the customer's request, require security to be provided. In this case we can provide security personnel as necessary. Security guards will be invoiced at the rate specified on the Banquet Event Order. Harrah's Resort Atlantic City does not assume responsibility for the damage to, or loss of, any merchandise or articles left in the hotel prior to, during, or following an event. Our In House Security team can support your events, please check with your Convention Services Manager for current rates and availability. **Please note security is required for all load-in and load-outs on the main convention loading docks. All organizer staff, vendors and contractors hired by organizers are required to wear proper company identification at all times for Back of House and Front of House access. A list of names ( first name, last name) of staff must be received 3 days prior and confirmed by hotel.**

## Tax


-  All food and beverage is subject to 23% service charge / gratuity, as well as applicable state sales tax. The service charge is taxable on the gratuity portion of the invoice.

In accordance with the State of New Jersey, Department of the Treasury, Division of Taxation, an organization is exempt from New Jersey State Sales Tax only, and not the Atlantic City Luxury Tax, when presenting an Exempt Organization Certificate Form ST-5. The Client is accountable for a Luxury Tax on all sleeping accommodations and a Luxury Tax on all alcoholic beverage items. These items must be transferred to the master account and paid directly by the Client in order to qualify for New Jersey Sales Tax exemption status.

## Theatre/Concert Venue


-  The Harrah's Resort Atlantic City has a state of the art theater facility for up to 1,200 guests. Our theatre provides today's top entertainers and is available for use of General Sessions during your Convention. For more details please check with your Convention Services Manager. Encore Event Technologies is the exclusive audio- visual provider in the theatre.

## Telecommunication


 Please review your telephone line requirements with your Convention Services Manager (CSM) at least 30 days prior to arrival to assure that we are able to provide the services you require. Pricing and order forms available upon request.

## Marketing

### Advertising


 The Waterfront Conference Center recognizes the importance of marketing and branding your conference, meetings, suppliers and/or sponsors. Let us know how we can support you in the overall branding success. There are a number of different avenues for placement of advertisement such as but not limited to Window clings, Guestroom keys and Elevator wraps. Your convention services manager can advise you on the available options, lead times and pricing.

### Sustainability

 Caesars Entertainment's corporate sustainability program can be found on our website [www.caesars.com](http://www.caesars.com) At Harrah's Resort Atlantic City we are proud to participate in all sustainability initiatives. Below are some green facts implemented with the building of the new Waterfront Conference Center.

- Energy Performance: the Meeting Facility has been designed to perform 20.6% less than ASHRAE 90.1 (see note below) reducing over 1,347,000 kWh of power per year, and saving \$252,000 in energy costs.
- Chandeliers alone will have 9,000 light bulbs - newest LED lights at only 2.5 watts per bulb - all Energy Star" rated
- The Waterfront Conference Center reduced surface parking area by building on the existing parking lot.
- The Waterfront Conference Center is built over an existing land fill
- New 0.35 gpm lavatory faucets are being used which, along with other water saving fixtures results in a 37.6% reduction in water usage
- Over 90% of the construction waste has been diverted from the landfill to date, amounting to over 2,200 tons of waste to date diverted
- No potable water is being used to irrigate the native landscape
- A Construction Indoor Air Quality Plan is being implemented that protects workers from dangerous construction conditions
- A Stormwater Quality Plan has been implemented which removes 80% of the total suspended solids from the storm water
- ASHRAE, the American Society of Heating, Refrigerating and Air Conditioning Engineers, is a nonprofit organization that develops and publishes standards for the heating, ventilating and air conditioning industry. Headquartered in Atlanta, United States, ASHRAE is an international society with over 50,000 members. ASHRAE standards are spread by its heavy involvement in Washington D.C. and with its wide assortment of international events

## Media

 If you are expecting print or news coverage at any of your events in the casino or outside the convention center area please inform your Convention Services Manager (CSM) to gain approval from the Caesars Entertainment Public Relations Department. Security will prohibit access to any media unless prior arrangements have been made.


Please provide an outline of media coverage to include:

- Type of media attending
- Names of local stations
- Date, time and location of event to be covered
- Name and phone number of your organization's Public Relations Manager
- Names of celebrities or speakers that may draw media attention
- Outline of any event or circumstances surrounding your group that may draw media attention.


## Hotel Services

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### Porterage

 Round trip Porterage is recommended for all **group bus arrivals** of 15 or more; see rate information sheet for pricing. Group arrivals must be coordinated in advance with your conference services manager for arrival at the Waterfront Conference Center Entrance or the Brigantine Entrance.

### Satellite Registration

 We offer the opportunity to create a dedicated private Hotel check-in area. Our Front Desk staff and check-in terminals will be used to create this special group arrival experience. This service is provided in combination only with our Porterage service and **starts at \$3,500 (+Porterage)** per 250 rooms/peak arrival day. This fee includes setup of check-in terminals and front desk staff during key check-in times. Satellite Registrations can be coordinated with a minimum of two week notice.

# Appendix

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## Catering

*All food and beverage items must be supplied and prepared by the Harrah's Resort Atlantic City. Food items may not be removed from the premises or to be transferred to guest rooms or hospitality suites as per the Health Department Regulations. No food or beverage may be brought into the Harrah's Resort Atlantic City by a guest or attendee including exhibitors.*

### Menu Selections

- Menu selections are due 30 days prior to your event and must be received in writing.
- All menus are subject to 23% service charge and current State sales tax. Tax exempt organizations must present a valid certificate of exemption 90 days prior to arrival.
- Specialty diet needs must be received at least 72 hours Harrah's Resort Atlantic City to any event; additional charges may apply for special requests.

### Guarantee

- All minimum guaranteed numbers are due by 11:00AM, (3) business days prior to each event.
- Should guaranteed numbers not be submitted by the deadline, the figure indicated on your banquet event order will become the minimum guarantee.
- Counts may not be reduced more than 5% at the guarantee due date, or more than 20% from your initial program.
- Your master account will be charged for the guarantee at minimum, or for the actual number of guests in attendance, whichever is greater.
- The Harrah's Resort Atlantic City will be prepared to serve the specified menu up to 3% above the guarantee (certain exemptions apply, see our Catering Menu for details).
- On-site food orders (increasing of food guarantees) will incur a 10% surcharge on the meal price as well as \$250 chef's fee

### Ratios

- Certain Menus require a chef or carver and are \$250 per chef / carver fee.
- Hosted Bar
  - 1 bar per 100 guests for full hosted bar
  - 1 bar per 125 guests for beer / wine / soft drinks only
- Cash bar
  - 1 bar per 150 guests for full cash bar
  - 1 bar per 200 guest for beer / wine / soft drinks only
- Groups may request additional bartenders above this ratio at \$250 per additional bartender per 4 hour period to cover service charges.

### Pool

- Pool events require Harrah's Resort Atlantic City Hotel Security to maintain the privacy of your event, and to protect hotel property, at group's expense.
- Pool events require Harrah's Resort Atlantic City Life Guards to maintain the safety of hotel guests and Harrah's Resort Atlantic City employees, at group's expense.
- The hotel reserves the right to make the final decision as to the suitability of holding an event outdoors or relocating indoors.
- Group is responsible for the purchase of the minimum lighting package available through Encore Event Technologies.
- Contact Encore Event Technologies for use of the pool's sound and video systems.
- A \$1,000.00 labor set-up charge will apply for all events on the pool deck for half the deck, and \$ 2,000 for the whole deck
- Pool event setup may begin no earlier than 6:00PM during peak season. The earliest event time available is 7:00PM. Bands, DJ's and loud music must end at 10:00PM in consideration of our other hotel guests.

### Meeting room

- Meeting room(s) not assigned at ninety days out will be released to the hotel for scheduling of other functions as required.
- If changes to pre-arranged meeting room set-ups are made less than 48 hours prior to a function or after the room has been set, labor charges may be incurred.
- Standard meeting room amenities include pads, pens, and candy mints located on a station inside the meeting room(s). VIP Pre-Set can be provided an additional charge of \$2.50 per person / per day, which will include pads, pens, candy mints, water glasses and water pitchers at each place setting.
- Re-Key Fee is \$150.00 per room. Contact your Convention Services Manager for more information.
- Standing and Table top Podium(s) and 6' x 8' Risers (12" – 24") are available for rental.
- The Harrah's Resort Atlantic City Hotel reserves the right to make reasonable substitutions to meeting and banquet rooms. Specific room assignments may be changed at the discretion of the Convention Services Manager (CSM).
- The Harrah's Resort Atlantic City reserves the right to charge a rental fee and/or catering minimum for meeting, function or exhibit space utilized by suppliers or affiliated groups. The Harrah's Resort Atlantic City assumes no responsibility for your equipment/belongings left in a Meeting Room or any other area of the hotel, prior to, during or after a function and regardless of whether the Harrah's Resort Atlantic City has issued a key for the function room. A limited amount of lockable space is available and must be arranged for prior to arrival.
- Please review your meeting room requirements with your Convention Services Manager (CSM). Set-up and labor charges may be incurred for any set-ups or turns at the discretion of the Convention Services Manager (CSM) as a result of tight turns and delays caused by outside production and decorating companies. Labor charges may also be incurred if changes to pre-arranged meeting room set-ups are made less than 48 hours prior to a function or after the room has already been set.

## Credit

- In order to establish credit for billing, it is necessary that a credit application be completed and returned to your convention service manager no less than 120 days prior to arrival. The hotel's accounts receivable department will process the application and advise your CSM of any additional required deposits in order to approve your direct bill account. Credit will not be established for a group with master account expenditures less than \$10,000. Should hotel credit not be approved, estimated charges are due payable 30 days prior to arrival.
- Pre-payment of 120% of estimated charges is necessary for groups with master account expenditures less than \$10,000, those not wishing to apply for hotel credit, or those not approved for hotel credit. We accept all major credit cards and / or personal or company checks. Checks will be accepted no less than 30 days prior to arrival.
- A list of authorized signers to the master account will be required 14 days prior to arrival, in writing, to your convention service manager. Only these individuals will be permitted to charge to your master account
- Banquet checks will require signature daily, and will be delivered to your onsite contact daily by our banquet management team

## Facilities

### Forklifts

- All forklifts must come equipped with NOMAR tires and a fire extinguisher. Electric and propane forklifts are only permitted and must have a certified operator. Forklifts must have an audible device while driving in reverse and must comply with OSHA Standard 29 CFR Part 1910-178.
- Forklifts, ramps, scissors lifts and any other equipment may not be stored on Harrah's Resort Atlantic City Property.

### Carpet

- Pads or blankets must be placed on the carpets at any location where crates /pallets are placed.
- The Exposition or Production company must place GymGuard or Visqueen (minimum 7 mm thickness) on top of carpet on the main thoroughfares or aisles, at a minimum 4 main aisles of an exhibit floor, or in case of functions other than exhibits, the main aisles and main cross aisles. In addition, it must be placed under all truss while installing and striking rigging. Mylar boards must be used for all cars and machinery.
- Exposition or Production Company is required to cover the doorway entries and any areas driven on by heavy equipment by utilizing at least 30' feet of protective carpeting or Mylar boards at each drop point, including service hallways. This carpeting must cover 30' into the banquet hallway and the remainder 30' is laid into the ballroom on top of the carpet. Protective carpeting must be "thread up" and maintained to avoid any debris from riding into the carpet.

- Only a low adhesive tape is permitted on the hotels' carpet. Two-way carpet tape is not permitted. Decorator carpet may be installed only as follows:
  1. Visqueen is to be laid directly over hotel carpet and secured with a low adhesive tape.
  2. Decorator carpet may then be laid over Visqueen with tape securing carpet to Visqueen.
- Thin rubber matting must be used in service corridors between receiving area and convention area.
- Signage and easels are required to be professional, uniform, in new condition and can be placed next to entrance of the assigned meeting room(s). All placement must be approved by your convention service manager.

### Special Effects

Should a production company utilize a special effect during a meeting, such as a confetti cannon, a one-time special cleanup fee will be applied.

## Fire Marshall

In accordance with the Atlantic City Uniform Fire Co all functions require a Fire Marshall approved diagram on the premises for and during each event. A Fire Department stamped plan for each qualified event must be posted at the convention site and be available for inspection at all times. It is your sole responsibility to relay information regarding the uniform Fire Code to exhibitors in your Trade Show/Exhibit Hall or display area. Any function not approved by the Fire Marshall, shall not, under any circumstances, be allowed to happen. Harrah's Resort Atlantic City is equipped with a software system for creating diagrams at your request. The fee for this service per diagram submitted is \$425.00. Diagrams submitted less than 10 days prior to function date will be charged at double the rate per diagram. Diagrams submitted less than 3 days prior to function date will be charged at Triple the rate per diagram. All set-up requirements for your function(s) must be given to your Convention Service Manager no later than 30 days prior to your function(s).

### Diagram

- The following must be shown on the diagram:
  1. Scaled to a minimum of 1/20"
  2. Dimensions and square footage of the entire area
  3. Size, location and construction of booths or any object taking up floor space in the room
  4. Table and chair location
  5. Width of all aisles
  6. Location and width of all fire exits
  7. Location of ALL fire extinguishers and fire hose cabinets. One fire extinguisher per every 6,000-sq. ft. and travel distance not to exceed 75 feet. Must be visible and accessible.
  8. Name of contact person and phone number
  9. Move in and move out dates
  10. Room name
  11. Function name
  12. Name of hotel
  13. Address of hotel
  14. Occupancy
  15. Grandstands, bleachers, risers and alike must be approved by the Atlantic City Fire Department
  16. Perimeter/Screen draping

Note: All fire exits must be clearly visible with an illuminated exit sign above each

Back staging and rear screen projection guidelines:

1. No storage boxes, musical cases, etc. may be stored behind staging.
  2. If exiting is covered by stage masking there must be a clear path from masking to exit and illuminated exit sign located on masking.
  3. Any fire extinguishers or fire hose cabinets located back-stage must be clear and easily accessible.
  4. Diagrams are available on the web at [www.caesars.com](http://www.caesars.com) or from your convention services manager.
- Any changes to approved diagrams must be re-submitted for approval and please note that unauthorized room changes may cause delays in opening the event.
  - Aisles and exits as designated on approved show plans shall be substantial and fixed in position in a specified area for the duration of the show. Easels, signs, etc. shall not be placed beyond the booth area into aisles. Exhibitors must keep their booths and displays within the designated perimeters.

### Fog, Haze and/or Pyrotechnics

- Any smoke, fog, haze or pyrotechnics (including rehearsals) must first have Fire Marshal and Hotel Life Safety approval. The Life Safety staff at Harrah's Resort Atlantic City must be notified at least two weeks in advance of the event. Fog machines must be water based. Harrah's Resort Atlantic City facilities will be contacted to disable the fire alarm devices in the Harrah's Resort Atlantic City Convention Center. A technician must remain in the Fire Safety Command Center while the devices are disabled.
- When pyrotechnic displays are used on property, a permit must be given to the Conference Services Manager prior to related function. A competent and certified operator must be present and a copy of the operator's certificate must be on file with Conference Services Manager prior to the show. All pyrotechnic displays must comply with Uniform Fire Code.

### Automobiles

Automobile or other fuel-powered vehicles of any nature must follow the following guidelines:

1. Gasoline tanks at 1/8<sup>th</sup> full
2. Batteries disconnected
3. Fuel filler caps locked or taped
4. Non-flammable drop cloth placed under the engine
5. Locking gas caps
6. Ignition keys removed
7. Propane tanks to be removed
8. Each vehicle must be equipped with its own fire extinguisher
9. Displays involving flammable or combustible liquids or materials and pyrotechnic displays must be demonstrated to the Atlantic City Fire Department for issuance permit

### Fire Resistance

- Combustible materials must not be displayed in exhibit booths at any time.
- All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo plastic cloth, and similar decorative materials shall be flame retardant to the satisfaction of the Fire Department and State Fire Marshal. Canvas, cloth, cardboard, leaves, or similar combustible materials shall be completely flame retardant. All drapes, hangings, curtains, drops, exhibit booth construction materials and all other decorative material including Christmas trees shall be made from non-flammable material or treated and maintained in a flame-retardant condition. Oilcloth, tarpaper, sisal paper, nylon, Orlon, and certain other plastic materials cannot be made flame retardant and their use is prohibited. **ALL MATERIALS MUST BE ACCOMPANIED BY AN OFFICIAL FIRE RESISTANCE CERTIFICATE.**
- If substitutions of original materials must be made, such labor and materials as required to bring the work up to code standard shall be provided by group at no additional expense to hotel. If group is unable to comply, said convention shall be cancelled by hotel without liability to hotel.

### Compliance

- Compressed gas cylinders are prohibited unless prior approval is obtained from the Fire Marshal. Approved cylinders must be stored in an upright position. Helium canisters are permitted but must be stored in a secured upright position.
- Any use of two wire extension cords is prohibited. Multiple outlets and electrical cords must be grounded and must not be used to exceed their listed amp rating.
- Areas enclosed by solid wall and ceilings must be provided with approved smoke detectors and a "fire watch" during off hours. Any covered area exceeding 800 sq. ft. will require a temporary sprinkler system.
- Electrical panels must have thirty (30") inch clearance in front. All other electrical (cords, plugs, etc) must be of the approved type and in accordance with the Uniform Fire Code and the National Electrical Code.
- Any bleacher system set up will require approval from the Atlantic City Fire Department.

- *Smoking is prohibited in all convention areas, at all times. It is the responsibility of the exposition or production company to enforce this policy with their personal.*



## Outside Production Company

ENCORE EVENT TECHNOLOGIES MANAGES AND OVERSEES ALL AUDIO-VISUAL VENDORS AND PRODUCTION COMPANIES PROVIDING SERVICES WITHIN THE HARRAH'S RESORT ATLANTIC CITY. IN AN EFFORT TO ENSURE THAT OUR LIABILITY NEEDS ARE PROTECTED AND THAT QUALITY STANDARDS ARE MAINTAINED, ENCORE EVENT TECHNOLOGIES OVERSEES THE PROPER OPERATION AND CARE OF OUR FACILITY AND EQUIPMENT BY LOCAL AND NATIONAL VENDORS. WE HAVE ESTABLISHED THE FOLLOWING AS CONDITIONS THAT MUST BE SUBSTANTIATED AND RECEIVED PRIOR TO YOUR EVENT AT THE HARRAH'S RESORT ATLANTIC CITY.

- All events at HARRAH'S RESORT ATLANTIC CITY must be pay rolled through Encore Event Technologies, the exclusive payroll provider for Harrah's Resort Atlantic City.
- All Production companies must provide to Encore Event Technologies, Inc. a detailed Schedule of Events, **30 days prior to the event**. This document shall include accurate dates and times of the show load in and load out, rehearsal schedule, fire watch schedule, show schedule, and electrical install and removal times. Any Production company using theatrical smoke, pyrotechnics or lasers, must notify the group's Convention Services Manager, 30 days in advance in order to make proper arrangements with Hotel Security and the local Fire Marshall. Contact your group's Convention Services Manager for details.  
**Encore Event Technologies contract(s) must be signed and returned to Encore Event Technologies, Inc. 14 days prior to show load-in. Contracts signed and returned less than 14 days will be revised with late electrical pricing and overtime/double time labor rates.**
- Encore Event Technologies will assign a Technical Supervisor to your Production Company during the load in, set-up, teardown and load out of your show. Your assigned TS will also do a walkthrough of the facility and note any existing damage in the room prior to load in. At the conclusion of load out, the TS will do a follow-up walk through and note any additional damage to the facility. The Production Company will be billed for all damages to the facility. Full payment is required thirty (30) Days of billing date. All vendors and groups are responsible to leave the hotel in the same condition it was found.
- All scissor, man, fork or boom lifts ordered through Encore Event Technologies must be operated by certified Encore Event Technologies staff members or certified contracted labor hired directly by Encore Event Technologies.
- The Hotel maintains a strict policy for using pyrotechnics or fog machines within the convention area. Fog machines must be water based. No oil based fog machines are allowed in the Waterfront Conference Center Convention Center. The hotel requires that an Encore Event Technologies, Inc. representative be stationed in the room during rehearsals and all performances. Rates are available upon request.
- Load-In and Load-Out will be done at Expo Dock at the Waterfront Conference Center Dock. Trailers will not be permitted to remain on the loading docks when not being actively loaded or offloaded.
- Oversized vehicle parking is available on request on the Waterfront Conference Center lot. The vehicle owner / operator is required to inform the Harrah's Resort Atlantic City Convention Services Manager. The make, model and license number will be recorded for each vehicle parked. Parking is at your own risk; the Harrah's Resort Atlantic City does not assume any liability for vehicles parked on its property.
- No equipment or cases are to remain in the "back of the house" areas at any time. This includes public areas, service areas, hotel dock(s) and/or hotel parking lots. Storage space for outside audio-visual companies will be the sole responsibility of the audio-visual company. All freight, equipment and trailers must be taken off property for the duration of the show.
- Your Production Company will be provided with a list of wireless frequencies.
- All non-display vehicles inside the Convention Center must have white NOMAR tires and free from leaks. The production company is responsible for protecting hotel carpeting with plastic no less than 7 mm thick. All lifts will be physically checked before they are permitted to come inside the Convention Center. ***Cleaning and/or repair fees will apply should marks, leaks or damages occur in the meeting facilities. The Production Company will be billed for all damages to the facility***
- For security reasons it is required that outside Production Companies provide ID badges for all their staff members. ID badges must notate staff member's name, group's name and Production Company's name.
- The Waterfront Conference Center area has an overhead sound system. To protect our property, only equipment provided by Harrah's Atlantic City/Encore Event Technologies is permitted in the overhead system.
- Technical areas are to be placed on side walls or in the rear of room with all cabling routed around the perimeters

in a manner that maintains safe thoroughfares for servers and guests. Cables are only permitted to be dropped from the Waterfront Conference Center catwalks into the following rooms/areas: Wildwood 29 & 30 and Avalon 29 & 30. All cables run in the catwalks must be run in an orderly fashion. The Waterfront Conference Center catwalk is not an exclusive space. Cable ramps are required for all cables crossing catwalk walkways, back hall walkways & outdoor areas. Camlok cabling is available as a rental. Please contact your Encore Event Technologies, Inc. Sales Manager for details and pricing.

- There is **no smoking** permitted inside the Waterfront Conference Center Convention Center, or its back hallways. *Smoking is only permitted outside the Waterfront Conference Center Convention Center.*
- Outside Vendors must place on file with the hotel a certificate of insurance showing a minimum of **\$2,000,000.00** for each occurrence. This certificate must show the following: **Harrah's Resort Atlantic City, Caesars Entertainment** and their subsidiaries and affiliates, and each of their officers, Directors, representative and employees are named as additional insured under above policies.
- All Audio Visual, Booth Lighting, Electrical, Internet Services and Banner/Sign Hanging Services are exclusive tradeshow services of Encore Event Technologies. **Outside Production Companies and/or Audio Visual Service Providers are not permitted to provide any of the above listed services on the Tradeshow floor and/or any Public Areas.**
- Use of the Harrah's Resort Atlantic City employee cafeteria is prohibited for all outside production staff & vendors

### American with Disabilities Act

*Pursuant to the American Disabilities Act (ADA) of January 26, 1992, Group agrees to provide proper ramp access to all elevated exhibit booths and/or non-permanent staging used for either exhibit or special event purposes. The ramp will meet ADA guidelines with regard to both seeing and mobility impaired persons. Group will comply with all other ADA and OSHA requirements. Hotel can assist group with accommodating ADA needs with at least a two-(2) week prior notification.*

## **Rigging**

- Rigging is an Exclusive Service of the Harrah's Resort Atlantic City/Encore Event Technologies. Three riggers, two high and one ground, are required for both load in and load out of all equipment that is to be hung in or attached to the ceiling. Rates are available upon Request.
- All rigging equipment (i.e. chain motors, span sets, shackles, steel, deck chain, etc.) must be supplied by Encore Events Technology for liability reasons. Rates are available from your Sales manager upon request.
- All Signage brought in must be professionally made (no handwritten signs) and meet the requirements of Hotel Management. Signs or banners may not be taped, stapled, nailed, tacked or otherwise affixed to any hotel doors, walls, columns or other parts of the buildings or furnishings. The hotel is not responsible for signage or promotional materials left unattended or left behind at the conclusion of your event. Banners in excess of 6' should include a rigid support for best results. Always include grommets when purchasing a banner.
- All signs and banners connected to the hotels' walls or ceilings must be hung and removed by Encore Event Technologies staff only and load is not to exceed 75 lbs. per running foot. Arrangements should be made with your primary hotel contact at least 7 days in advance of your event and labor charges will be assessed. All hanging signs must be approved by Convention Services. The hotel reserves the right to refuse signage that does not meet the minimum requirements as set forth in these policies.
- Easels (are available through Encore Event Technologies) and Signage are permitted in the convention area at the discretion of the Convention Services Department. Easels and Signage for functions will be limited to one sign outside of each meeting room and are not permitted in the casino, hotel lobbies, sleeping room hallways or in elevator banks on guestroom floors.
- The Harrah's Resort Atlantic City Waterfront Conference Center is equipped with the latest technology in convention signage. Placement of your company logo and graphics on the video wall in the Waterfront Conference Center, Lobby and on the Meeting room monitors are additional services we can offer at a nominal fee.

## Room Reservations

Your group will be assigned a designated Room Reservations Group Coordinator who will be your main contact regarding pick-up reports, delegate lists, room block reductions, etc. Harrah's Resort uses Passkey/ Lanyon Inc. Software providing you the ability to fully access the same information as your Group Coordinator at any time. A link and password to Passkey will be assigned by the Group Coordinator within 12 months prior to arrival of the group.

- We recommend that Housing information that will be distributed to your attendees be reviewed by your Convention Services Manager and Group Coordinator prior to printing and mailing out the housing information.

A deposit of the first night's room and tax is required to hold all reservations. Reservations must to be cancelled 72 hours prior to arrival to avoid 1st night's room & tax charges.

- The following information is required for each reservation on your list:
  - Last name, first name
  - Last name, first name of anyone sharing the room
  - Company name (if applicable) and address
  - Arrival date
  - Departure date
  - Preferred accommodation type (single, double, one bedroom suite, etc.) and special room requests (king bed, smoking, non-smoking, high floor, Handicapped Accessible Rooms, etc.) All room preferences are subject to availability.
  - Room rate
  - Deposit method (credit card, Master account, other)
  - Credit card type, number and expiration date, along with name as it appears on card
  - Guests phone and fax numbers
- Housing agencies must provide a copy of the intended housing procedures for approval prior to print, publishing or distribution to group attendees.
- All credit cards are charged as the reservation is entered into our reservation system.
- Deposits for unclaimed guaranteed rooms are forfeited nightly at 2:00AM
- Confirmations for individual call-ins will be given at the time the reservation is made. The Harrah's Resort Atlantic City does not send a separate mailing with confirmations to individual guests. The Meeting Planner may request a rooming list with confirmation numbers for reference. Please speak with your Room Reservations Coordinator.
- Changes to reservations after the cut-off date will only be made based on availability at the group rate. Please send all changes in writing only to your Room Reservations Coordinator.
- Standard no-show billing is one night's room and tax.
- A sub-block will be required for staff / VIP rooms in the event that group prefers the individual call-in reservation method. This block is inclusive of your main block and not in addition to it. This sub-block will be held for you until your cut-off date, at which time you will need to submit a rooming list to your Room Reservations Coordinator with all info stated above for reservation submission.
- In order to better protect your interests, your Convention Service Manager and Room Reservation Coordinator will want to know if you will approve the release of sub-blocks from your main group block for affiliated or exhibiting companies attending your convention. Please be sure to provide this information when requested.

## Rates

Fire Marshall Diagram > 10 Days	\$425.00 Each
Fire Marshall Diagram > 3 Days and < 10 Days	\$850.00 Each
Fire Marshall Diagram < 3 Days	\$1,275.00 Each
Room Drop (Generic)	\$3.50 Per Room
Room Drop (Specific)	\$4.50 Per Room
Room Drop (Additional Item)	\$1.00 Per Room
Round Trip Portage	\$7.00 Per Person
Golf Bag Handling	\$4.00 Each
Water Stations ( 5 Gallons)	\$250.00 Each
Bartender Labor Fee	\$250.00 Per Four Hour Period
Chef, Carver, Butler, or Cashier Fee	\$250.00 Per Four Hour Period
Package Shipping and Handling	Per Business Center Rates, Please Contact Your Convention Services Manager for More Information.

Please contact your Convention Services Manager for a full list of marketing opportunities